



2023–2024 Girl Scout Cookie Program®

Troop Cookie Manager Manual



NEW!



girlscoutsna.org

See our updated website and find all the information needed for the cookie season

Redesigned

LittleBrownie.com

Check out cookie resources on the baker's new website

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Three cheers for our volunteers!

It's a fact: Cookie season couldn't happen without the hard work of our volunteers. Thank you for serving as a Troop Cookie Manager! In this guide, you'll find tips, tricks and resources you can use to make this season the best one yet.



CONTACT

Service Unit Number _____

Service Unit Cookie Manager _____

Contact Number _____

Email Address _____

KEY TERMS

SUCM – Service Unit Cookie Manager

SUM – Service Unit Manager

TCM – Troop Cookie Manager

Gift of Caring – GSNCA’s “Care to Share” program; a donation of funds in order to purchase cookies to be donated to a local organization after the program ends

Digital Cookie – the online program used for customers to purchase cookies with a debit/credit card

eBudde – the online program used by Troop Cookie Managers to manage the troop’s cookie inventory and financial information

PGA – Per Girl Average

Count and Go – local distribution of troop initial and girl cookie orders to TCMs in Anniston, Birmingham, Florence, Madison/Huntsville, and Tuscaloosa

Cookie Cupboards – TCMs will pick up more cookies when needed throughout the program at Cookie Cupboards located around the area

Cookies on The Go – girls sell cookies in-hand throughout their communities and neighborhoods.

Me and My Guy – anytime a male participates with the cookie program with a Girl Scout.

GSNCA CONTACTS

Membership Support
1-800-734-4541

customercare@girlscoutsna.org

Angie Hines
Director of Product Programs
ahines@girlscoutsna.org

Gabbii Ward
Software and Data Programs Manager
gward@girlscoutsna.org

Gina Walley
Chief Financial Officer
gwalley@girlscoutsna.org

eBudde Login Info

Site: cookieportal.littlebrownie.com

Login: _____

Password: _____

Digital Cookie Login Info

Site: digitalcookie.girlscouts.org

Login: _____

Password: _____

Need help? Scan here to access cookie resources on the GSNCA website where you will find all needed information about the cookie program.



Troop Cookie Manager (TCM) Responsibilities

**Every Girl Scout has it in her to do amazing things.
With your support, she'll rise to the challenge!**

The role of the TCM is to:

- Track girls' sales in eBudde.
- Monitor inventory - reorder or transfer cookies when needed.
- Receipt cookie distributions and payments received.
- Monitor balances due and scheduled ACH withdrawals.
- Deposit funds into the troop's bank account frequently.

TCM Participation Requirements:

- Training.
- Signed position description on file.
- Troop ACH Authorization Form on file.
- Current, eligible background check on file.
- Confirm registration of all girls and participating parent volunteers.
- Signed parent permission form is required for every participating girl.

TCM Role During the Program:

- Enter orders from girl order cards and keep eBudde up to date.
- Monitor online payments from the Digital Cookie platform, which will be visible in eBudde.
- Coordinate booth locations with your Service Unit.
- Arrange cookie pickups from the Cookie Cupboard and bring store cookies until girls pick them up.
- Collect money, issue receipts, and make frequent bank deposits.
- Contact the SUCM immediately if you have problems collecting funds.

TCM Role After the Program:

- Complete the final rewards order in eBudde.
- Distribute girl rewards in a timely manner.
- Keep all troop cookie program records for at least two years.
- Celebrate with the girls and their families.

Through volunteering with Girl Scouts, troop leaders experience the following benefits:

90%

feel they make a difference in the lives of girls.

83%

say they gain a sense of purpose volunteering with Girl Scouts.

76%

make friends through their service as a troop leader.

74%

become more involved in their communities.

62%

feel energized all or most of the time they volunteer as a troop leader.

20%

gain career or job opportunities through their Girl Scout volunteering.

"The Benefits of Being a Girl Scout Volunteer" Girl Scout Research Institute, 2020



Five Essential Skills



The Girl Scout Cookie Program is the largest girl-led entrepreneurship in the world. The Girl Scout Cookie Program provides important leadership skills. These five important skills continue with girls throughout their lives, providing them a well-earned foundation.

Skills They Build

The Girl Scout Cookie Program® helps Girl Scouts develop real-world skills in five essential areas:

1

Goal Setting

Girl Scouts learn how to set goals and create a plan to reach them.

2

Decision Making

Girl Scouts learn to make decisions on their own and as a team.

3

Money Management

Girl Scouts learn to create a budget and handle money

4

People Skills

Girl Scouts find their voices and build confidence through customer interactions.

5

Business Ethics

Girl Scouts learn to act ethically, both in business and life.



Cookie Badges

Check out the Cookie Badges from GSUSA:





2023-2024 Girl Scout Cookies®

All our cookies have...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil
- Halal Certification

All Cookies are \$5



Adventurefuls® • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt
Approximately 15 cookies per 6.3 oz. pkg.
①D



Lemon-Ups®

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits
Approximately 12 cookies per 6.2 oz. pkg.
①D



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe
Approximately 38 cookies per 9 oz. pkg.
①D



Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling
Approximately 20 cookies per 8 oz. pkg.
①D



Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes
Approximately 15 cookies per 7.5 oz. pkg.
①D



Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating
Approximately 15 cookies per 6.5 oz. pkg.
①D



Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint
Approximately 30 cookies per 9 oz. pkg.
①



Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolaty and marshmallowy flavored filling
Approximately 16 cookies per 8.5 oz. pkg.
①D



Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits
Approximately 14 cookies per 6.7 oz. pkg.
①D



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ACCEPTED

Selling Options



In-Person

- On December 11, 2023, girls begin taking preorders using paper order cards.
- Our number one priority is safety. An adult must supervise all activities.
- Encourage girls to call, email, FB message, text, or visit their friends and family to ask them to place an order for cookies or make a donation.
- Girls can place homemade posters in their parent/guardian's workplace (with employer's permission) to advertise their cookie goal.
- Girls deliver cookies to neighbors and friends. Girls earn a special patch if they participate during Cookies on The Go, February 5 – March 24, 2024 (pg. 23).
- Participating in booths increases troop sales. Booth sales start February 16, 2024.

Online

- Digital Cookie opens December 11, 2023.
- Cookies can be direct shipped to customers or girl delivered in Digital Cookie.
- The girl-delivered option allows customers to pre-pay for their cookies and have them personally delivered by a Girl Scout.
- Girls should set up their Digital Cookie website as soon as the registration link is received to send out marketing emails the first day of the program.
- Digital Cookie accepts payment via debit/credit cards.
- Livestreaming on social media to friends and family is a popular option.

There are different ways that girls may sell cookies, including in-person, online through their personalized Digital Cookie website, at a booth, door-to-door, in their communities, and many more.



GSNCA GIFT OF CARING

The Care to Share program provides cookies to Hometown Heroes – including local first responders, active-duty military, veterans, front-line workers, healthcare personnel and essential workers throughout our communities. Girls earn customized rewards with this GSNCA program.

GSNCA's Gift of Caring program:

- Collect \$5 per package from customers who want to donate to this cause.
- Provide a Gift of Caring Donation Receipt if requested.
- Log all Gift of Caring purchases made except those on Digital Cookie in eBudde in the "C2S" column in the Initial Order tab or Girl Orders tab – whichever is active.
- Troop proceeds and girl rewards are automatically calculated.
- GSNCA will order packages and will coordinate distribution to communities through our councils by service units and troops.



