WOW
Meet the positively fun new Girl Scout Cookie™
UP THE TROOP COOKIE MANAGER GUIDE 2020
See pg. 16 for 2020 eBudde login instructions!
GET READY TO WOW
Something **AMAZING** happens when a girl participates in the Girl Scout Cookie Program.
There’s a reason the Girl Scout Cookie Program is a celebrated tradition. It’s an amazing opportunity for girls to **WOW THE WORLD** and build lifelong skills!

The largest girl-led entrepreneurial program in the world also offers an incredible opportunity for you as a volunteer. You get to see firsthand how girls grow, learn and come into their own. We give you the resources you need to guide girls in discovering hidden talents, uncovering new strengths and developing the entrepreneurial mindset that will serve them far beyond cookie season.

**Thanks for all you do for girls!**
### Key Dates
For Volunteers and Families

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Troop Cookie Manager (TCM) online training available on Cookies+ page at girlscoutsem.org</td>
<td>Nov. 27</td>
</tr>
<tr>
<td>eBudde and Digital Cookie logins emailed to TCMs</td>
<td>Dec. 4</td>
</tr>
<tr>
<td>TCM trains girls/parents/caretakers; discuss troop goals</td>
<td>Dec.-Jan. 3</td>
</tr>
<tr>
<td>TCM completes training required if troop and Girl Scouts choose to use Clover to accept credit &amp; debit card payments; see pg. 21</td>
<td>By mid-Dec.</td>
</tr>
<tr>
<td>Digital Cookie login emailed to registered Girl Scout families</td>
<td>Dec. 11</td>
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<tr>
<td>“GO Day” Girls start taking orders in person with the order card and online with Digital Cookie; signed opt-out forms due to Neighborhood Cookie Manager (NCM)</td>
<td>Jan. 4</td>
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<tr>
<td>Council Cookie Booth Scheduler opens in eBudde-Round 1</td>
<td>Jan. 7 at 9 am CST</td>
</tr>
<tr>
<td>Council Cookie Booth Scheduler opens in eBudde-Round 2</td>
<td>Jan 10 at 9 am CST</td>
</tr>
<tr>
<td>Council Cookie Booth Scheduler opens in eBudde-Final Round</td>
<td>Jan. 13 at 9 am CST</td>
</tr>
<tr>
<td>Initial order taking ends</td>
<td>Jan. 26</td>
</tr>
<tr>
<td>Girls take orders with the Goal Getter form; Digital Cookie sales continue</td>
<td>Jan. 27-March 8</td>
</tr>
<tr>
<td>TCM enters and submits initial cookie order, submits initial reward order, reserves delivery slot and verifies troop bank account information is in eBudde</td>
<td>Jan. 27</td>
</tr>
<tr>
<td>TCM picks up initial order cookies from delivery location on the date and time reserved in eBudde</td>
<td>Feb. 12-16</td>
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<tr>
<td>Troop cookie booths start and cupboards open</td>
<td>Feb. 14</td>
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<tr>
<td>TCM makes weekly deposits in troop bank account as money is collected</td>
<td>Feb. 15-March 8</td>
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<tr>
<td>National Girl Scout Cookie Weekend</td>
<td>Feb. 28-March 1</td>
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<tr>
<td>Digital Cookie option for girl delivery ends at 10 pm CST</td>
<td>March 1</td>
</tr>
<tr>
<td>TCM contacts families with girls close to earning next reward level</td>
<td>March 2</td>
</tr>
<tr>
<td>First ACH withdrawal</td>
<td>March 4</td>
</tr>
<tr>
<td>Cupboards close and booths end; Digital Cookie shipped and donated sales end at 10 pm CST</td>
<td>March 8</td>
</tr>
<tr>
<td>TCM transfers all unassigned cookie packages to girls in eBudde and submits final reward order</td>
<td>March 9</td>
</tr>
<tr>
<td>TCM gives Troop Sales Report from eBudde to troop leader</td>
<td>March 10</td>
</tr>
<tr>
<td>Troop Late Payment Reports (T-LPRs) due to be submitted online</td>
<td>March 16</td>
</tr>
<tr>
<td>Final ACH withdrawal</td>
<td>March 27</td>
</tr>
<tr>
<td>TCM picks up cookie rewards from NCM and distributes to girls</td>
<td>April/May</td>
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</table>
In this vital role, you will coordinate and manage the 2020 Cookie Program for the G.I.R.L.s (Go-getters, Innovators, Risk-takers and Leaders)™ in your troop. We have worked closely with our partner, Little Brownie Bakers, to provide the necessary tools to make this a successful program for your troop.

Your support for the Cookie Program makes an important difference for Girls Scouts to power new experiences that broaden their world view, develop essential life skills and prepare them for a lifetime of leadership. The proceeds your troop earns enhance the Girl Scout experience by powering new adventures such as trips, camping and service projects, as well as pay for troop supplies.

The success of the Cookie Program is very important to Girl Scouts at both the troop and Council level. Thank you for assisting the girls and their families. You are connecting them with the resources that will make the Cookie Program fun and memorable!

Thank you for volunteering as a Troop Cookie Manager!

Your Cookie Support Team

Your Neighborhood Cookie Manager (NCM), District Cookie Mentor (DCM) and Girl Scouts of Eastern Missouri staff are here to assist you!

Please take a moment to write in the NCM and DCM contact information provided at training.

Neighborhood Cookie Manager (NCM)

Name____________________________________
Address__________________________________
Phone____________________________________
Email____________________________________

District Cookie Mentor (DCM)

Name____________________________________
Address__________________________________
Phone____________________________________
Email____________________________________

Your Neighborhood Cookie Manager (NCM), District Cookie Mentor (DCM) and Girl Scouts of Eastern Missouri staff are here to assist you!

Please take a moment to write in the NCM and DCM contact information provided at training.

Neighborhood Cookie Manager (NCM)

Name____________________________________
Address__________________________________
Phone____________________________________
Email____________________________________

District Cookie Mentor (DCM)

Name____________________________________
Address__________________________________
Phone____________________________________
Email____________________________________
2020 Cookie Program Enhancements

A wide variety of enhancements have been made to this year’s Cookie Program, with the goal of providing an easier, more convenient and rewarding experience for your troop and Girl Scouts.

These include:
- A delicious new Girl Scout Cookie, Lemon-Ups
- An increase in the cookie proceeds troops earn, see pg. 10
- The ability for individual Girl Scouts and troops to accept credit and debit payments throughout the program from cookie customers, see pg. 22
- Shipment of cookie materials directly to troops registered for membership by Oct. 25
- Digital Cookie orders approved for girl delivery automatically transfer to eBudde for the initial order
- Girl delivery in Digital Cookie is available through March 1
- Girl Scout gift box and tin options for shipped Digital Cookie orders
- A dynamic display of information on the eBudde troop dashboard
- Families can learn all about the Cookie Program from a special new training at girlscoutsem.org/cookies

Enhancements have also been made to the rewards girls and troops can earn:
- “Lola” butterfly plush and the Butterfly Buddy pass earned when girls reach 140+ packages
- Three Digital Cookie rewards
- Butterfly Blitz custom troop reward experience
- Addition of 3,500+ and 4,000+ package level rewards
- Choice of coupon reward for Cadettes/Seniors/Ambassadors at 1,000+ pkgs, for either a C/S/A Council-led Travel Coupon or a Resident Camp Coupon

Cookie Program Phases

1. Initial Orders
   Jan. 4-26
   Order cards
   Digital Cookie online for girl delivery, with shipping and for donation

2. Additional Orders
   Jan. 27-March 8
   Goal Getter forms
   Digital Cookie online for girl delivery through March 1; online with shipping and for donation through

3. Cookie Booths
   Feb. 14-March 8

   [Additional information about cookie booth phases]

   [Images of girl scouts with cookies and eBudde display]

   [Footer information]
Troop Cookie Manager Responsibilities

- Complete required training for troop and girls to use Clover to accept credit and debit payments for cookies.
- Attend Cookie Program training with your NCM to get more information including how Walmart and Sam's Club booths in your area will be scheduled and receive a package of Lemon-Ups for the Girl Scouts in your troop to sample.
- Train troop leader, girls and parents/caretakers.
- Encourage all girls to participate.
- Work with troop leader to verify or enter troop bank account information in eBudde by the deadline which authorizes ACH transfers.
- Communicate with troop families and NCMs in a timely manner.
- Enter and submit your troop's initial cookie order plus submit initial rewards in eBudde by the deadline.
- Pick up your troop's initial cookie order and distribute cookies to the girls.
- Handle all cookies and payments responsibly using money/product receipts each time.
- Periodically collect cash and checks from parents/caretakers and make weekly deposits in your troop bank account.
- Transfer all cookies to the appropriate girls in eBudde so they receive accurate rewards.
- Complete and submit the troop's final reward order in eBudde.
- Complete and submit a Troop Late Payment Report (T-LPR) online for any adults who do not turn in full payment on time. In the event a T-LPR is not submitted by the designated date in the timeline, the TCM is responsible for the unpaid amount.
- Submit the Troop Sales Report from eBudde to the troop leader showing the proceeds earned.
- Pick up rewards from the NCM and distribute to girls as soon as possible.
5 Essential Skills for a lifetime of success

When Girl Scouts participate in the iconic Cookie Program, they are proud to be part of the largest girl-led program in the world. They build on five essential skills and develop an entrepreneurial spirit they will use for a lifetime.

