Just-in-Time

Cookie Cupboard FAQ

1. **Will the Cookie Cupboard have all the cookies I need?**
   Probably. Cookie inventory is constantly being shuffled between approximately 30 Cookie Cupboards! Placing a Pending Order is vital to us understanding what inventory and varieties are needed at each Cookie Cupboard. All cookies are on a first come, first serve basis.

2. **How do I place a pending order in eBudde?**
   See the Volunteer Cookie Manual or **JIT—Pending Orders and Pick up** *for step-by-step instructions.*

3. **Is there a minimum/maximum number of cookies that can be picked up from the cupboard?**
   No, there is not a limit. However, any cookies taken from the cupboard become ownership of the girl or troop they are transferred to and cannot be returned.

4. **Who can pick up from the Cookie Cupboard?**
   Any adult authorized as a Cookie Pickup Person by the troop co leader in eBudde can pick up inventory.

5. **How do I add an authorized user in eBudde?**
   In your troop "Contacts" tab - "+Add" - select Troop Cookie Pickup Only User in the drop down.
   View the **JIT—Pending Orders and Pick up** *for full details.*

6. **What if an unauthorized user comes to pick up cookies? Will they be denied?**
   Cupboard staff will attempt to contact the troop co leader to add them in eBudde as an authorized Cookie Pickup Person, or allow staff to do so. If the troop co leader is unable to be reached the unauthorized adult will not be able to take inventory. It is very important to set this up prior to sending anyone to the cupboard.

7. **Can I return cookies to the cupboard?**
   No. Cookie inventory taken from the cupboard becomes ownership of the troop and will need to be paid for at the end of the cookie program.

8. **What if I need more cookies when the cupboard is closed?**
   First step is to reach out to the Troop Co Leader to determine if there is troop inventory on-hand. Also reach out to other girls within the troop. You can also check your local GSDH Cookie Exchange Group on Facebook or under the 'Cookie Exchange' tab in eBudde. Make sure to tell the troop co leader about all exchanges!

9. **When an order is picked up, does it get transferred immediately?**
   With the eBudde App, all pending orders will be transferred immediately to the troop when picked up. The troop will be emailed a receipt.

10. **Are cookies picked up from the cupboard transferred to the troop's inventory or to the girl's inventory?**
    Pending Orders are placed as a troop and are transferred to the troop level. If you would like to keep track of what orders you are placing for certain girls, you can place a note in the 'contact' field when entering the pending order to help your records. It also allows you to print your own receipt when placing the order.

11. **Will I need the eBudde App to pick up cookies at a cupboard?**
    Yes.

For additional questions or needs call 1-800-666-2141 or email help@gsdakotahorizons.org
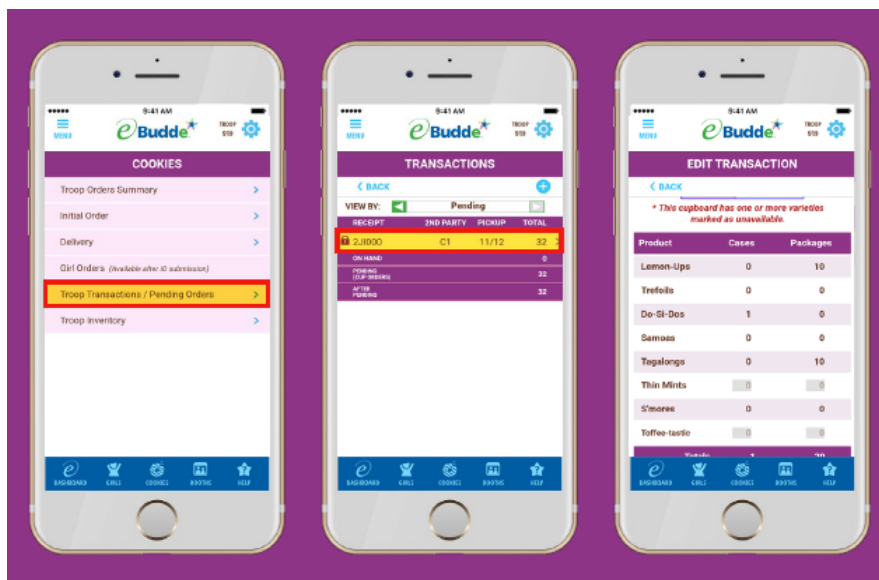
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Cookie Cupboard Pickup with the eBudde App

IN-PERSON PICKUP

Use the eBudde App* to confirm the order includes all the cookies you've requested:

- Tap **Cookies**
- Tap **Troop Transactions / Pending Order**
- Tap the pending order to see all the details in the Edit Transaction screen.
- Check the totals for each variety of cookie you are picking up.
- When you and the clerk agree that the order is correct by COUNTING and comparing, the clerk will remove your order transaction from the 'pending' state.
- Your order will be added to your eBudde's tally of on hand cookie inventory.

PICKUP

When you arrive at the cupboard for your scheduled pickup, let the cupboard clerk know you are there and ask for any changes you'd like to make to your order.

As part of this process, the clerk will use eBudde to **release** the order to you.

In the app, tap the **Confirm Order** button to open the Confirm Order screen for the order.

Confirm the cookie totals are correct, and tap **Confirm Pickup** to close out the transaction. This will add the cookies to your on hand inventory in eBudde.

CONFIRMING cookie pickup is an important step for your troops accurate inventory!

SPECIAL NOTE:
The troop must confirm any outstanding pickup transactions. If you forget to **Confirm** while at the Cupboard, you can still do this in the App:

- Tap **Cookies**
- Tap **Troop Transactions / Pending Order**
- Tap the left arrow in the sort menu to view orders that are Ready for Pickup.
- Just tap an order and then tap **Confirm Pickup** to close out the transaction.