Council via in-person	Council via Digital Cookie
Troop purchases cookies using money donated during walkabouts and booths	Customer purchases as "Donate Cookies" in Digital Cookie
Number of packages donated is entered as "V_GOC" in Booth Sites tab or as "C2S" in Girl Order Tab – payment is credited to the girl's balance due by the TCM	Cookies and funds are credited automatically to the girl in eBudde
Delivered to our local Hometown Heroes	Delivered to our local Hometown Heroes

TROOP GIFT OF CARING

Troops can also host their own Care to Share program in addition to GSNCA's Hometown Heroes program. Troops will be responsible for keeping track of funds donated, cookies purchased, and the delivery of the cookie packages to the organization.

To participate in your own Gift of Caring program:

- Cookie packages are not entered in the "C2S" column and do NOT count towards Gift of Caring rewards.
- Do NOT enter these purchases in the "C2S" column in eBudde.
- Designate the accurate variety of cookies purchased for the Gift of Caring that will be donated (Lemon-up, Thin Mints, etc.)
- Assign the payment received for these cookies in the corresponding girl's Girl Orders tab.
- Donate the physical packages to the organization.



Troop via In-Person	Troop via Digital Cookie
Troop purchases cookies using money donated during walkabouts and booths	Customer chooses type of cookie and tells TCM they are donations
TCM's add cookies and payment to "Girl Orders" as new line items	Payment assigned automatically - TCM assigns cookie varieties to girl in eBudde
DO NOT ENTER ON C2S COLUMN	DO NOT ENTER ON C2S COLUMN
Troop delivers to their selected organization	Troop delivers to their selected organization

DIGITAL COOKIE



Digital Cookie is a program which allows girls to accept payment electronically for cookies. Customers pay for cookies online and have the option for the cookies to be shipped directly to them (shipping charges apply), delivered by the Girl Scout, or donated with no additional shipping fees.



Here's what you'll find on Digital Cookie for 2023- 2024:

- Intergrations for in-person booths and virtual booths
- Mobile App for on the go sales
- Increased connectivity with eBudde for a seamless sale.

Learn more: girlscouts.org/digitalcookie

Important Features:

- Troop Cookie Managers can and should create a Troop Site Link for Digital Cookie purchases. Troop Site Links will appear in the Cookie Finder, offer pre-orders for their booths, and host virtual booths. 
- Parents/Guardians may enter orders from the paper order card into Digital Cookie for the initial order.
- After initial orders are submitted, parents/guardians can turn off girl-delivery in Digital Cookie, if they choose. Turning this option off will only allow shipped or donated orders to be placed.
- Parents/Guardians must approve orders within five (5) days or the order will default to the customer's secondary choice – donate or cancel.
- Optical Character Recognition (OCR) will scan a debit/credit card and automatically enter the card information during the payment process.
- Payments are always automatically transferred into eBudde.
- In Digital Cookie, parents/guardians will see the total number of cookies assigned to their girl in eBudde.

Tracking Orders and Managing Inventory:

Shipped and donated orders are automated. There is nothing to collect or deliver for these orders. The cookies are automatically assigned to the girl on the Girl Orders tab in eBudde. During the Initial Order, these packages will not show on the Initial Order tab as these are not for girl delivery. However, credit for these packages are applied to the appropriate rewards order: initial or final rewards - no matter which tab they appear on.

Digital Cookie purchases for girl delivery made **during** the Initial Order **ARE** automatically transferred to the Initial Order tab in eBudde. Once the Initial Order is submitted, the cookies ordered for each girl will be assigned to the girls in the Girl Orders tab automatically.

Digital Cookie purchases for girl delivery made **after** the Initial Order **ARE NOT** automatically assigned to the girl in eBudde. Families will alert TCMs if they do not have the cookies available to fulfill an order. The TCMs will assign the cookies in the Girl Orders tab of eBudde once the family gets the cookies.

eBudde is a program created by Little Brownie Bakers for volunteers to manage their troop's Cookie Program.

Get Started:

1. You will receive a welcome email with a link to login to your account on December 4, 2023, or when you are confirmed as TCM.
2. Click this link to login. Reset your password if needed.
3. Review/enter all additional information needed to complete your profile including name, address, and contact number.
4. Select eBudde. The default screen you will see is the Dashboard.

Contacts:

Troop Leaders can have view-only access and members of your troop can pick-up orders from the cupboard when listed here. Contact Membership Support to grant access for your troop.

Settings (Opt-out of Rewards):

Cadette, Senior, or Ambassador troops can opt out of rewards anytime during the program for an additional \$0.05 per package sold. GSNCA also has a process for multi-level troops to opt-out. Multi-level troops must be resolved by December 1, 2023.

To opt out, contact Membership Support.

Girls:

Registered girls are automatically uploaded twice a week during the program. When a girl is not in eBudde, verify she is registered, then contact Membership Support.

Initial Order tab:

Enter the paper order cards for each girl before 1/22/2024 at 11:59 pm. The cookies ordered will be delivered at Count and Go. Digital Cookie girl delivery orders will automatically show in the Initial Order tab.

Delivery:

Select the location, date, and time that you will pick-up your initial cookie order by 1/22/2024 at 11:59 pm. Changes cannot be made after this deadline. Plan for Count and Go early!

Girl Orders:

Assign additional cookies to girls as requested and distributed. The balance due for each parent will be shown here.

Transactions:

Request additional cookies from a cupboard here. Complete troop to troop transfers in this tab.

Cookie Exchange:

List your excess cookies here to transfer cookies to other troops.



Booth Sites:

Sign up for council-wide booths or enter your troop/SU booths. Record and distribute sales to the girls that worked each booth.

Payments:

All payment transactions applied to your troop are here. This is for informational purposes only. **For information only. Do not enter payments here.**

Sales Report:

Troop proceeds, payments made to GSNCA, PGA, sales details, and final balance due to GSNCA are here.

Reports:

Find reports for:

- Digital Cookie information
- Count and Go
- Cupboard information
- Reward orders

Help Center:

All Help documents from Little Brownie Bakers and GSNCA are here. For GSNCA's documents, click the arrow "From the Council" then click "All Docs".

EBUDDE

eBudde Access Level Types:

Troop Cookie Manager: full access to make changes to the troop records.

Troop View Only: cannot make any changes to the troop records – can only view troop records.

Troop Cookie Pickup: only for pickup at Cookie Cupboards. No access to eBudde.

While there are requirements for TCM access levels in eBudde, View Only and Troop Cookie Pickup access levels have no requirements other than active membership. To request either of these, contact Membership Support.

Also available as an app!
Manage your troop right
from your phone,
wherever you are!



Download
wherever you
get apps!



eBudde Quick Instructions:

Initial Order:

- Click Initial Order tab
- Select the order card line for a girl
- Enter paper order card orders by variety
- **DO NOT ENTER DIGITAL COOKIE ORDERS**
- Repeat for each girl
- Enter booth cookies on “Booth” line
- Enter other cookies on “Other” line
- Click red “Submit Order” button

Delivery Station:

- Click Delivery tab
- Answer the prompts
- Select the Count and Go location
- Choose a date and time to pick-up
- Click “Submit My Info”
- **Print confirmation page**
you must have this at Count and Go

Rewards Orders:

- Click Rewards tab
- Beside appropriate order type, click “Fill-Out”
- Click any girl highlighted in red
- Make choices as needed
- Click “Submit Girl Order”
- Enter numbers in troop rewards order if applicable
- Click “Submit Reward Order”

Cupboard Transaction:

- Click Transactions tab
- Click “Add a Transaction”
- Select cupboard
- Select Pickup date and time/slot
- Enter cases needed
- Click “Save/Print”

Assigning Cookies:

- Click Girl Orders tab
- Click the girl
- Click “Add Trans”
- Enter a memo
- Enter the cookies distributed
- Click “ok”
- Click “Save”

Recording Payments:

- Click Girl Orders tab
- Click the girl
- Click “Add Payment”
- Enter amount received
- Click “ok”
- Click “Save”

Removing Cookies or Payments:

- Click Girl Orders tab
- Click the girl
- Click “Add Trans” or “Add Payment”
- Enter cookies/amount with a negative (-) before the total
- Click “ok”
- Click “Save”

Select a Booth:

- Click Booth Sites tab
- Select the City
- Select the business
- Select the date
- Select the timeslot(s)
- Click “Submit”

Add a Troop/SU Booth:

- Click Booth Sites tab
- Select “My Sales” from drop-down menu
- Click “Add a Location”
- Enter information
- Click “Add”
- SUCM must approve or deny booth

Distribute Booth Sales:

- Click Booth Sites tab
- Select “Record Sales” from drop-down menu
- Select booth
- Enter quantities sold
- Select girls
- Click “Distribute”
- Click “Submit Sale”

Search for Cookie
Program info:



MONEY MANAGEMENT

The troop is financially responsible for all cookies received during the cookie program.