1. **Goal Setting**
   Girls set cookie goals and work with their troop to create a plan to reach them.

   This matters because girls need to know how to set and reach goals to succeed in school, on the job and in life.

2. **Decision Making**
   Girls decide where, when and how to sell cookies and help their troop decide how to spend their proceeds.

   This matters because girls need to know how to make good decisions throughout their lives.

3. **Money Management**
   Girls take cookie orders, handle customer payments and help their troop make a budget for new adventures they want to have together.

   This matters because girls need to know how to manage money, from their lunch money and allowance to future paycheck.

4. **People Skills**
   Girls learn how to talk with and listen to customers, as well as how to work as a team with other girls in their troop.

   This matters because girls need to know how to collaborate to be successful on school projects, sports teams and on the job.

5. **Business Ethics**
   Girls act honestly and responsibly every step of the way.

   This matters because the world needs ethical students, workers and leaders.

The Girl Scout Cookie Program teaches 5 ESSENTIAL SKILLS that will last a lifetime
**Order cards**
Girls can start by asking neighbors, friends and family members to place orders for cookies. They write their orders on the paper order card, which is turned in to the cookie volunteer and entered into eBudde™.

**Digital Cookie®**
On this online selling platform, girls can personalize their Digital Cookie site and send emails to invite friends and family to buy cookies for in-person delivery, direct shipment to their home, or donation for Troop to Troop.

**Booth sales**
Troops can set up booths in high-traffic areas such as grocery stores, gas stations or sporting events to market their Girl Scout Cookies to customers. Reserve Council-scheduled booth slots or submit your own booth for approval through eBudde™ or eBudde™ Troop App Plus.

**Pump Up The WOW**

**Door-to-door**
Encourage girls to spread the Girl Scout Cookie love to their entire neighborhood. Take orders, or load packages into a wagon or car and leave no doorbell unrung!

**Workplace sales**
Girls can either make sales pitches to local businesses or go with a parent to their workplace to take orders.

**Social media**
For Girl Scout entrepreneurs 13 and older,* social media is a great way to spread the word about their cookie sales. Check out the new Girl Scout Cookie Program Business Building Toolkit at girlscoutsem.org.
2020 Cookies

We are pleased that Little Brownie Bakers is returning as our partner for the 2020 Girl Scout Cookie Program. They are one of two bakeries licensed by Girl Scouts of the USA to bake Girl Scout Cookies. Only Girl Scout Cookies from Little Brownie Bakers can be sold in eastern Missouri.

This is an exciting year with the introduction of Lemon-Ups to our cookie family. They are a crispy lemon cookie with a lemon glaze, yum! The cookies are baked with a series of eight inspiring messages. Lemon-Ups replaces Savannah Smiles which have retired.

We need all eastern Missouri Girl Scouts to help us keep Lemon-Ups confidential with the general public until the national launch on Jan. 7. This will enable Girl Scouts to generate national and local media coverage that creates excitement about the 2020 Girl Scout Cookie season with millions of devoted customers.

Girl Scouts in eastern Missouri will sell eight delicious cookies from Little Brownie Bakers, which are all listed on the order card and online in Digital Cookie.

• All varieties of cookies will sell for $5 per package with the exception of Toffee-tastic and Girl Scout S’mores which will sell for $6 per package.

Raising the cost of cookies is a decision made by our Girl Scout Council only after careful consideration. For the past six years cookies in eastern Missouri have sold for $4 per package, except Toffee-tastic and Girl Scout S’mores which sold for $5 per package. In order to be fiscally responsible, we need to respond to increasing costs – from camp upkeep to the ingredients used in the cookies themselves.

All Girl Scout Cookie packages have a fresh look this year that showcases G.I.R.L.s in action. The packages have a new look, but the cookies have the same great taste we know and love!

Important to Know:
• Retail prices of the cookies cannot be changed
• Expired cookies from previous program years cannot be sold in 2020
• In our Council, $1 from each purchase of Girl Scout S’mores will go to support Girl Scouts of Eastern Missouri Camps

$5 per package

$6 per package
GIRL SCOUT COOKIES®
LOVED BY MILLIONS
BAKED WITH ONE PURPOSE

NEW INNOVATION!

LEMON-UPS™
NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS
Crispy lemon cookies baked with inspiring messages to lift your spirits

SAMOAS®
Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolaty coating

TAGALONGS®
Crispy cookies layered with peanut butter and covered with a chocolaty coating

DO-SI-DOS®
Crunchy oatmeal sandwich cookies with creamy peanut butter filling

TREFOILS®
Delicate-tasting shortbread that is delightfully simple and satisfying

THIN MINTS®
Crisp wafers covered in chocolaty coating made with natural oil of peppermint

GIRL SCOUT S’MORES®
Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling

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

• 100% Real Cocoa
• Real Coconut
• Made with Natural Flavors
• Real Peanut Butter
• Whole Grain Oats
• Made with Vegan Ingredients
• 100% Real Cocoa
• Made with Natural Flavors
• 100% Real Cocoa
• Real Peanut Butter
• 100% Real Cocoa
• NO Artificial Flavors
• Made with Vegan Ingredients
• 100% Real Cocoa
• NO Artificial Flavors

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100% percent of the net cookie proceeds stay within eastern Missouri and supports local Girl Scouts and their troops powering new adventures such as service projects, camping and travel. As a result, customers who purchase Girl Scout Cookies are not only getting a delicious treat—they are also making an important investment in our community that powers new experiences for girls that broaden their world view, help them learn essential life skills and prepare them to practice a lifetime of leadership.

**Girl Scout Cookie funds in eastern Missouri are used as follows:**

- **21%** pays for troop proceeds and rewards
- **29%** covers the cost of operating the Cookie Program including paying the baker’s costs
- **50%** supports Girl Scout leadership development programs, Adult Education, Camp, Council programming, facilities upkeep and Customer Service

**Troop Proceeds**

Troop proceeds are based on the per girl average (PGA) of girls selling cookies in the troop. While the price of a package of Girl Scout Cookies will increase 25%, eastern Missouri’s troop proceeds increase this year from 27% to 37%.

<table>
<thead>
<tr>
<th>Troop Proceeds</th>
<th>2019</th>
<th>2020</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All troops</td>
<td>$0.63</td>
<td>$0.80</td>
<td>27%</td>
</tr>
<tr>
<td>Troops with 140+ PGA</td>
<td>$0.68</td>
<td>$0.90</td>
<td>32%</td>
</tr>
<tr>
<td>Troops with 190+ PGA</td>
<td>$0.73</td>
<td>$1</td>
<td>37%</td>
</tr>
<tr>
<td>C/S/A troops that choose to opt-out (see pg. 14) receive an additional $0.05 per package sold.</td>
<td></td>
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</tr>
</tbody>
</table>

TCMs should check their eBudde Sales Report to see a snapshot of the troop proceeds earned. These will remain in the troop’s bank account after the final ACH withdrawal.

Girls earn proceeds for the troop they are registered with on Jan. 4.
Your time and talents are valuable to girls and Girl Scouting. Be sure to take advantage of the resources available online to guide you through a fun and successful Girl Scout Cookie Program.

**Additional Resources:**
- **“Just in Time” emails** sent to volunteers providing the latest news, important instructions and reminders—these are a MUST READ so check your email often
- **girlscoutsem.org, click on Cookies+**
  - TCM Online Training
  - Required training to use Clover
  - Opt-out form for Cad/Sr/Amb troops
  - Family Cookie Training
  - Girl Scout Cookie Program Business Branding Toolkit
  - Troop Late Payment Report & Collection Request forms
  - Digital Cookie tip sheets
  - Troop-scheduled booth letter and booth signs
  - Troop to Troop, booth and contest fliers
- **Girl Scouts of Eastern Missouri Answer Center**
  - answercenter@girlscoutsem.org
  - 314.400.4600
- **Digital Cookie Customer Service for girls or customers**
  - girlscouts.org/mydigitalcookiesupport

**Cookie Resources for volunteers**

- **eBudde**
  - ebudde.littlebrownie.com or cookieportal.littlebrownie.com
  - The eBudde login will be emailed to cookie volunteers
  - Your Command Center for managing the Cookie Program. Order cookies, sign up for booths, reserve pickup location for troop cookie order, transfer cookies, place pending cupboard orders and access the Help Center
- **Digital Cookie**
  - The website link and login will be emailed to registered girls and volunteers
  - Girls send Digital Cookie email invitations to customers; they can purchase cookies and pay online with their credit card
- **eBudde Troop App Plus**
  - Enter cookie orders, reserve pick-up location, place pending cupboard orders, transfer cookies and record booth sales using your mobile device
  - Download the free app in the iPhone App Store or through Google Play
- **Little Brownie Bakers YouTube Channel**
  - youtube.com/littlebrowniebakers
  - How-to videos for key tasks in eBudde, selling tips and more
- **Cookie Locator**
  - cookielocator.littlebrownie.com
  - Help friends locate the closest cookie booth with this app
- **Volunteer Blog**
  - blog.littlebrowniebakers.com
  - Check out the volunteer blog for exciting girl activities and booth ideas
- **Girl Scouts of the USA**
  - girlscouts.org
  - Locate information on the Girl Scout Cookie Program, national cookie badges and pins and the Cookie Pro Contest

**Thank you for making a difference to our Cookie Program and our Girl Scouts!**
**Facts TCMS Need to Know**

**Participation**

Girl Scout troops of all grade levels, Daisies through Ambassadors, must participate in the annual Girl Scout Cookie Program following the policy in *Volunteer Essentials*. We welcome all registered Girl Scouts to join the time-honored tradition of participating in the Cookie Program with their troop. Juliettes are invited to participate by partnering with a registered troop.

