

2026 Cookie Program SU COOKIE MANAGER PLAYBOOK

10 THINGS TO DO NOW!

1. Pull your Service Unit Roster from Looker

- See the **Just-In-Time: Looker** for instructions.
- Grab everyone's email/cell phone and start a communication plan. It's typically best to communicate the most important information through at least two different channels.

2. Start planning your Service Unit Troop Cookie Training

- See next page for hosting information
- Schedule for December or the first week of January. Virtual or In-Person? Where?

3. Invite all Troop Cookie Coordinators/Co Leaders from your Looker Report

- How about some snacks or door prizes to encourage attendance?

4. Secure a Delivery Station for the Initial Order

- See the **Just-In-Time: Delivery Station Locations**
- Do you have a convenient warm location to sort the Initial Order? (Coordinate helpers if your service unit expects an exceptionally large order).

5. Get signed in to eBudde

- Initial upload of troops takes place second week of December, girls will follow next week, then weekly through end of program.
- Make sure your information is correct: contact info, delivery address etc. This info is displayed on the dashboard of each troop so they know how to reach you!

6. Think about Cookie Booths

- Does your Service Unit have any popular booths you'd like to add to the council sign-up? Let us know and we'll work to get an agreement from the business.

7. Review your materials

- Do you have enough for everyone? Check out the Looker Report to find out.

8. Verify the Service Units' Bank Account is on file with GSDH!

- A Service Units must have their bank account established to receive cookie proceeds.

9. Jump onto the Cookie Manager Facebook Group!

- This is a great place to collaborate, share tips and get to know other Cookie Managers. This is also where we will send reminders and information.

10. Relax...and enjoy the calm





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THINGS TO DO IN JANUARY

Host a Troop Co Leader/Cookie Coordinator Training

- Remind everyone of the training. Re-send your email invite. Post on your SU Facebook Group.
- Encourage attendance with snacks or swag. The more they learn, the fewer questions you'll get later!
- Going virtual? Host a Zoom Meeting with fun backgrounds from Little Brownie Bakers website.
- We'll provide you with a training presentation to use if you'd like!
- Keep it simple—A great place to start is by going through the Volunteer Manual! Pull it out, talk through it together, and have them take notes.
- Important Dates! Go over the dates and explain the key concepts for each.
- Where to find help. You, website, other volunteers, resources, and US—GSDH staff!
- Ask them to pull their roster out of myGS to compare to eBudde troop rosters. They should report any issues to Member Services before the start of the program.
- Leave time for Q & A.

Don't forget about the 
EBUDDE TROOP APP!
Troops can do all their cookie business on the go!

Submit the Initial Order (Cookies and Rewards)

- Enter your Cookie Delivery Station address into eBudde (if you haven't done this yet).
- Verify that all your troops have placed their initial order into the eBudde. Look them over for errors or troops that may have forgotten. This will ensure that they have cookies for the very first day of the program!
- Push SUBMIT to send all orders to the council.
See **Just-In-Time: Submitting the SU Initial Cookie & Reward Orders**.
Deadline is 11:59 PM CST (10:59 PM MST), **Monday—January 12, 2026**.
- Enter your Reward Delivery Address for the Initial Order Reward. No PO Boxes!

RESOURCES & HELPFUL STUFF

Product Program Team— cookies@gsdakotahorizons.org

GSDH Member Services— Call 1-800-666-2141 OR help@gsdakotahorizons.org

Little Brownie Website—<https://www.littlebrowniebakers.com/>
Lots of great information! Social Media Posts ready to go! Fun graphics. Cookie Planners. Learning videos.

eBudde Help Center—<https://ebudde.littlebrownie.com/>
Check out the Help Center tab for helpful videos and more.

GSDH website—<https://www.gsdakotahorizons.org/>
Links to Digital Cookie & eBudde, resources, just-in-times, and more.

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THINGS TO DO IN FEBRUARY

Receive your Initial Order of Cookies

- Watch for the notification from the Delivery Agent. Please be flexible; they are delivering a lot of cookies during regular business hours in a very short period of time.
Deliveries will take place between **January 19th — February 6th**
See **Just-In-Time: Initial Order Delivery** for all the details.
- Count all cases with the Delivery Agent. Everything **MUST** match the Delivery Ticket. The agent is responsible for getting you everything listed on your ticket **BEFORE** you sign. They should make arrangements with you to cover any shortages or visible damages. If they do not resolve any shortages, notify us at cookies@gsdakotahorizons.org within 24 hours of your delivery.
- Sign the Delivery Ticket and keep a copy for your records. If you find damages later, notify us.