Girl Scout cookies may not be exchanged or returned to Girl Scouts of North-Central Alabama.

Payment is made via an ACH withdrawal from your troop's bank account. The troop must have a Troop/Group ACH Debit Authorization Form on file with GSNCA to participate in the Girl Scout Cookie Program.

ACH Sweep Dates and Details:

1. **February 29, 2024** – ½ of the initial order, minus Digital Cookie credits through February 22
2. **March 21, 2024** – ½ of the initial order, plus first week of cupboard orders, minus DigitalCookie credits through March 14
3. **April 10, 2024** – Remaining balance due

Banking/Deposits:

- Always write a receipt for cookies and money. Protect yourself and your parents/girls. **You are required to have a record of all cookies distributed and money collected.**
- **eBudde** is only as smart as you make it - **keep eBudde up to date through out the program.**
- Payments for cookies ordered through Digital Cookie are automatically posted to your troop's record in eBudde and will offset the money due to GSNCA.
- Parents are financially responsible for all cookies received during the program. It is the TCM's choice to exchange cookies or accept cookies back from families.
- Set deadlines for your parents/girls to pay a percentage of their balance due prior to the ACH sweeps.

As an example:

- Girl's Initial Order total cost due February 26th
- ½ of remaining balance due March 18th
- Remaining balance due April 7th
- If the troop does not have the funds available for any ACH payment, submit an ACH Debit Extension Request Form.
- The decision to accept checks is up to the TCM/Troop. (If the troop does accept checks, you must document a driver's license and phone number from the customer, as well as the girl's name, on the check) GSNCA cannot assist troops in recovering funds due to returned checks.
- Overpayments are processed at the end of the program.
- Deposit frequently. Do not hold on to large amounts of cash.
- Deposit funds not related to the Cookie Program separately.
- If there is a large balance available in the troop bank account, submit a Product Program ACH Draw Request form.
- Two members of the troop leadership team should verify anything concerning funds for the troop. Count and verify together: booth inventory and sales totals, deposits, payments received verses deposits being made, etc.
- Note the deposit details on the receipt for future reference. Include booth dates and totals, and payments received from parents/girls (listed separately).
- Special Note: GSNCA does not recommend using personal third-party payment organizations. Applications (Apps) such as Cash App and Venmo were designed and built for friends and family use.
 - New tax law changes became effective January 1, 2022, requiring TSO (Third-Party Service Organizations) Vendors (money payment app) to provide 1099-Ks.
 - Due to these tax law changes, individuals using a personal account through a TSO vendor may receive a 1099-K for payments received for product sales or other parental payments (dues, events, etc.).
 - GSNCA recommends that volunteers consult their tax advisor before using personal TSO accounts in conjunction with troop activities.

FAMILY TRAINING

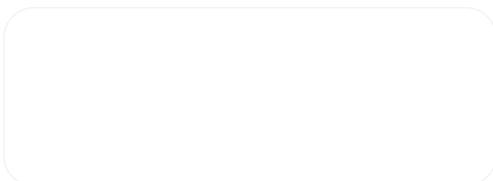


Cookie Program Family Meeting Guides:

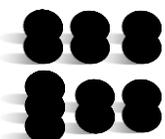
You'll find everything you need to plan a fun and informative family meeting in these guides, which include resources tailored to each Girl Scout grade level. Find the guides here: www.girlscoutcookies.org/troopleaders

Action steps to host a successful training meeting:

- Hold a family meeting 2–3 weeks before the start of the cookie season.
- Choose a meeting format that works best for everyone.
- **Parent Permission Form** for each participating girl is required. **Now available online**
- Review payment deadlines with parents.
- Review the prices per variety, rewards for packages sold, and special promotions.
- Have the girls practice their sales pitches and how to accept rejection gracefully (saying ‘thank you’ and wishing the customer a great day even if they say no)
- Create goals for the troop and each girl, as well as a plan for the troop’s proceeds. Don’t forget to set a Gift of Caring goal. Show the girls the levels they reached the year before and challenge them to set an even higher goal!
- Talk about participating online – include cyber safety tips.
- Talk about participating in-person once cookies arrive. Review safety tips!
- Set a booth schedule including which background checked adult will be the “booth leader” at each booth.
- Encourage parents to setup the girl’s Digital Cookie profile when the program starts.



COOKIE 
ENTREPRENEUR
 **Family**



The year-by-year Cookie Entrepreneur Family pin enables families to support their girls in learning the five skills and encourages girls to think like entrepreneurs.

Encourage families to think about how they can support their girls as they climb toward their goals and earn the pin.

Girl Scouts’ Cookie Family Connection Guide available at girlscoutcookies.org/entrepreneurfamily and girlscoutcookies.org/troopleaders



STEPS FOR SAFETY

Be sure girls understand and follow these safety rules:

- **Show you are a Girl Scout** – Wear the Girl Scout insignia tab, uniform, or Girl Scout t-shirt to identify yourself as a Girl Scout.
- **Buddy up** – Always use the buddy system. It’s not just safe: it’s more fun!
- **Be streetwise** – Become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies.
- **Partner with adults** – If you are a Girl Scout Daisy, Brownie, or Junior, you must be accompanied by an adult when taking orders or selling/delivering product. If you are a Girl Scout Cadette, Senior, or Ambassador, you must “buddy up” when selling door-to-door. Adults must be present at all times during cookie booths.
- **Plan ahead** – Always have a plan for safeguarding money. Avoid walking around with large amounts of it or keeping it at home or school. Give proceeds to supervising adults who should deposit it as soon as possible.
- **Do not enter** – Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Sell in the daytime** – Sell only during the daylight hours, unless accompanied by an adult.
- **Protect Privacy** – Girls’ names, addresses, and email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder, or give comments. Protect customer privacy by not sharing their information except for the product program. Girls should never take credit card numbers.
- **Be safe on the road** – Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- **Be internet wise** – Take the Girl Scout Internet Safety Pledge before going online and follow the specific guidelines related to marketing online. http://girlscouts.org/help/internet_safety_pledge.asp

ONLINE SAFETY FIRST!

Girls and their supervising parent/guardian must read, agree to, and abide by the Girl Scout Internet Safety Pledge, the Digital Cookie Pledge and the Supplemental Safety Tips for Online Marketing before engaging in online marketing and sales efforts through the cookie program. Find these resources at girlscoutcookies.org/troopleaders.

QUICK ACCESS FORMS

The next three pages consist of forms.

1. Product Program ACH Draw Extension Request Form
2. Product Program ACH Draw Request Form
3. Delinquent Account Procedure Form

For your convenience, you may pull out these pages and make copies as needed. PDF versions of these forms can also be found on www.girlscoutsnca.org under the Cookies+ tab, click on Resources.



girlscoutsnca.org

BUY 5!