All adult cookie volunteers must be registered Girl Scout members in good financial standing. The annual Girl Scout health history/permission form must be signed by each girl’s family.

Any parent/guardian or volunteer with an outstanding Troop Late Payment Report or delinquent balance owed to Girl Scouts of Eastern Missouri, which has been sent to collections, will have a restriction of No Funds Handling placed on their account. A No Funds Handling restriction prevents the parent/guardian or volunteer from participating in any role that is responsible for managing product or funds, including having access to bank accounts. Because unpaid balances can serve to reduce our resources to provide services to girls, we pursue all debts vigorously. Failure to successfully resolve debts in a timely manner can result in prosecution.

Girls with parents/caretakers that owe funds to Council may participate in the Cookie Program if an adult non-family member living at a different address agrees to be responsible for the order card, cookies and money. The girls may also participate in a booth with her troop. Please contact your NCM if you have any questions.

TCMs must complete cookie training, either in person or online. We encourage TCMs to attend in person training to:

- Learn how Walmart and Sam’s Club cookie booths will be scheduled in your area
- Receive a package of Lemon-Ups for your troop to sample
- Meet fellow Cookie volunteers who are a valuable support network

**Opt-Out Option for Cadette, Senior and Ambassador Troops**

Girl Scout Cadette, Senior and Ambassador troops can choose to opt-out of receiving rewards and instead receive $.05 more for each cookie package sold.

- A unanimous decision of all the girls selling cookies in the troop is required to opt-out
- Girls and their parents/caretakers must sign the opt-out form (available online) which is due to the NCM by GO Day, Jan. 4
- Girls in opt-out troops will receive the following when earned: cookie patches, choice of either a Resident Camp Coupon or a Council-led Travel Coupon at 1,000+ pkgs, the Troop to Troop/USO top seller reward, rewards at the 1,000+ package level and higher and the troop reward experience
- Girls may not combine their sales with other girls to receive higher rewards
Cookie Order Taking

Girls have a variety of ways to take cookie orders:

In Person

• Using their foldout cookie order form from Jan. 4-26
  • This phase of the Cookie Program is called the initial order
  • Order cards are given to the TCM to enter in eBudde
  • These cookies are picked up by the TCM at a delivery location, date and time that she/he reserves in eBudde (listed on pg. 34)
• Using their Goal Getter order form from Jan. 27-March 8
  • Cookies for these orders are picked up at a cookie cupboard (listed on pg. 25) by the TCM or authorized troop parent
  • Cupboard managers enter the cookies picked up in eBudde for the troop

Online

• Using Digital Cookie from Jan. 4-March 8 for cookies that customers pay for online with a credit/debit card (see pgs. 17-19)
• Digital Cookie customers purchasing cookies Jan. 4-March 1 can request delivery by the Girl Scout. Orders approved for girl delivery Jan. 4-26 will automatically transfer into eBudde this year

Girl Scout Online Marketing and Sales Guidance — 2020 Trial Year

For 2020, girls may use the Internet to share their Cookie Program sales links, stories and learnings with the following guidelines:

• The Girl Scout Cookie Program is girl-led and online marketing and sales efforts should always be led by a girl while supervised by a parent/caregiver. Girl Scout safety is our number one priority
• Families/caregivers should review Digital Marketing Tips for Cookie Entrepreneurs and Their Families
• GSUSA may remove or disable a girl’s sales link if safety or fulfillment issues arise
• Girl cookie sale links should never be posted to online sales sites such as Craig’s List, eBay, Facebook Marketplace, etc.
• If any media opportunities arise from a girl’s online marketing and sales efforts, her parent/caregiver should contact Girl Scouts of Eastern Missouri, see pg. 29
Volunteers use eBudde from Little Brownie Bakers to manage all phases of the Cookie Program.

eBudde is part of the Little Brownie Cookie Tech Portal. The portal is a central hub that provides access to Little Brownie technology tools with a single sign-on.

**First-Time Login**
TCMs will receive a welcome email on Dec. 4 from eBudde with the subject “Welcome to the 2019-2020 Girl Scout Cookie Season!” The email will have your unique link to login to the Cookie Tech Portal for the first time. If your email login link has expired you can click Forget Password on the Cookie Tech Portal.

- Click on the link provided in the email
- Enter the password that you want to use for the system
- Your password must be eight characters long, have at least one capital letter and at least one non-alphabetic character
- Confirm this password by entering it again in the second box
- At the profile screen enter your password and review/enter the required information
- Click Update Profile
- Check for an email that asks you to confirm your account update for security purposes
- Click on the link in the email for the final step to confirm your new password

After the first login, TCMs should go to ebudde.littlebrownie.com or cookieportal.littlebrownie.com and login using the password they created.

If your information changes during the Cookie Program, please update it in the portal. Look for “If you would like to update your contact info please enter your email and password and click here” on the Cookie Tech Portal login screen.

**Important Technology Notice**
It is critical to fully logout of eBudde and all other Little Brownie tech tools when you are done working in the system!

This is necessary to prevent issues the next time you login.

To logout of eBudde:
1. Click on the blue Logout button at the top right side of the screen in eBudde
2. Close the Cookie Portal screen
Digital Cookie is a great way for troops and girls to supercharge their cookie business in 2020 that allows customers to shop for cookies online.

Digital Cookie from Little Brownie Bakers is a personalized site that offers fun ways for girls to learn about the Girl Scout Cookie Program. There are fun quizzes, games and videos that teach them about marketing and other business skills.

Girl Scouts initiate the cookie sales in Digital Cookie. They send customized emails to customers inviting them to visit the site, where they can:

- Place their cookie order online and pay with a credit/debit card
- Choose to have the cookies shipped directly to themselves or a recipient
- Purchase cookies for donation to U.S. military members through Troop to Troop
- For cookie orders placed Jan. 4-March 1, customers can request they be delivered by the Girl Scout. These girl delivery orders must be approved within three days by the parent/guardian in Digital Cookie

There is also a convenient mobile app enabling girls to take cookie orders on the go.

A Digital Cookie flyer showing the four easy steps to use Digital Cookie was provided with your troop’s cookie materials to hand out to each girl.

A variety of helpful Digital Cookie tip sheets for volunteers and Girl Scout families are available at girlscoutsem.org, click on Cookies+ and Resources.
TCM Login to Digital Cookie

An email will be sent to TCMs on Dec. 4 with their unique Digital Cookie login information. The email will come from Girl Scout Cookie Program with the subject “Register for the Digital Cookie Platform Today.”

- Click the green Register Now box in the Digital Cookie registration email
- Enter the same email address where you received the Digital Cookie registration email
- Create your personal password
- Click Log In
- Watch the required safety video
- Read the Terms and Conditions for volunteers
- Click the Accept box
- Click Continue
- If you serve in multiple roles, you will see a role selector screen where you will choose the role to view Digital Cookie

Contact our Answer Center at answercenter@girlscoutsem.org or 314.400.4600 if you need assistance with the Digital Cookie login email.

Girl Scout Login to Digital Cookie

Registered Girl Scout families will be emailed their Digital Cookie login Dec. 11. TCMs can check that all registered girls in the troop are listed in Digital Cookie:

- At the bottom of your troop dashboard in Digital Cookie is the Troop section
- Click the Search button
- A list of the girls’ names will appear
- **TCMs do not add or delete girls in eBudde or Digital Cookie. Council will periodically import newly registered girls**
  - If any registered girls are not listed it means they were not imported to eBudde due to missing or incorrect information in MyGS
  - TCMs or the girls’ parent/guardian should contact the Answer Center at answercenter@girlscoutsem.org or 314.400.4600 for assistance

Girls will be able to customize their Digital Cookie site and enter customer email information in December. They can start sending emails to customers on GO Day, Jan. 4.

“My daughter, Hailey, is so excited from GO Day until the very last hour she is trying to sell Girl Scout Cookies. She has a drive to sell as many packages of cookies as possible. Each year she has more passion than before, and as a parent I cannot help but do everything in my power to fuel her determination. I hope she never loses that drive in anything she does in life.”

Kelley Moranville, Girl Scouts of Eastern Missouri Volunteer
Digital Cookie FAQ’s

Do TCMs register the girls in the troop for Digital Cookie?
No. Only the Girl Scout’s parent/guardian can register them for a Digital Cookie account, after receiving the email with her login information.