Watch for your Initial Order of Rewards

- Initial Order Rewards will come directly from LBB.
- Notify us of any missing or damaged items within 24 hours of delivery. (After 24 hours, it becomes less likely we will be able to replace the missing or damaged items).

Schedule your Troops to Pick-Up

- Use eBudde to create a pick-up schedule for troops.

See **Just-In-Time: Initial Order-Scheduling Troop Pick-Ups in eBudde**.

- Communicate pick-up date to troops using two separate communication methods—email, text, Facebook, etc. Remind troops that only Troop Cookie Coordinators or Co Leaders are authorized to pick-up the troop's cookies (no parents or girls).
- Cookie Managers (or other designated and trained volunteer) must be present during all pick-ups to obtain signatures and confirm orders picked-up are complete and accurate. Troop cookies may not be left at any office/service center for more than 5 calendar days.

Get Ready for Troop Pick Up Time

- Print 2 copies of 'Troop Pick Up Sheets' (Cookies) and 'Troop Rewards Summary' (Rewards).
- Sort each troop's cookies and initial rewards for pickup.
- Re-count **WITH** Troop Cookie Coordinator/Co Leader to match pick-up sheet. Each of you sign acknowledging the accuracy of the order. Keep a signed copy.

Communicate and Check-in with Troops and Juliettes Often!

- Please check the Looker Report often to see if you have any new girls/troops starting in your SU.
- If you have new troops or Juliettes that do not have a bank account. Please collect all funds and deposit into the SU Bank Account. At the end of the program, submit the SU Deposit Confirmation Form letting us know.
- We recommend checking in at least once each week with Troop Cookie Coordinators/Co Leaders; particularly with those who are first-year participants.
- Provide reminders about:
 - Using the eBudde app
 - Collecting & depositing money every week, writing receipts AND tracking payment in eBudde
 - Keeping current with cookie transfers to girls within eBudde (this one's a life-saver!)
 - Using the Booth Recorder after every in-person Booth Sale
 - Using the Cookie Exchanges in eBudde and/or Facebook

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THINGS TO DO AT THE END OF THE PROGRAM

REMINDER: CM's will not have cookie *editing* access in eBudde after **Sunday—March 29nd**. See **Just-In-Time: End of Season Checklist** for important information and details.

Submit SU Deposit Confirmation Form: [Service Unit Deposit Confirmation](#)

- If you've been collecting funds for any new troops without an established bank account or Juliette Girl Scouts, please submit the form by **Friday—April 12th**.

The Final Check-In with your Troops

Troops no longer have cookie editing access within eBudde after **Thursday—March 26th**.

- Send reminders to troops and confirm that they have completed all of the following:
 - Completed all transfers in eBudde
 - Placed their Reward Order in eBudde
 - Deposited all funds
- Does the troop need to submit an Outstanding Balance or NSF Form? Due **Friday—April 3rd**.

Prep the Final Rewards (including Dakota Dough)

Reward shipments are expected to begin week of **May 5th**; one shipment from LBB and one from council (including Dakota Dough). Cookie Crossover patches are expected to be sent by early June. NEW—Amazon storefront items are shipped directly to the Girl Scouts.

- Count all rewards immediately after receiving. Keep all packing slips. Notify us of any missing or damaged items within 24 hours: cookies@gasdakotahorizons.org.
- Schedule pickup times and notify troops
- Print 'Troop Rewards Summary' from the Reports Tab (Choosing Final Rewards)
- Sort each troops rewards for pickup

Hand-Out the Rewards

- The Cookie Manager (or designated and trained volunteer) needs to be present at reward pick-up. Rewards shall not be left at any office/service center for more than 5 days.
- Re-count **WITH** TCC/TCL to match report. Each of you sign acknowledging the accuracy of the order. Keep a signed copy of the reports.



THANK YOU for making
this a fun & successful
COOKIE SEASON!

SERVICE UNIT PROCEEDS

Details for SU Proceeds can be found on our website -
[Service Unit Proceeds](#)

Cookie Proceeds will be paid to all Service Units with girls participating. See the document for all the information!

NOTES:

- Proceeds can only be collected during the current Girl Scout year ending in 9/30.
- Proceeds are deposited within 60 days of the end of the program to authorized GSDH SU bank account on record.