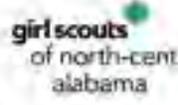
Enter for a chance to win five boxes of Own Your Magic by purchasing five boxes of cookies.

Troop # _____ Leader name _____
Phone _____

Customer information:
Name _____
Phone _____
Address _____
City _____ State _____ Zip _____
Email _____

Thank you for supporting Girl Scouts!

girlscoutsnca.org A United Way Community Partner



girlscoutsnca.org

BUY 5!

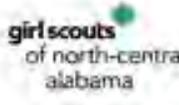
Enter for a chance to win five boxes of Own Your Magic by purchasing five boxes of cookies.

Troop # _____ Leader name _____
Phone _____

Customer information:
Name _____
Phone _____
Address _____
City _____ State _____ Zip _____
Email _____

Thank you for supporting Girl Scouts!

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girlscoutsnca.org

BUY 5!

Enter for a chance to win five boxes of Own Your Magic by purchasing five boxes of cookies.

Troop # _____ Leader name _____
Phone _____

Customer information:
Name _____
Phone _____
Address _____
City _____ State _____ Zip _____
Email _____

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Enter for a chance to win five boxes of Own Your Magic by purchasing five boxes of cookies.

Troop # _____ Leader name _____
Phone _____

Customer information:
Name _____
Phone _____
Address _____
City _____ State _____ Zip _____
Email _____

Thank you for supporting Girl Scouts!

girlscoutsnca.org A United Way Community Partner

Delinquent Account Procedure Form

- Complete this form for outstanding balances not received by Troop Product Manager's stated date to turn in money.
- Attach a copy of the signed Parent Permission Form and signed receipts for any product and payments received.
- Make two copies of this form and all material. One to submit to GSNCA, and one for your troop records.
- Send all these documents to the Product Programs Department – cookies@girlscoutsna.org

Troop Information:

SU # (3 digits) _____ Troop # (5 digits) _____

Name: _____

Email Address: _____

Telephone Number: _____ Volunteer Position: _____

Parent Information:

Parent Name: _____

Girl's Name: _____

Address: _____

Email Address: _____

Telephone Number: _____

License Number: _____

Starting Balance: _____

Amount Paid: _____

Delinquent Amount: _____

Parent Permission Form
submitted online?

Yes / No

Statement of Attempt to Collect Debt (use separate sheet if necessary)

Please continue on reverse side if needed.

Product Program ACH Draw Request

Complete this form to request:

(1) an additional ACH draw, **or**

(2) an increase in a scheduled ACH draw during either the Fall Product or Cookie Program.

Submit to gward@girlscoutsna.org.

Requests for an increase in a scheduled ACH draw need to be received at least three business days prior to the date of the scheduled draw. An email will be sent to the requestor confirming the amount and timing of an ACH draw addition or increase.

SU # (3 digits) _____

Troop # (5 digits) _____

Your Position (may select more than one):

- Troop Leader
 Troop Cookie Manager/Troop Fall Product Manager
 Other, please specify: _____

Name of Person Requesting Extension: _____

Email Address: _____

Telephone Number: _____

Is this request for:

- An additional ACH draw
 An increase in a scheduled ACH draw

For an additional ACH draw, please provide:

- Amount of additional ACH draw: _____
 Date requested for the additional ACH draw: _____

For an increase in a planned ACH draw:

For which ACH draw are you requesting an increase?

- Fall Product Program
 Cookie Program
 First Draw
 Second Draw
 Final Draw

Please provide:

- Additional amount (increase): _____
 Total amount of ACH draw (with addition): _____

Other, please specify: _____



Product Program ACH Debit Extension Request

Please use this form to request a delay in an ACH sweep during the Fall Product Sale or Cookie Program Sale. Submitting this form DOES NOT mean that your extension has been granted. You will receive an email from council staff explaining whether the request was approved or denied.

Requests must be submitted at least three business days, preferably sooner, prior to the scheduled transaction. Requests received after that date may not be processed in time to prevent the transaction. Each extension sweep is exactly one week after the originally scheduled sweep. The form can be submitted by a Troop Leader, TFPM/TCM, Troop Treasurer or SUM. Please submit this request and direct ACH related questions to gward@girlscoutsna.org.

SU # (3 digits) _____ Troop # (5 digits) _____

Your Position (may select more than one):

- Troop Leader
- Troop Cookie Manager
- Other, please specify: _____

Name: _____

Email Address: _____

Telephone Number: _____

Which sweep are you requesting an extension for?

- Fall Product Program: November 29, 2023
- Cookie Program: February 29, 2024
- Cookie Program: March 21, 2024
- Cookie Program: April 10, 2024

Requesting an extension requires a payment to be made on the original sweep date. How much can you pay on the original sweep date: _____

Reason for Extension

- Problem with parent debt (List parent(s) with debt to troop):

- Other, please specify: _____

Please continue on reverse if needed.

INITIAL ORDER

What is the Initial Order?

The Initial Order is often called the “pre-order” phase of the Cookie Program. During this time, girls use their paper order card and Digital Cookie account to obtain orders to be delivered when cookies arrive. The Initial Order begins December 11, 2023, and continues until the troop Initial Order submission deadline of **January 22, 2024, at 11:59 pm**

Cookies sold during the Initial Order will allow the troop to earn an additional \$0.03 per package when the Initial Order goal is met! These packages also count for their overall sales total that determines the final rewards at the end of the program.

A troop's Initial Cookie Order includes:

1. Packages ordered on the paper order card
2. Girl-delivered packages ordered through Digital Cookie (**automatically ordered in eBudde**)
3. Packages not assigned to girls that will be used for booths or other activities

The unassigned cookies are entered on either the Booth and/or Other line on the Initial Order tab.



Initial Order Detailed Instructions



How do you know what to order for the Booths and Other lines?

Girls should give the TCM their total package count for each variety from the paper order card for fulfillment. With this information, you can estimate the total number of cookies the troop will need to order as unassigned cookies to use for:

- Cookies on the Go
- Booths

Estimate the unassigned cookies for your troop using the Initial Order Unassigned Estimate sheet linked under the "Manuals/Guides" drop-down in the "For Volunteers" section.



Delivery Station Selection:

Select the Count and Go location, date, and time in the Delivery tab after you submit your initial order.

Changes to pickup times may not be made except in extreme, approved cases.



Service Units/Troops with orders in excess of 600 cases may request a direct drop the week after Count and Go. Email ahines@girlscoutsna.org before January 22, 2024, at 11:59 pm to schedule.

Do not select a Count and Go location if you will participate in a direct drop.



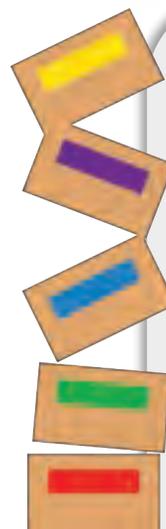
COUNT AND GO

Count and Go is a drive-thru event where Troop Cookie Managers pick up the Initial Cookie Order.

Count and Go will be held **February 2-4, 2024**, in Anniston, Birmingham, Florence, Madison, and Tuscaloosa.

Steps for a smooth Count and Go:

- You must have the Delivery Confirmation printed, or a screenshot, to pick-up at Count and Go.
- Arrive at your scheduled pick-up time. Arrive with all the vehicles together and ready to be loaded.
- Fold down seats and empty all personal items from each vehicle, including passengers and car seats.
- Make sure you have enough vehicles to load your order.
- Check in and receive your bubble sheet.
- The varieties and quantities on your order cannot be adjusted at the time of pick-up.
- Count every case. Only sign the bubble sheet if you are positive the count is correct.
- Sign for your order and take your receipt.
- **NEW! Troops that pick-up 600+ cases, that do not have a direct drop, must pick-up after 11am.**
- **NEW! Single Pick-up of more than 2 troops (1 pick-up of 3+ troops) must also be after 11am.**



How many cases can your car carry?