Do Digital Cookie sales automatically transfer to eBudde?
Yes! This year all Digital Cookie sales including those approved for girl delivery Jan. 4-26 will automatically transfer to eBudde.

Orders approved for girl delivery Jan. 27-March 1 will be transferred by the TCM in eBudde from cookies picked up at a cupboard or from the troop’s extra cookies.

If a parent/guardian does not approve a customer order requesting girl delivery, what happens to that order?
If a customer’s request to have the cookie order delivered by the girl is denied or if the parent/guardian does not act on the request within three days, it will automatically default to the secondary choice the customer provided for fulfillment (either to donate the order, pay for shipping or cancel the order). The payment will be processed accordingly.

Can a TCM edit a customer order?
No. Once a customer order has been placed in Digital Cookie, it is either immediately accepted or waiting for parent approval for girl delivery.

Is there a minimum number of packages a customer needs to order to qualify for shipping?
Yes, a customer needs to purchase at least four packages of cookies to have their order shipped.

Are gift packaging options available when customers purchase cookies with shipping?
Customers can purchase a Girl Scout gift box or tin in Digital Cookie for shipped cookies.

With the Digital Cookie® platform, the Girl Scout Cookie Program is better than ever.

Fun, easy-to-use tools help super-power girls’ sales and go beyond the booth with online and mobile channels that make it easy for cookie fans near and far to support their favorite Girl Scout.

That’s more ways to participate, more ways to buy and more ways to learn—nice!

And guess what? Girls who used the platform in addition to traditional sales, sold more cookies and reached their goals faster—so amazing.
Cookie Resources for volunteers

Cookie Donation Programs

In the spirit of community service, troops are encouraged to participate in our cookie donation programs. They provide customers with the opportunity to give to others at the same time they support Girl Scouts.

**Troop to Troop (USO)**
The Troop to Troop donation program provides Girl Scout Cookies as a “Taste of Home” to U.S. military members which are distributed by our partner, the USO of Missouri. Thanks to the dedication of our Girl Scouts, more than 92,000 packages of cookies were donated last year by the Troop to Troop program. We invite all Girl Scouts to help us reach our goal of 100,000 packages this year!

There are special rewards girls can earn when they participate in Troop to Troop so be sure to check out the order card for details.

It is easy for troops and girls to participate in Troop to Troop:

- Girls ask customers if they would like to purchase Girl Scout Cookies for donation to U.S. military personnel that will be distributed by the USO of Missouri
- They record the number of donated packages on their order card in the Cookie Packages Donated column
- To help promote Troop to Troop at booths, troops use the special box wrap in their troop packet and the custom flier
- TCMs record the Troop to Troop packages in eBudde under the T2T column
- **Troops do NOT pick up or ever take physical possession of Troop to Troop packages because this program is virtual**
- Council is responsible for purchasing all the Troop to Troop donated cookies and delivering them to the USO of Missouri
- Girls collect the payment for regular orders and Troop to Troop orders when delivering cookies to customers. If the customer only purchases cookies for donation, then the payment should be collected when they order

**Cookie Tip**
Purchasing cookies for donation is a great option for customers who prefer not to buy Girl Scout Cookies for themselves.

Digital Cookie customers do not incur shipping costs for Troop to Troop purchases.
Gift of Caring
If troops choose, they can select another charitable organization to receive donated cookies as part of the Gift of Caring donation program. They can do this in addition to participating in Troop to Troop or choose Gift of Caring instead.

- Tell customers they can purchase cookies that will be donated to the organization the troop has chosen
- Troop cookie managers record these Gift of Caring packages in the last column in eBudde labeled TGOC, or can wait until the end of the Cookie Program to fill the donations from any cookies the troop has leftover
- Troops will take physical possession of Gift of Caring packages and are responsible for delivering them to the organization they choose

Please make sure girls and families are aware that Gift of Caring cookies donated to another organization do not qualify for the Troop to Troop rewards on the order card.

Purchase of Cookies as Charitable Contributions

Individuals purchasing Girl Scout Cookies for their consumption have bought a product at fair market value, so no part of the price of a package of Girl Scout Cookies is tax-deductible. When customers purchase cookies for donation rather than themselves, they may treat the purchase price of these cookies as a charitable contribution.

Donation receipts are available online on Cookies+ at girlscoutsem.org.
Exciting New Way for Girl Scouts and Troops toAccept Cookie Payments

GSUSA has entered into a national agreement with Fiserve that provides Girl Scouts and troops the opportunity to accept credit and debit of payments from cookie customers throughout the Cookie Program using Clover.

Pilot tests were conducted the past two years with 2,000 troops in eight councils. Feedback from the troops and Girl Scouts indicated high levels of satisfaction with their experience, finding that Clover was easy to use, reduced cash handling and increased sales. Customers were happy with the convenience of using credit or debit methods to pay for their Girl Scout Cookies.

Our Council is pleased to be part of the national roll-out with Fiserve and Clover to improve the convenience of the Cookie Program experience. We encourage all eastern Missouri troops and Girl Scouts to experience the benefits of using Clover for credit and debit payments for door-to-door, workplace and booth sales.

TCMs are required to complete training if the troop and girls choose to use Clover during the 2020 Cookie Program. Training and detailed information is available at girlscoutsem.org on the Cookies+ page.

• Girl Scouts of Eastern Missouri will pay the transaction fees in 2020
• Clover sales transactions will link to the troop’s bank account
• Troops and individual Girl Scouts can use the free Clover Go app to take payments from their cookie customers on their mobile device. Purchase of a Clover device is not required
• There will be no other credit or debit payment methods used during the 2020 Cookie Program

Automated Clearing House (ACH)

Automated Clearing House (ACH) is a safe, secure and quick method of electronic money transfer between bank accounts, making collection of payments and reimbursement of proceeds easier for both volunteers and the Council. The ACH system utilizes troop bank account and routing numbers when funds are withdrawn or reimbursed.

All troops in eastern Missouri must use ACH as the method of money collection and reimbursement for the Fall Product and Cookie Programs.

Troops make all cash and check deposits at their own bank

Troop banking information (where available from the 2019 Cookie Program or the 2019 Fall Product Program) will be uploaded into eBudde. Please review and update any needed changes by Jan. 27. New troops should enter their banking information accurately in eBudde by Jan. 27. In doing so, the troop provides agreement and authorization for ACH transfers.
The first withdrawal is scheduled to occur on March 4 and is 30 percent of initial order excluding products paid for online with credit card. The second withdrawal is on March 27 and is the remaining balance owed to Council after the program ends. The two ACH withdrawals are intentionally scheduled so payment of the invoices from Little Brownie Bakers are made on time.

An email will be sent one week prior to each withdrawal with the dollar amount owed to Council. This email will be sent to the Troop Cookie Manager and the Troop Leader. Please adjust SPAM settings to ensure the emails from accounting@girlscoutsem.org are accepted. It is imperative that TCMs make a point of checking their email frequently so they can communicate in a timely manner.

**ACH Frequently Asked Questions**

**Where do I make deposits and how often?**
Funds should be collected and deposited frequently in the troop bank account. Troops are encouraged to make weekly deposits. This is best practice when handling money to keep money safe and secure. This will also help to minimize the amount of returned checks.

**What should I do if I know the troop will not have enough funds for the withdrawals?**
Make sure to submit a Troop Late Payment Report (T-LPR, see pg. 46) or Collection Request Form (see below) so an adjustment can be made to the troop withdrawal. The deadline to submit T-LPRs online is March 16.

**Do I have to update eBudde with the deposits I make into my troop’s bank account?**
No, Council will update eBudde with the withdrawal amounts. Updating the system with your troop deposits will interfere with the withdrawal calculations.

**Why is Council requesting that a driver’s license and phone number be written on the check?**
This is considered a best practice when accepting a check. It provides a way to verify the identity of the check writer and provides certain tracking abilities should a check be returned and need to be submitted for collection.

**What should I do if I receive a bounced check?**
If you receive a bounced check, we ask that you make an attempt to collect the funds from the check writer. If your attempt is not successful, please fill out a Collection Request form (located on Cookies+ under Resources), include the “legal copy” of the check, as well as a copy of your bank statement showing the bounced check fee and mail or deliver to Council. We will then take over the collection process.

**Will Council reimburse the bounced check fees?**
Yes. Once the aforementioned documents are received, the Council will either decrease the ACH draw for the troop or utilize ACH to reimburse the troop. This is dependent on the timing of when the requested documents are received.

**What happens if I don’t have all the requested information on the Collection Request Form?**
The Accounting Department encourages you to do the best you can. All information obtained is vital when attempting to collect funds.