Compact car	23 cases
Hatchback car	30 cases
Standard car	35 cases
SUV	60 cases
Station wagon	75 cases
Minivan	75 cases
Pickup truck	100 cases
Cargo van	200 cases

INVENTORY MANAGEMENT

Distributing Initial Order Cookies:

Once you receive your cookies at Count and Go, follow these steps to ensure a successful delivery to your girls and their families!

- The cookies not assigned to individual girls belong to the troop.
- Troop inventory is shown on the Difference line at the bottom of the Girl Orders tab. This should match the troop's cookies on hand if eBudde is up to date.
- Separate each girl's Initial Order from the others and the troop inventory.
- Schedule a location, date, and time for families to receive their cookie orders.
- Always write a receipt. Protect yourself and your parents/girls. **You are required to have a record of all cookies distributed and money collected.**
- **Use separate receipt books for cookies and payments. Do not put both on one receipt.**
- Prepare receipts in advance. **The Initial Order cookies should appear on a receipt without any other cookies.** The total should match exactly what appears for her Initial Order in the Girl Orders tab of eBudde:



Girl Totals	80
Troop Order	80
(Actual pkg-C20)	
Difference	0



Init. Order	Locked	0	10	4	7	10	0	20	1	1	89
-------------	--------	---	----	---	---	----	---	----	---	---	----

- When families arrive to receive their Initial Orders, be sure to count the order together and confirm it is accurate.
- Be sure the receipt matches what is distributed exactly.
- Be sure the parent signs the receipt, and the information is legible. TCM signs the receipt – keep the white copy and the parent keeps the yellow carbon-copy of the receipts. Keep these receipts safe.
- Parents are financially responsible for all received cookies. It is the TCM's choice to exchange flavors or accept cookies back from families.
- **You do not have to re-enter Initial Order totals in the Girl Orders tab in eBudde as these are automatically moved from the Initial Order tab.**
- Be sure families know how much and when they need to turn in payments for the Initial Order.
- Initial Cookie Orders are delivered to customers two weeks after Count and Go.

Distributing Additional Cookies:

- Write a detailed and accurate receipt including signatures from you and the parent as proof of cookie receipt.
- Enter a transaction into eBudde to update the balance due and rewards earned.



Tips:

- Set a schedule to help minimize trips to the Cookie Cupboard multiple times a week.
- Frequently compare the cookies you have on hand against the troop inventory listed on the Difference line at the bottom of the Girl Orders tab in eBudde to check for errors or issues.
- Do not attempt to match the cookies distributed in eBudde to individual Digital Cookie orders. Digital Cookie is simply a way for customers to pay for cookies. Parents should tell you the varieties of cookies they need, whether the payment is received via Digital Cookie or not.
- Only give out small amounts of cookies at a time to each family. Consider payment before distributing more cookies. The amount to distribute may vary widely based on comfort levels and familiarity with each family.
- Order additional cookies from your local Cookie Cupboard to replenish your troop inventory.
- **If a parent misses a payment, do not give them more cookies.**
- **Always keep eBudde up to date with any assignments of cookies or payments received.**

COOKIES ON THE GO

February 5 - March 24

Girls travel door-to-door with wagons or have their adult drive them around the neighborhood. Don't forget to leave information for customers who aren't home! Girls can also visit businesses to ask their employees to purchase cookies - with the owner's permission. Share the girl's Digital Cookie Link to your neighborhood Facebook Group or Nextdoor app. Customers can place their order with Digital Cookie, and pick-up their cookies on a specified day in a public place, like your neighborhood community center or local park.

Cookies sold during this timeframe allow girls to earn a patch. Girls that participate between February 5 – March 24, 2024, will earn patch. This patch is ordered by the Troop Cookie Manager during the Final Rewards Order. Be sure to keep up with a list of earners – you will need this list to place the order and distribute the patches to the correct girls.

COOKIE CUPBOARDS

Where do you get additional cookies after you receive the Initial Order?

Your troop may need to order additional cookies from a Cookie Cupboard during the Cookie Program. Cupboards are located throughout the council's footprint - GSNCA Service Centers, Lambert's Relocation warehouses in Madison and Birmingham, and hosted by volunteers from their homes. See the cupboard tab in eBudde.

How do you know how many cookies you should order?

Booths and additional sales by girls are included in cupboard orders GSNCA created a handy tool to help you estimate how many cookies you may need during a booth. It has a section to determine the average sales per variety of completed booths. (See information on page. 18.)

Tips:

- Submit orders 28 hours in advance when ordering from GSNCA Cupboards.
Ex: Submit the order no later than 7:00 am on Wednesday morning to pick up at 11:00 am on Thursday.
- Need to add cookies to an order already placed? Simply place another order or the order can be changed at the time of pick-up.
- Need to reduce an order already placed? Contact the Cupboard Keeper or the order can be changed at the time of pick-up.
- Need a Troop Leader or parent to pick-up cookies for you? Add them as a Troop Cookie Pick-up Only User in eBudde by contacting Membership Support.

Finding contact information and schedules for Cupboard Keepers:

- Login to eBudde
- Click Reports tab
- Click XLSX beside Cupboards

Cookie Cupboards only have cases for pick-up. Use the **Cookie Exchange** in eBudde when you need smaller quantities.

BOOTHS

Direct Sale - Booths

Booths are when girls will sell cookies in-hand to the general public. Booths will be from **Feb. 16 – Mar. 24, 2024**. There are two types of booths: GSNCA booths and Service Unit/Troop booths. All booth locations **MUST** be submitted in eBudde in order to appear in the Cookie Finder for customers.

GSNCA Booths:

These booths are set up by GSNCA and located at places throughout our council, including Walmart, Sam's Club, Kroger, Lowes, Winn-Dixie, and popular malls. All GSNCA arranged booth locations are contacted by staff members. Service Unit and Troop members should not contact these locations.

GSNCA Arranged Booth Selection Dates:

- January 27, 2024 up to 4 slots, 6pm
- January 29, 2024 up to 4 slots, 6pm
- February 5, 2024 up to 4 slots, 6pm
- February 6, 2024 up to 10 slots, 6pm
- February 7, 2024 up to 10 slots, 6pm
- February 8, 2024 up to 10 slots, 6pm
- February 9, 2024 up to 10 slots, 6pm
- February 10, 2024 up to 10 slots, 6pm
- February 11, 2024 up to 10 slots, 6pm

Service Unit/Troop Booths:

These booths are organized directly by a Service Unit or Troop Member. All booth locations **MUST** be submitted in eBudde for the Service Unit Cookie Manager to review. Work together as a Service Unit to plan who will contact each potential location so businesses are not inundated with multiple requests. Be sure to enter Troop Booths correctly as this is customer-facing information.

Family Cookie Experiences:

Family Cookie Experiences are booths held by at least one registered Girl Scout and a family member(s). Parent/Guardians must have permission from the establishment and complete a Booth Permission Form.

Girls participating in the Booths during the Cookie Program earn a patch. Girls that participate in at least four booths between **Feb. 16 – Mar. 24, 2024**, will earn this Booth Sales patch. This patch is ordered by the Troop Cookie Manager during the Final Rewards Order. Be sure to keep up with a list of earners – you will need this list to place the order and distribute the patches to the correct girls.

Booth Tips:

- When depositing funds from a booth, document the booth information on the deposit receipt.
- Complete a Booth Inventory Sheet at the beginning of each booth.
- Two people should verify the inventory, petty cash, cash received, and total sales information at every booth.
- Parents/Guardians can check out troop inventory to host a booth, as long as the Booth Inventory Sheet is completed and verified by two non-related troop members.
- Only registered members with an eligible background check are allowed to handle troop funds.
- Smile, be pleasant, and train Girl Scouts to do the same!

PROCEEDS AND REWARDS

NEW!

Initial Order Troop Reward!

This year our Initial Order proceeds will include every package ordered by each troop! If the total Initial Order for troops exceeds 750,000 EVERY troop with an initial order will receive an additional \$0.03 proceed per package. That is an average of only 5 more packages per girl!

NEW!

Final Troop and Girl Reward!

The Final Reward for a total order of 1.3M packages of cookies will be an Own Your Magic t-shirt for every girl that sells cookies and two adult t-shirts for every troop participating. That represents a total increase of only 10 packages per girl!



Troop Proceeds

PGA	\$ per package	\$ per case
1-199	\$0.65	\$7.80
200-299	\$0.75	\$9.00
300-399	\$0.80	\$9.60
400-499	\$0.90	\$10.80
500+	\$1.05	\$12.60

Fall Product Program Bonus:

Troops that participate in the 2023 Fall Product Program with \$1900 in combined troop sales and submit a 2024 Cookie Initial Order PGA of 250+ will receive an additional \$0.03 per package in proceeds.

End of Program Bonus:

Troops that increase total sales by 5% or more over the previous year (2023 Cookie Program) will receive the following:
 5% - \$0.02 per package in total sales
 10% - \$0.03 per package in total sales
 15% - \$0.04 per package in total sales and a \$50 camp credit for camp rental fees.

Troops will forfeit all troop bonuses due to returned ACH Debits for insufficient funds through the Fall Product and/or the Cookie Program, non-payment of approved extensions, and/or not having the previous year's Troop Financial Report on file with GSNCA. Bonuses are added after the program ends.

Service Unit Growth Bonus:

Service Units that grow their sale over the 2023 final case total and have at least 80% troop participation will be rewarded as follows:

- 10 - 14.99% - \$0.05 per case sold
- 15 - 19.99% - \$0.10 per case sold
- 20+% - \$0.15 per case sold

**Bonus adjustments will be made to Service Units with delinquent troops. The number of outstanding cases from troop non-payment or insufficient funds will be subtracted from the total number of cases sold by the Service Unit.

No Service Unit bonus will be paid without a prior year financial report for the SU and at least 90% of troops within the SU.

ADDITIONAL COOKIE PROMOTIONS

All troops will receive a Marketing Kit at Count and Go:

- Two Laminated Cookie Menus
- Full Color Sign
- Other Marketing Items
- Buy 5 Promotion Sheets
- Gift of Caring Poster
- 2 sheets of QR code labels-
MUST create the Troop Site Link
by January 19 to receive labels.



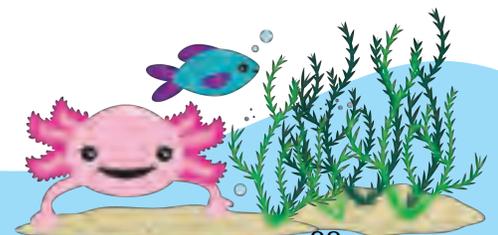
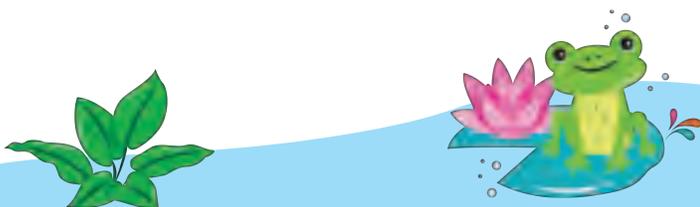
Note: Due to availability, substitutions could be made.

Troop Promotion Me and My Guy

Grab your favorite guy and finish the cookie program the last weekend of booth sales – March 22 – 24. Upload a photo of your girls and your guys at your troop booth for the Me and My Guy patch.

TOP SELLERS PRIZE

The Top Seller from each age level – Daisy, Brownie, Junior, Cadette, Senior and Ambassador – along with their mom/caregiver – will be treated to a weekend trip to the Alabama Gulf Coast – from May 3 – 5, 2024. This reward will be in conjunction with the Girl Scouts of Southern Alabama.



2024 Cookie Program Rewards



girl scouts
of north-central
alabama

My Personal Goal: _____ NUMBER OF PACKAGES

Crossover Rewards



Mini Karaoke Machine

Create avatar, send 20+ emails. Use the Share My Site in M2, sell #325+ in FP & sell 325+ packages of cookies

Booth Sales Rewards



Booth Sales Patch
4+ Booths

Final Rewards



If 1,300,000 packages of cookies are sold, every girl selling cookies will receive this t-shirt along with 2 leader t-shirt for each participating troop

Cookies on the Go



Participate in neighborhood walkabouts from February 5, 2024 - March 24, 2024

Digital Cookie Rewards



Cookie Techie Patch
50+ DC

Night Vision Goggles
225+ DC

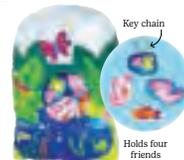


Gift of Caring Rewards



Gift of Caring Patch
40+ GOC

Pond Pocket Pillow
125+ GOC



Ambassador Reward



Lifetime Membership for top 5 12th graders with 650+ packages



Axolotl Action Patch
48+ pkgs



DIY Playing Card Set
96+ pkgs



Cotton Bandana
144+ pkgs



Axolotl Socks
192+ pkgs



Wallet Pouch AND Adjustable Lanyard
250+ pkgs



Screen Cleaner Dangler AND Lottie the Mini Axolotl OR Glow Sketch Pillowcase
325+ pkgs



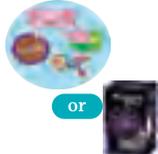
Lucy the Axolotl OR \$10 Council Cash OR Emergency Flashlight Mult-Tool
400+ pkgs



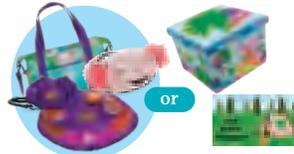
2024 Year Bar Patch AND Baseball Hat OR \$15 Council Cash OR Telescope
500+ pkgs



Axolotl in my Pocket T-shirt OR 3 Part Journal Sketch Pad AND Scratch Poster AND Magical Maker
700+ pkgs



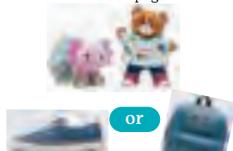
Crossbody Bag AND Fashion Patches OR Plasma Ball
900+ pkgs



Weekender Tote AND Makeup Pouch AND 3-in-1 game Set OR Storage Ottoman OR Mom and Me Camp Weekend
1100+ pkgs



Puffy Camp Blanket AND Axolotl Pillow AND Collapsible Camp Cup OR \$125 Council Cash OR Personal Light-Up Mini Fridge
1300+ pkgs



Gift Certificate to Build a Bear OR Custom Fans Shoes OR Backpack
1500+ pkgs



Week at Camp OR Gift Certificate to Loungefly OR \$200 Council Cash
2000+ pkgs



Crocs OR Outdoor Movie Projector & Screen OR Gift Certificate to Alabama State Parks
3000+ pkgs



Portable Printer for Phone OR Apple TV OR 3 Months Subscription to Crate Joy
4000+ pkgs



Nintendo Switch OR Glamping Yurt OR Inflatable Kayak with Paddles, Pump and PFD
5000+ pkgs

Council reserves the right to make substitutions to the item's color, material or size, or to substitute an item of equal or greater value due to changes or challenges in product availability.

COOKIE FAQ

Who can sell Girl Scout Cookies?