**Please send any further questions and inquiries to accounting@girlscoutsem.org.**
Troop cookie booths take place Feb. 14–March 8 when cookies are available in our Council for direct sale. Booths are a great way for troops to earn additional proceeds by reaching new customers who want to purchase cookies. Girls have fun working together as a team to operate the booth and gain hands-on experience running their own small business. There are two types of cookie booths:

1. Council-Scheduled Cookie Booths
Certain booth locations are scheduled by Council at the request of the location manager and are referred to as Council-scheduled cookie booths. At this time, we have secured Council-scheduled booths at the following locations: Dierbergs, Walgreens, JoAnn, Dunkin, The Magic House, Kaldi’s and Field’s Foods. Locations with a no-solicitation policy in the past include Target, Home Depot, Trader Joes, Whole Foods, Fresh Thyme and Menards.

Our partnerships with Schnucks and Lowe’s are ongoing and we are continuing discussions regarding cookie booth opportunities. The St. Peters Walmart store (located at 45 Sutters Mill Rd.) is Council-scheduled at the store’s request.

Check with your NCM how cookie booths will be scheduled at the Walmart and Sam’s Club stores in your vicinity. Troops do not contact these stores directly.

Please respect the decision of the corporate offices of these Council-scheduled locations and do not solicit their individual store managers directly. We are grateful for the support for our booth partners and appreciate everyone’s cooperation.

Council-scheduled cookie booths will be listed in eBudde and can be viewed by clicking on the Booth Sites tab, then click Council Sales in the drop-down box. More booth locations may be secured by Council at any time, so be sure to check eBudde frequently. Reservations for Council-scheduled booths happen in three rounds to help promote fairness to all troops. This is a first-come, first-served operation in eBudde, not a lottery. Important instructions about the dates, times and process for the three rounds of reservations can be found on pg. 33. Troops can enter a request in eBudde to be put on a waitlist for a Council-scheduled booth location, date and time (see pg. 34).

2. Troop-Scheduled Cookie Booths
Troops are encouraged to contact locations other than those scheduled by Council and request approval to hold a cookie booth Feb. 14-March 8. Ask the families in your troop if they have connections in the community that could provide a booth location.

- Bring a copy of the Girl Scouts of Eastern Missouri booth letter (found on the Cookies+ page at girlscoutsem.org) to obtain written approval from the location manager, and bring the signed copy to your booth

After securing approval, TCMs need to enter the date, time and location of their booth in eBudde at least 48 hours prior to their booth (see pg. 35 for instructions). The booth will then appear in the Cookie Locator, which customers use to search and map their way to cookie booths in their area.

Possible Troop Scheduled Cookie Booth Locations:
Independent grocers and hardware stores, places of worship, farmer’s markets, gas stations, convenience stores, school events, movie theatres, sporting events, banks, colleges and universities, community centers, fish frys, retirement homes, restaurants, arts and craft shows, drive-thru booths and mobile booths called “cookie walkabouts” where troops go door to door with a decorated wagon selling cookies. Booths should not be held in or outside establishments that the girls themselves cannot legally patronize. Please contact your NCM with any questions.
Booth Etiquette

When troops hold a cookie booth, it should be understood by girls and adults that it is a privilege to be at the location and they are a guest representing Girl Scouts in the community. The conduct of girls and adults at the booth should be in accordance with the Girl Scout Promise and Law.

In the event two troops are scheduled for the same booth location, date and time, adults should compare their booth paperwork. If both troops have the appropriate paperwork showing the booth reservation in eBudde, we ask that the troops work together to find an amicable solution. Remember our Girl Scouts are watching how their leaders work through potential conflicts.

If a troop does not have the appropriate paperwork, they may not conduct the booth. Let’s show our community how great Girl Scouts are!

Booth Guidelines

- TCMs should review the section on Product Programs activities in Volunteer Essentials
- Troops may not accept donations other than Troop to Troop and Gift of Caring at cookie booths
- Cookie booths cannot be combined with other programs or solicitations for other organizations
- Booths are usually up to four hours long with a maximum of four girls and two adults (no tag-a-longs; no pets/animals) working the booth at a time
- Bring a copy of your booth reservation from eBudde (printed or via eBudde Troop App Plus on a mobile device), or a copy of your signed booth letter the day of each booth the day of the booth
- Girls should wear their Girl Scout sash, vest, tunic or a Girl Scout T-shirt and must be under adult supervision at all times
- Girls should remain at the booth selling cookies, staying at the table
- Girls should wear their Girl Scout sash, vest, tunic or a Girl Scout T-shirt and must be under adult supervision at all times
- Remind girls to dress for the weather at outside booths
- Troops are responsible for bringing a table, chairs, cash to make change, a secure money container, bags for customers’ cookies and trash bags; remove all empty cases, posters and trash at the end of the booth
- The prices of the cookies cannot be changed (see pg. 10 for cookie prices) and troops can only sell cookies provided in 2020 from Little Brownie Bakers. Troops are prohibited from selling cookies leftover and expired from a previous year’s Cookie Program
- Booths must be held within the jurisdiction of Girl Scouts of Eastern Missouri; the state of Illinois is outside of our jurisdiction
- In some communities, a permit is required to hold a cookie booth; check with your local municipality in advance if a permit or fee is needed in your area

Booth Marketing

A limited number of cookie booth kits can be borrowed from Council for one booth weekend at no charge. The kits each contain a cookie costume, tablecloth and yard sign.

- When a booth date has been secured, please contact Joanie Ramey at jramey@girlscoutsem.org to reserve one of the cookie booth kits and include your troop number, name, phone number and top two date choices
- Troops must pick up and return the kit to the Girl Scout Service Center as directed, since other troops have the kit reserved the next weekend
Tips To Maximize Booth Success
A variety of signs and resources to assist with booth planning are located on girlscoutsem.org/cookies.

- Display a poster made by the girls explaining the troop's goals and plans for their cookie proceeds
- Offer customers the opportunity to purchase cookies for Troop to Troop that will be donated to U.S. military members via the USO of Missouri (see pg. 20); display the Troop to Troop box wrap provided in your troop packet
- Arrange for your troop to take credit/debit card payments with Clover at your booth (details are provided on the Cookies+ page at girlscoutsem.org). Do this in December to avoid a delay in set up
- Choose a decorating theme and “bling out” the booth to attract customer interest and enter a photo of your booth in the “Bling My Booth” contest.
- To encourage multiple package purchases, bundle packages of different cookies together with a ribbon and gift tags
- Order cookies for booths carefully as weather can be a major factor in booth sales; unsold cookies may not be returned
- Have an extra adult available during the booth to pick up additional cookies from a nearby cookie cupboard if popular varieties sell out early
If There are Cookie Leftovers
If troops have cookies leftover after their booth:

• Arrange to hold another cookie booth, or hold a cookie walkabout in your neighborhood
• Ask each girl’s family to help by taking additional packages to sell
• Girls can ask their customers if they want additional cookies that can be frozen and enjoyed later
• Use Cookie Exchange in eBudde (see pg. 41) to let other troops know what extra cookies you have

Cookie Cupboards
The purpose of the cookie cupboards is to provide additional Girl Scout Cookies to troops after they receive their initial order. The additional cookies are used to fill orders girls take with their Goal Getter forms, fill Digital Cookie orders approved for girl delivery Jan. 27-March 1 and to sell at troop booths. The cupboard manager enters the cookies into eBudde for the troop and then the TCM transfers them to the appropriate girls. The troop pays for the cookies in the final ACH, not at the cupboard.

TCMs must know their eBudde login and password or show a copy of the troop’s initial order from eBudde when visiting a cupboard. Cupboards will be open from Feb. 14-March 8 at the locations listed on pg. 28. The majority are managed by wonderful volunteers at their homes, plus the Girl Scout Service Center operates as a cookie cupboard during normal business hours.

Cookie Cupboard Etiquette
• Check the hours listed in eBudde since each cupboard operates during different hours
• Use the pending cupboard order feature in eBudde as much as possible
• Be prepared to move and load the cases of cookies to your vehicle. This is not the responsibility of the cupboard manager
• Keep a close eye on children that accompany you. Do not allow them to run in the cupboard manager’s home and handle cookies
• Say “Thank You!” to the cupboard manager, she/he is a dedicated volunteer, just like you!

Pending Cupboard Orders
Troops are encouraged to place a pending order in eBudde with the cookie cupboard of their choice, to ensure the cookies will be available to pick up later in the week. Instructions on how to place a pending order are on pg. 41. TCMs can still pick up cookies from a cupboard without placing a pending order in eBudde but must call the volunteer-managed cupboard first. The Girl Scout Service Center cupboard cannot take calls about pending orders.
Media and Product Inquiries
During the Girl Scout Cookie Program, troops are occasionally approached by reporters from television, radio, newspapers and online media for interviews and photo opportunities. Be sure you understand what they are interested in covering before agreeing.

If you plan to work with local media, please focus on your neighborhood’s local paper and radio stations to avoid overlap with Council’s efforts. If you would like to be more involved with the Council’s Product Program media efforts, please contact Aurrice Duke-Rollings at aduke-rollings@girlscoutsem.org.

If you are approached by the media in a crisis or uncertain situation (such as being solicited for your Girl Scout opinion on potentially controversial topics), please DO NOT make any statements to the media. Instead, contact Aurrice Duke-Rollings at aduke-rollings@girlscoutsem.org with the Council Marketing and Communications Department immediately.