All registered girls! Although parents/guardians and Girl Scout adults may assist girls, it is the girls who make the pitch, secure the sale, set learning and sales goals, and learn the entrepreneurial skills that are part of the program.

What if a parent does not pick up their cookies?

If a parent/guardian or girl fails to pick up their ordered product in a timely manner, notify your Service Unit Cookie Manager immediately. If you wait until the end of the program, it is much more difficult to find someone that needs the cookies, and it is most likely too late for anyone to help.

What if I have cookies I cannot sell?

If you have cookies you cannot sell, contact your Service Unit Cookie Manager for assistance. Together, contact local troops to ask for help. You can transfer cookies to troops who need cookies.

Can my troop use a credit card device at a booth?

Credit card devices are approved to have at a booth. Some can be convenient way for customers to purchase Girl Scout cookies. When using credit card devices, remember:

- You **cannot** change the cost of the cookies the customer is purchasing to reflect any surcharges.
- You **can** ask the customer if they will accept the processing fees but cannot charge them without permission.

What is ACH?

ACH stands for Automated Clearing House and refers to an electronic banking network used for direct deposit and electronic bill payment. If your paycheck is direct deposited into your bank account, then you are already using ACH.

Will the troop need to complete the debit authorization form each year?

No, as long as the bank account and the signers stay the same. If the bank information changes or there is a change in signer, a new ACH form will need to be completed and sent to ksselzer@girlscoutsna.org.

Does my troop have to have a bank account to participate in the cookie program?

Yes.

Is ACH mandatory for my troop to participate in the cookie program?

Yes. Participation in ACH debits is required for all troops, unless extenuating circumstances occur. Then, only with CEO approval are troops allowed to participate with other means of payment. Service Units are also required to participate in ACH transactions to receive any Service Unit bonuses.

What are the benefits of ACH?

ACH debits are less work for the TCM. Payments will come out of the troop account automatically.

Will the troop be notified before the money is taken out of the account?

Yes, the troop leaders and TCM will be notified via email with the balance that will be withdrawn from the troop account for each ACH.

What should I do if I know the money will not be in the bank on the date of the ACH debit?

Timely and regular communication among the leadership of the troop is a vital component of the success of ACH with your troop. If you find that this is the case, the troop can fill out a Product Program ACH Debit Extension Request Form and submit it to gward@girlscoutsnca.org. This form must be received no later than 3 business days before the date of the ACH debit.

If the money is not in the troop's bank account when the debit is planned, what happens?

All ACH debits are communicated with a troop in advance. Troop Cookie Managers have enough time to confirm and discuss the status of the troop finances prior to the debit. However, if the troop bank balance is insufficient to cover the payment amount, a NSF charge may be incurred by the troop. Troops that have an ACH returned due to insufficient funds will be contacted to discuss the reason for non-payment. The troop will not be allowed to pick up any more cookies until payment is made.

What if GSNCA pulls an incorrect amount from my troop's account?

Your attention to eBudde is important. Any incorrect entries in girls selling, transfers, or reorders will affect your balance due to GSNCA. Since we pull funds from your account based on these variables, it is possible that an incorrect amount could be pulled. Your outstanding balance will be clearly listed on the Sales Report tab in eBudde. If GSNCA discovers something that changes your balance during the closing review process, your troop will be credited or debited accordingly.

Will purchases made on Digital Cookie be credited to the troop's balance due to GSNCA?

Yes. Purchases made through Digital Cookie are automatically credited to the troop's balance due to GSNCA. You can see the payments credited in the Sales Report tab of eBudde.

Will purchases made on Digital Cookie be calculated towards each girl's rewards?

Yes. If the Digital Cookie order is placed before the TCM submits the initial cookie order in eBudde, then it will count towards the girl's initial rewards. Any orders placed after the initial order will count towards the girl's final rewards.

When should my troop pick up more cookies from a Cookie Cupboard?

Troops should ask parents/guardians or girls for additional cookies they may need to fulfill Digital Cookie orders or to sell in-hand. Pick up more cookies from a Cookie Cupboard when you do not have enough inventory on-hand to fulfill girls' needs and/or upcoming booths.

Can I pick up cookies by the package from the Cookie Cupboards?

No. Cookies are distributed from the Cookie Cupboards only in cases. Troops may transfer packages to other troops with the Cookie Exchange.

THE BUSINESS OF GIRL SCOUT COOKIES

Use this section to see the dates and TCM responsibilities in detail.

November – December 2023: Training girls and guardians:

- TCM will work with the girls and guardians to set personal and troop goals.
- Troops should plan for the “First \$25” earned in proceeds to be used to register each returning Girl Scout during Early Renewal registration.
- Talk to parents about safety and how to keep their daughters and the rest of the girls safe during the Girl Scout Cookie Program.
- Go over deadlines with girls and guardians.
- Have guardians sign up for cookie booths and inform them of the booth guidelines.
- Secure a signed Cookie Program parent/guardian permission form for each girl.
- Review cookie pick-up and money procedures.
- Collect money from girls and guardians frequently throughout the program.
- Schedule times to collect money at troop meetings or at another agreed upon time.
- Money envelopes are provided for girls and guardians to assist with the collection of money.
- For each payment received, the TCM must issue a receipt and give the guardian/girl a copy and retain the original for the troop’s records.
- Refer to the 2024 Family Cookie Guide for information specific to families.

December 11, 2023: Girls begin selling to potential customers:

- Girls can use their order cards to sell to potential customers in person.
- Girls can use Digital Cookie to send emails, share their storefront on social media, or share in person to potential customers.

January 22, 2024: Submit Initial Cookie Orders, and Delivery Station Pickup via eBudde by 11:59 pm:

- The TCM must enter the in-person orders in eBudde.
- The TCM can order “troop inventory” as Booth or Other cookies in the Initial Order tab. GSNCA suggests you order enough for two booths on your initial order.
- TCM must submit order by 11:59 pm via eBudde on January 22, 2024 ****Deadlines in eBudde are date and time sensitive****
- TCM will sign up for a delivery location, time, and date by clicking on the Delivery tab in eBudde.
- Girls can continue to take orders and share through Digital Cookie until cookies are received by troop.
- Once the location has been chosen, print off the delivery confirmation. This is required to pick up your Initial Order.
- Count and Go sign up ends at 11:59 pm on January 22, 2024 ****No changes can be made after this deadline****

January 27, 2024: Cookie Booth Scheduler Opens:

- All booths that are organized by GSNCA will be coordinated through the online eBudde system. Each troop can reserve four time slots, two for one location, and one for two others, during each round.
 - January 27, 2024- 4 slots
 - January 29, 2024- 4 slots
 - February 5, 2024- 4 slots
 - February 6, 2024- 10 slots
 - February 7, 2024- 10 slots
 - February 8, 2024- 10 slots
 - February 9, 2024- 10 slots
 - February 10, 2024- 10 slots
 - February 11, 2024- 10 slots

February 2-4, 2024: Count and Go cookie pick up begins:

- Refer to your confirmation for vehicle case loading information.
- Arrive at your scheduled pick-up time with the appropriate number of cars, lined up together.
- Make sure you count your cookies before leaving the Count and Go location.
- Don't forget your Delivery Confirmation. **You MUST have this to pick-up.**

February 5-March 24, 2024: Cookies On The Go

- Grab your wagon and visit your neighbors.
- Encourage the girls in your troop to go door-to-door in their neighborhoods and communities.
- Girls in your troop that participate can earn a patch.

February 7, 2024: GSNCA Office Cupboards open:

- Birmingham, Florence, Huntsville, and Tuscaloosa

February 8, 2024: Volunteer/Warehouse Cupboards open.

February 16, 2024: Booths begin.

February 29, 2024: First Payment through ACH debit – 1/2 of Initial Order minus Digital Cookie credits through February 16, 2024

- Collect money from parents and make frequent deposits into your troop bank account to make sure funds are available for ACH debit on February 29, 2024.
- If your troop will not have the payment by the deadline, you must fill out the Product Program ACH Debit Extension Request Form. This form must be sent to gward@girlscoutsnca.org no later than 3 business days before the date of the ACH debit.
- Troops that turn in an extension request or have an ACH returned due to insufficient funds will be contacted to discuss the reason for non-payment. The troop will not be allowed to pick up any more cookies until payment is made.
- A parent meeting will be held, if needed, to plan how to sell, donate, or transfer to other troops needing cookies.

March 21, 2024: 2nd Payment through ACH debit – 1/2 of Initial Order plus first week of cupboard orders minus Digital Cookie credits through March 14, 2024.

- If your troop will not have the payment by the deadline, you must fill out the Product Program ACH Debit Extension Request Form. This form must be sent to gward@girlscoutsnca.org no later than 3 business days before the date of the ACH debit.
- Troops that turn in an extension request or have an ACH returned due to insufficient funds will be contacted to discuss the reason for non-payment. The troop will not be allowed to pick up any more cookies until payment is made.
- A parent meeting will be held, if needed, to plan how to sell, to donate, or transfer to other troops needing cookies.

March 24, 2024: Cookie Program ends at 11:59 pm.

March 28, 2024: Girl profiles in Digital Cookie are deactivated at 11:59pm. Troop site links will continue to accept payments until April 8, 2024

March 24-28, 2024: TCM will assign cookies to girls on the Girl Order tab in eBudde:

- The Girl Orders tab allows you to enter additional packages distributed to girls.
- You can enter a memo on each row to identify the transaction.
- No packages can be left assigned to the Troop Site Link. Cookies credited to the Troop Site Link must be moved to real girls by the final rewards submission deadline.
- Distribute all cookies to the appropriate girls.
- Rewards will automatically calculate for girls on the Rewards tab from the numbers entered into eBudde on the Girl Orders tab.

March 28, 2024: TCM will submit the final Rewards Order by 11:59 pm:

- Review rewards order in eBudde under the Rewards tab.
- Complete all the size/category selections needed.
- Any reward not submitted by the due date will be submitted at a later time with no guarantee of timely delivery.

April 8, 2024- Troop links in Digital Cookie will be deactivated at 11:59pm.

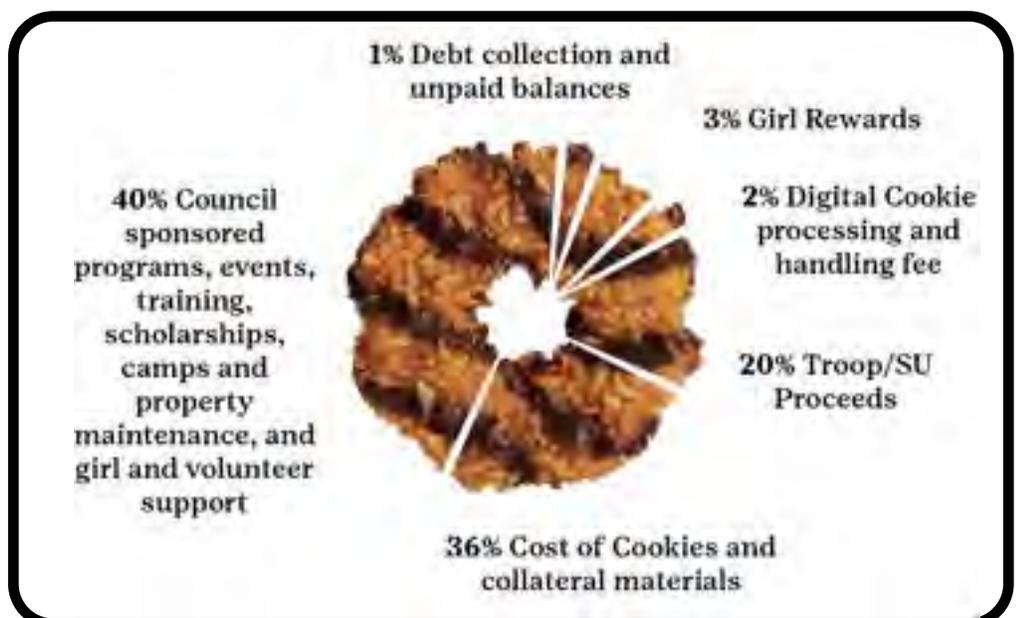
April 10, 2024: Payment through ACH debit – remaining balance due to GSNCA:

- GSNCA will send a reminder email of the amount due to TCMs and Troop Leaders.
- GSNCA will debit the troop's banking account on April 10, 2024.
- If your troop will not have the payment by the deadline, you must fill out the Product Program ACH Debit Extension Request Form. This form must be sent to gward@girlscoutsnc.org no later than 3 business days before the date of the ACH debit.
- Troops that turn in an extension request or have an ACH returned due to insufficient funds will be contacted to discuss the reason for non-payment.
- A parent meeting will be held, if needed, to plan how the troop will proceed.

Mid-Late May, 2024: Rewards will be distributed:

- Little Brownie Baker rewards will be shipped to the SUCM in mid May.
- GSNCA rewards will be distributed to SUCMs at the same time.
- Be on the look out for a message from your SUCM with the date and time to pick up your rewards.
- Rewards should be distributed to troops and then to girls as soon as possible.

How the Cookie Crumbles



Cookie Calendar

Monday, December 11, 2023
Monday, January 22, 2024
Wednesday, January 24, 2024

Friday, January 26, 2024

Saturday, January 27, 2024

Monday, January 29, 2024

Thursday, February 1, 2024

Friday, February 2, 2024

Saturday, February 3, 2024

Sunday, February 4, 2024

Monday, February 5, 2024

Tuesday, February 6, 2024

Wednesday, February 7, 2024

Thursday, February 8, 2024

Friday, February 9, 2024

Saturday, February 10, 2024

Sunday, February 11, 2024

Wednesday, February 7, 2024

February 5 – March 24, 2024

Thursday, February 8, 2024

Friday, February 9, 2024

Friday, February 16, 2024

Thursday, February 29, 2024

Thursday, March 21, 2024

Sunday, March 24, 2024

Thursday, March 28, 2024

Monday, April 1, 2024

Monday, April 8, 2024

Wednesday, April 10, 2024

Late April/Early May 2024*

*(estimate)

Order taking begins – Digital Cookie and Girl Order Card

TCM submits Initial Cookie order by 11:59pm

SUCM submits Initial Cookie order. No edits on IO after 11:59pm

Deadline: TCM to select Count and Go location in eBudde Delivery Tab

Cookie Booth Scheduler Round 1; 6pm

Cookie Booth Scheduler Round 2; 6pm

Cookie Booth Scheduler Round 3; 6pm

Count and Go, Anniston & Birmingham

Count and Go, Birmingham & Madison

Count and Go, Florence & Tuscaloosa

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Cookie Booth Scheduler, Open Selection – 10 slots, 6pm

Council Office Cupboards open – Birmingham, Huntsville, Florence and Tuscaloosa

Cookies On the Go

Warehouse and Volunteer Cupboards Open

Local community booths begin

Councilwide booth phase begins

1st ACH Withdrawal – ½ IO – DC payments through 2/22

2nd ACH Withdrawal – ½ IO + 1st week cupboard

transactions – DC payments through 3/14

Cookie Program Ends

TCM submits final rewards by 11:59pm

SUCM submits final rewards by 11:59pm

Digital Cookie Troop Sites Closed

3rd ACH Withdrawal – Remaining Balance Due to GSNCA

Rewards to SUCM