Points to Remember
• You can review our statements regarding Sensitive Issues on our website, girlscoutsem.org. You are never obligated to speak with members of the media
• Do not issue any statements to the media regarding any controversial topics, issues, accidents or emergencies on behalf of Girl Scouts of Eastern Missouri

Should you receive inquiries about product integrity, ask for the individual’s name and phone number so Product Programs can contact them immediately and ask them to keep the package of cookies in question. If the caller does not wish to give you their contact information, please refer him/her to Michelle Johnson, Product Programs Director at 314.592.2362.

Official representatives of the Girl Scout Council can be reached 24 hours a day by calling 314.592.2300. During off hours, you will reach the answering service. Please state that you have an urgent product integrity message or media question.
**Key Tasks during the Cookie Program**

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**December**

TCMs must attend cookie training, either in person or online. We encourage TCMs to attend in person training with their NCM to:

- Learn how Walmart and Sam’s Club cookie booths will be scheduled in your area, troops should not contact these stores directly
- Receive a package of Lemon-Ups for your troop to sample
- Meet fellow Cookie volunteers who are a valuable support network

**By Mid December**

TCMs whose troops and Girl Scouts want to use Clover technology to take credit and debit payments for cookies are required to complete training in advance. We encourage training to be completed by mid-December to provide time for the TCM to complete setup in Clover. Training is available at girlscoutsem.org on the Cookies+ page.

**December-January 3**

**Train Girls and Parents**

**Before the Training**

- After attending training, TCMs should read all the information in their troop cookie materials
- Contact the troop leader to arrange a date in December to train the girls and parents/caretakers in the troop
- Check with the troop leader to make sure all parents/caretakers have signed the annual permission and health history form. Only distribute cookie materials to girls whose parents/caretakers have signed the annual permission form

1. **Training Agenda**
   - Introductions

2. **Confirm Information**

Make sure everyone knows the correct troop number and how to contact the TCM; confirm all girls have a signed annual permission form. Have all attendees sign in and provide their contact information.

3. **Why Girl Scouts Sell Cookies**

- This is the largest girl-led entrepreneurial program in the world; girls develop entrepreneurial and leadership abilities through experience with goal setting, decision making, money management, business ethics and people skills
- Troops earn funds to pay for their new experiences, such as outings, service projects, trips and supplies
- Troop proceeds have increased, see pg. 12
- Funding for Council programs including special events for girls, program scholarships, training courses for volunteers, Girl Scout publications and maintenance of camp facilities
- Girls have so much fun!
4. Troop Goals
   • Discuss the troop’s goal and plans for the proceeds earned from the Cookie Program (see pg. 10). Girls should share these goals when interacting with customers
   • Encourage girls to set their own individual goals and discuss how they can continue to sell cookies after submitting their initial order using the Goal Getter form and Digital Cookie

5. Enhancements
   • Discuss the enhancements that have been made to our Cookie Program to be an easier, more convenient and rewarding experience. See pg. 6.

6. Rewards
   • Review the rewards on the back of the order card; point out and explain the rewards that are based on initial order, Troop to Troop and Digital Cookie
   • Explain how earned Resident Camp coupons are redeemed (see pg. 47)
   • New for C/S/A Girl Scouts is the choice between a Council-led Travel Coupon or the Resident Camp Coupon at the 1,000+ pkg level

7. CLOVER
   • Talk about the exciting new way for Girl Scouts and troops to take credit and debit payments throughout the Cookie Program using Clover, see pg. 22

8. GO Day, Jan. 4
   • Stress the importance of honoring GO Day, Jan. 4 by not selling early in person or online

9. Girl Scout Cookies
   • We are excited about the new cookie Lemon-Ups. It will be launched nationally on Jan. 7 so help keep it confidential until then; this will help Girl Scouts generate media coverage and excitement about the start of the Cookie season with customers
   • It is important to explain the prices of cookies have increased this year, see pg. 10.
   • Explain that cookies ordered and picked up at cupboards are considered sold and are not returnable
   • Damaged cookies will be replaced with the same cookie variety at cookie cupboards
   • Show the cookie flier in this TCM guide (see pg. 11). Only cookies from our partner Little Brownie Bakers can be sold in eastern Missouri. Expired cookies from previous program years are not to be sold

10. Ways to sell cookies
    • Talk about using the foldout cookie order card from Jan. 4-26 and the deadline for giving it to the TCM. Girls should turn in the order card by this deadline so they can qualify for the initial order rewards
    • Digital Cookie provides a fantastic way to sell cookies online; point out the flier for the girls; families should be on the lookout for an email Dec. 11 with login information, the email will come from “Girl Scout Cookies” with the subject “Register for the Digital Cookie Platform today”
    • Discuss Digital Cookie online orders requested for girl delivery must be approved by a parent/guardian within 3 days. Approved girl delivery orders Jan. 4-27 will automatically transfer from Digital Cooke to eBudde this year in the initial order. The option for girl delivery will be available in Digital Cookie through March 1 at 10 pm CST
    • Discuss participation in the Troop to Troop donation program where cookies are donated to U.S. military members and distributed by the USO of Missouri. There are special rewards girls can earn when they participate in Troop to Troop
    • Explain how to use the Goal Getter form to take cookie orders Jan. 27-March 8, and how to give these orders to the TCM so she/he can pick up these cookies at a cupboard
11. **Cookie Booths**
- Discuss holding cookie booths
- Ask if parents/caretakers have connections in the community that can host a booth; talk about the “Bling My Booth” contest

12. **Safety**
- Review the safety procedures listed on the foldout order card
- Role play with the girls: going door-to-door, telephone orders, sending emails and parent workplace sales
- Discuss safe online marketing guidelines, see pg. 15

13. **Initial cookie order pickup**
- When and where families pick up their Girl Scout’s cookie order

14. **Delivering cookies and collecting payments**
- Tell girls and parents that payment should be collected from customers when girls deliver the cookies for orders on their paper order card
- Girls do not collect payment for Digital Cookie orders that are girl delivered, because customers paid for these online
- Checks should be made out to the troop (ex: Girl Scout Troop XXXX) with the customer’s driver’s license and telephone numbers written on the check
- Discuss where and when to turn in the girl money envelope in person, so a signed receipt can be given

15. **Thank everyone for attending**
- Answer questions
- Mention they can learn more about the new Family Cookie Training at girlscoutsem.org/cookies

**After the Training**
- Contact any girl and parents/caretakers who did not attend the training; arrange to provide them with the information covered

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**December 4 eBudde and Digital Cookie logins**

Be on the lookout Dec. 4 for separate emails with your eBudde and Digital Cookie login information. See pgs. 16 and 18 for details.

This year when you login to eBudde your troop dashboard will have a dynamic dashboard displaying timeline status based on dates, rotating resource links and a data report for all the statistics shown on the dashboard. The screenshot to the right shows an example of a dashboard display. Clicking on View Full Report, Show All or Show Data brings up more detailed information.
January 4
GO Day

Girls begin taking cookie orders in person on GO Day, Sat., Jan. 4, and girls start sending email invitations for customers to visit their Digital Cookie site. GO Day Jan. 4 is the deadline for C/S/A troops to submit their completed opt-out forms to the NCM (see opt-out information on pg. 14).

January 7-13
Reserve Council-Scheduled Booths in eBudde

Please note troops that earned a Premium Cookie Booth in the 2019 Fall Product Program will be contacted by Product Programs and these booths will be scheduled before the first round of reservations opens in eBudde.

- First round of reservations opens on Tues., Jan. 7 at 9 am CST. Troops may reserve one booth in the first round
- Second round of reservations opens on Fri., Jan. 10 at 9 am CST. Troops may reserve one booth in the second round
- Final round of reservations opens on Mon., Jan. 13 at 9 am CST. Troops may reserve as many of the remaining booth slots as they choose, on a first-come, first-served basis

To reserve a Council-scheduled booth, troops click on the Booth Sites tab in eBudde and click on Council Sales (see screenshot on pg. 34)

- Click on the booth area of interest
- Click on a location
- Click on the text showing the booth date and time range you are interested in; available slots appear in green
- A box will appear on the right which shows the available times
- Click on the space to the right of the time you prefer
- Click on the green Submit button to reserve the location, date and time
- You will receive a message when your time is reserved; if you do not see this message, your time was not reserved so wait for the message
- Click OK on the message window to complete your reservation

If your plans change and your troop cannot attend the booth you reserved in eBudde, please unreserve it by clicking the Release button on the booth listed in the calendar on your dashboard (see screenshot to the right).
Cookie Booth Wait List
A new feature in eBudde this year allows your troop to request to be put on a waiting list for a Council-scheduled booth location, date and time.
- Click on the booth location, date and time range you are interested in
- Click in the space to the right of the time you prefer in the box that appears to the right
- Click on the Notify Me If Slots Open button

eBudde will send you an email if a booth you were waitlisted for becomes available. You must complete the booth reservation in eBudde, following the steps on pg. 33. Multiple troops can be on the same booth waitlist that receive an email, and reservations are first come, first served.

To turn off the booth waitlist notification, go to the booth listing, click on the time range and click on the Stop Notifying Me button.
January 4-March 6
Enter Troop-Scheduled Booths into eBudde

TCMs enter their troop-scheduled booths in eBudde at least 48 hours prior to the booth:
- Click the Booth Sites tab in eBudde and then click on My Sales in the drop-down box to the right
- Click Add a Location
- Enter the booth information and then click Add
- Be sure to enter which entrance if the location has more than one
- Your booth will appear in blue as pending for approval

When troop-scheduled booths are approved in eBudde by Product Programs, the TCM receives an email message about the approval and the booth will appear on their troop dashboard in eBudde.

If troop-scheduled booths are not approved by Product Programs, the TCM receives an email message that it was not approved with an explanation why (for example, if the location has already been scheduled on the same date and time by another troop).
January 27
Enter Initial Cookie Order in eBudde


- Collect order cards from girls; verify the totals on each girl’s order card
- **Do NOT enter any Digital Cookie orders! These automatically transfer to eBudde this year, see screenshot below**
- Distribute Goal Getter order forms that girls use to sell additional cookies between Jan. 27-March 8
- Online sales in Digital Cookie continue through March 8

**Troop 104 Initial Order**

Enter troop initial cookie order in eBudde, by Monday, January 27 at 10 pm CST

- Click on the Initial Order tab
- Click on each girl’s name and enter her order in packages by cookie variety, tabbing across
- **IMPORTANT - To enter orders for Troop to Troop/USO, use the first column T2T, remember these are virtual, so your troop does not take physical possession of these cookies**
- Click Okay
- If your troop chooses to donate cookies to a charitable organization other than Troop to Troop either enter the packages by girl in their initial order, or use cookies from the Extras row when eBudde rounds the troop order up to the nearest full case
Troops can order cookies for booths by entering total packages in the Booth row near the bottom of the initial order, and/or cookies can be picked up later at a cookie cupboard.

- You must click the Save button! You can save your initial order as many times as you like.
- Though individual girl orders are entered in eBudde in packages, eBudde will automatically round your troop order up to the nearest full case count for each cookie variety (one case=12 packages of a single variety of cookies). Initial troop cookie orders are shipped in full cases. eBudde will show the number of extra packages by variety that your troop will receive with the initial order, which can be used to fulfill additional orders and/or be sold at booths.
- When you are sure the initial cookie order is complete, click the submit button.
- You can only submit once. If you need to revise your initial order after you submit, please contact your NCM for assistance.

January 27
Submit Initial Rewards Order in eBudde

To submit your troop's initial rewards order in eBudde:
1. Click on the Rewards tab
2. Next to Initial Rewards Order click the Fill Out button
3. Scroll down and click Submit Reward Order

January 27
Verify or Enter Troop Bank Account Information in eBudde

Troops need to verify or enter their bank account information in eBudde by Jan. 27. In doing so, the troop provides agreement and approval for ACH transfers during the 2020 Cookie Program.

Login to eBudde and:
- Click on the Settings tab at the top of your troop dashboard
- Click the Edit Settings button
- Type in your bank name
- Enter your routing number
- Enter your bank account number
- Scroll down and click the Update button

Schedule Cookie Pick-Up in eBudde

Pickup of cookies for troop initial orders will be made in Districts 1-14 and District 18 N1 and N2 over five days, Wed., Feb. 12-Sun., Feb. 16. Troops pickup their order at the location, date and time they reserve in eBudde.
- Click on the Delivery tab
- Answer the questions and select a delivery station in the drop-down box
- Select an open time period that will accommodate the size of your troop's order
- Print your delivery information to bring with you
- Click the View Confirmation button; if TCMs need to change their location, date and/or time from what they reserved in eBudde, please email tcallas@girlscoutsem.org as soon as possible.
- Troops in Districts 15-17, District 11 N2 and District 18 N3 will be contacted by their NCM to schedule pickup.
### Delivery Locations for Districts 1-14, District 18 N1 and N2

#### Wednesday, February 12

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cord North American Warehouse</td>
<td>4101 Rider Trail N., Earth City 63045</td>
</tr>
<tr>
<td>A Mrazek Moving Systems, 545 Leffingwell</td>
<td>Kirkwood 63122</td>
</tr>
<tr>
<td>Lowe’s, 1889 Wentzville Pkwy</td>
<td>Wentzville 63385</td>
</tr>
<tr>
<td>Wal-Mart, 101 Hwy. 47 E., Troy</td>
<td>63379</td>
</tr>
<tr>
<td>Seafood City, 8020-A Olive Blvd., University City</td>
<td>63130</td>
</tr>
<tr>
<td>West Side Missionary Baptist Church, 2677 Dunn Rd., North County</td>
<td>63136</td>
</tr>
<tr>
<td>Sam’s Club, 13455 Manchester Rd., Des Peres</td>
<td>63131</td>
</tr>
</tbody>
</table>

#### Thursday, February 13

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cord North American Warehouse</td>
<td>4101 Rider Trail N., Earth City 63045</td>
</tr>
<tr>
<td>A Mrazek Moving Systems, 545 Leffingwell</td>
<td>Kirkwood 63122</td>
</tr>
<tr>
<td>Lowe’s, 1889 Wentzville Pkwy</td>
<td>Wentzville 63385</td>
</tr>
<tr>
<td>West Side Missionary Baptist Church, 2677 Dunn Rd., North County</td>
<td>63136</td>
</tr>
<tr>
<td>Sam’s Club, 13455 Manchester Rd., Des Peres</td>
<td>63131</td>
</tr>
</tbody>
</table>

#### Friday, February 14

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cord North American Warehouse</td>
<td>4101 Rider Trail N., Earth City 63045</td>
</tr>
<tr>
<td>A Mrazek Moving Systems, 545 Leffingwell</td>
<td>Kirkwood 63122</td>
</tr>
<tr>
<td>Grant’s Farm, 10501 Gravois Rd., St. Louis</td>
<td>63123</td>
</tr>
<tr>
<td>Reed Field, Orchard Park, S. Outer Rd Hwy 44 and Hwy 37, St. Clair</td>
<td>63077</td>
</tr>
<tr>
<td>Seafood City, 8020-A Olive Blvd., University City</td>
<td>63130</td>
</tr>
</tbody>
</table>

#### Saturday, February 15

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cord North American Warehouse</td>
<td>4101 Rider Trail N., Earth City 63045</td>
</tr>
<tr>
<td>A Mrazek Moving Systems, 545 Leffingwell</td>
<td>Kirkwood 63122</td>
</tr>
<tr>
<td>West Side Missionary Baptist Church, 2677 Dunn Rd., North County</td>
<td>63136</td>
</tr>
<tr>
<td>Fox C6 Service Center, 849 Jeffco Blvd., Arnold</td>
<td>63010</td>
</tr>
<tr>
<td>Friendly Temple Missionary Baptist Church, 5544 Dr. Martin Luther King Dr.</td>
<td>St. Louis 63112</td>
</tr>
</tbody>
</table>

#### Sunday, February 16

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cord North American Warehouse</td>
<td>4101 Rider Trail N., Earth City 63045</td>
</tr>
<tr>
<td>Schnucks, 7057 Chippewa, St. Louis</td>
<td>63119 (11 am – 4 pm)</td>
</tr>
<tr>
<td>Hillsboro Court House, 101 Main St., Hillsboro</td>
<td>63050 (11 am – 4 pm)</td>
</tr>
</tbody>
</table>

If the delivery schedule changes due to inclement weather, be on the lookout for an email sent from eBudde or your NCM, and a message will be posted on our Council website and on the eBudde dashboard.

Delivery locations can be subject to change; please check eBudde for the most current listing.

Troops in Districts 15-17, District 11 N2 and District 18 N3 will be contacted by their NCM about delivery locations.
February 12-16
Pickup Troop Initial Cookie Order

• Bring a copy of your delivery confirmation from eBudde
• Arrange to bring enough vehicles to pick up the entire troop order. If more than one vehicle is needed, all vehicles must be present before loading can begin
• On the back cover of this TCM Guide, write your troop number in large, bold numbers and place it in the front windshield where it can easily be seen
• Be prompt in your arrival! Pickups take place every 5-10 minutes depending on the size of the troop order, so it is important to arrive on time
• Delivery personnel MUST count your order with you. Tell the loaders to slow down if they are moving too fast. Be firm! You are responsible for counting, signing and confirming that you received the correct number of cases of each variety of cookie
• Sign and date the receipt after you verify all cases are in your vehicle(s). Your signature indicates you received the specified number of cases of cookies, and you accept responsibility for paying for all of the cookies on the receipt

HOW MANY COOKIE CASES CAN YOUR CAR CARRY?

<table>
<thead>
<tr>
<th>Car Type</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact Car</td>
<td>25</td>
</tr>
<tr>
<td>Hatchback Car</td>
<td>30</td>
</tr>
<tr>
<td>Standard Auto</td>
<td>42</td>
</tr>
<tr>
<td>Sport Utility Vehicle</td>
<td>63</td>
</tr>
<tr>
<td>Station Wagon</td>
<td>79</td>
</tr>
<tr>
<td>Pickup Truck</td>
<td>105</td>
</tr>
<tr>
<td>Minivan w/o seats</td>
<td>136</td>
</tr>
<tr>
<td>Standard Van</td>
<td>150</td>
</tr>
<tr>
<td>Standard Van w/o seats</td>
<td>209</td>
</tr>
</tbody>
</table>

February 13-20
Distribute Cookies to Parents

• Inform parents/caretakers where and when they can pick up their cookies
• Before distributing any cookies, the TCM should count all of the cases listed on their signed receipt
• Separate the cookie orders according to the foldout girl order cards and Digital Cookie girl delivery for each girl
• Give the parent/guardian the girl's original foldout order card, the girl money envelope and Goal Getter form
• Remind parent/guardian to periodically turn in cash and checks to you in person
• Give the parent/guardian a receipt for the cookie order that you both sign; explain the signature signifies their acceptance of responsibility to pay for all of the cookies by March 8
**Key Tasks during the Cookie Program**

**February 13-March 8**

**Cookie Delivery to Customers**

Girls deliver cookie orders to their customers from Feb. 13-March 8.

As a reminder, girls do NOT collect payment when:
- Digital Cookie orders were approved for girl delivery (customers paid for these online)
- Customers only purchase cookies for donation (in this case payment should be collected when the donated cookies are ordered)

Girls DO collect payment for the cookies ordered on the paper order card and Goal Getter form when they deliver them to customers.
- Girl Scouts can accept credit and debit payments using Clover
- Parents/caretakers/girls are welcome to accept personal checks for payment of cookies
- Checks should be made out to the troop (ex: Girl Scout Troop XXXX)
- The customer’s telephone and driver’s license numbers should be written on the face of the check

**February 12-March 8**

**Placing Pending Cupboard Orders in eBudde**

TCMs are encouraged to place a pending cupboard order in eBudde when they want to obtain additional cookies to fill Goal Getter orders, fill approved girl delivery orders Jan. 27-March 1 in Digital Cookie and/or to sell at troop booths. The pending order in eBudde is linked electronically to the cupboard.

![Image of Cookie Transaction](image-url)
To Place Pending Cupboard Orders
1. Click on Transactions tab in eBudde
2. Click on Add a Transaction
3. Enter the desired pickup date and time. Cupboards will vary in the time required between placing a pending order and when it can be picked up
4. In the box next to Type, select Normal in the drop-down box
5. In the box titled 2nd Party, select Cupboard
6. Choose which cupboard to place the pending order with, using the drop-down box; troops must place the pending order with just one cupboard
7. Enter cookies needed by variety in either the Cases or Packages column; cookies entered in the Cases column must be picked up in full cases
8. Click Okay, then click the Save button at the top of the transaction screen
9. The pending order will appear on the cupboard transaction screen
10. Troops must call a volunteer-managed cupboard to say they placed a pending order and confirm the pickup date and time for the pending order
11. The cupboard at the Girl Scout Service Center cannot accept calls about pending orders

Cookie Exchanges in eBudde
Cookie Exchange gives troops the ability to list leftover cookies they have available to transfer to other interested troops in the Council.
• Login to eBudde and click on the Cookie Exch tab at the top of the troop dashboard
• TCMs will see all zeros until other troops post available cookies
• Enter the extra cookie packages your troop has available by variety
• Click the green Submit button
• After providing extra cookies to another troop, TCMs must enter a transfer from their troop to the other Girl Scout troop in eBudde, see instructions on pg. 43
• TCMs should update the quantities by variety in the Cookie Exch tab when their inventory changes, see screenshot above

To see the cookies that other troops have available in our Council, click on the Cookie Exch tab:
• Click on the blue down arrow to the left of the cookie variety
• TCMs will see the troops that have extra cookies
• This will include the troop number, quantity available, date posted, zip code, email and phone number
• TCMs should contact the other troop via email or phone to arrange the exchange
• Troops with the available cookies will enter a transfer in eBudde from their troop to the receiving Girl Scout troop
Key Tasks during the Cookie Program

February 14-March 9
Record Booth Sales in eBudde

TCMs should record the cookie sales for each of their scheduled booths in eBudde, this is a valuable reference for future booths and transfers sales to booth participants automatically:

• Click on the Booth Sites tab
• Click on Current Signups
• Click on Record Sales in the drop-down box
• Click on the booth location to enter packages

February 14-March 9
Cookie Transfers in eBudde

1. Troop to Girl Transfers
TCMs must transfer all unassigned cookies that were picked up at a cookie cupboard for Goal Getter orders and booth sales to the girls that sold them in eBudde. Then eBudde will automatically update the rewards earned by the girls. This is an important task to complete by March 9 because rewards are ordered for our Council based on the numbers calculated in eBudde. After March 9, TCMs need to contact their NCM for assistance in transferring the remaining unassigned cookies to the girls.

• To allocate cookie booth sales to girls who worked at a booth use the Booth Sales Recorder, or divide the total number of packages sold at a booth by the number of girls that participated. This provides the number of packages to transfer to each girl
TCMs do a Troop to Girl transfer in eBudde (see screenshot on pg. 44):
• Click on the Girl Orders tab
• Click on the row of the girl you are transferring packages to
• Click on the blue Add Trans button
• Tab to the appropriate column—cookie booth, cookie other, T2T (for Troop to Troop sales)—and enter the number of packages to be transferred to the girl
• Note that cookies being donated to an organization other than Troop to Troop/USO should be entered under the TGOC column
• Click the blue OK button on the right side of the screen
• Click the purple SAVE button near the top of the screen
• Click OK in the box that populates Girl Orders Updated

If you need to make additional transfers, switch to the Girl drop down box, select another girl to transfer packages to and repeat the steps above.

2. Girl to Girl Transfers
To transfer cookies from one girl to another girl in the same troop, TCMs do a Girl to Girl transfer in eBudde:
• Click on the Girl orders tab in eBudde
• Click on the girl’s name to transfer cookies away from
• Click the Add Trans button at the top left side of the screen
• Green boxes will appear near the bottom of the screen
• Enter a minus sign then the number of cookie packages to transfer away in the appropriate column
• Click the blue OK button on the right side of the screen
• Click the purple SAVE button at the top of the screen
• Click OK in the box that populates Girl Orders Updated
• Click on the Switch to Girl drop down box and select the girl that will receive the cookies
• Click the Add Trans button
• Enter the number of cookie packages that she should receive in the appropriate column
• Click the blue OK button on the right side of the screen
• Click the purple SAVE button at the top of the screen
• Click OK in the box that populates Girl Orders Updated

3. Transfers between two Girl Scout troops
When a troop provides some of their physical cookie inventory to another Girl Scout troop, the TCM providing the cookies does a troop transfer in eBudde:
• Click on the transaction tab in eBudde
• Click on the Add Trans button at the top left side of the screen
• Enter the troop number that is receiving the cookies in the troop box
• Enter the number of packages in the appropriate column
• Click Save
• Click the purple Save button at the top left side of the screen
• TCMs will see the number of packages subtracted from her/his troop on the transaction tab as well as the sales report
• Click OK in the box that populates Girl Orders Updated
### Key Tasks during the Cookie Program

#### March 3
**Check Girl Reward Level**

Please check in eBudde for girls in the troop who are close to earning the next reward level.
- Thank you for contacting their families on March 3 to let them know the number of cookie packages needed to earn the next reward level.

---

#### Below are transactions for Becky H.

<table>
<thead>
<tr>
<th>Comment</th>
<th>Initial</th>
<th>C GOC</th>
<th>Booth</th>
<th>Other</th>
<th>T GOC</th>
<th>Total</th>
<th>Total Due</th>
<th>Paid</th>
<th>Past Due</th>
<th>P GOC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order &quot;Locked&quot;</td>
<td>210</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>212</td>
<td>$ 444.00</td>
<td>$ 0.00</td>
<td>$ 444.00</td>
<td>1</td>
</tr>
<tr>
<td>abnormal Order</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>5</td>
<td>$ 20.00</td>
<td>$ 20.00</td>
<td>$ 0.00</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>215</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>217</td>
<td>$ 464.00</td>
<td>$ 20.00</td>
<td>$ 444.00</td>
<td>1</td>
</tr>
</tbody>
</table>

---

**Cookies Make Life Sweeter**
February 14-March 8
Money Collection

Collect the girl money envelope in person from each parent/guardian; do not have girls bring the money to leave in a locker or backpack at school; never leave money on a porch
• Verify cash and checks received with the parent/guardian
• Give a money/product receipt which both individuals sign
• Record payments as received from individual girls/adults in eBudde, this is available even when eBudde is closed for other troop tasks:
  • Click on the Girl Orders tab in eBudde
  • Click the line with girl’s name that provided payment and click the Add Payment button
  • Green boxes will appear across the bottom of the screen
  • Enter the date in the comments column
  • Enter the total amount paid in the bright green box at the bottom of the Paid column
  • Click the Okay button at the bottom right
  • Click the Save button at the top left

Digital Cookie payments are all made online by the customers. These payments will automatically transfer to eBudde and will be visible on the Girl Orders tab. Girls do not collect payment when they bring Digital Cookie orders for girl delivery to their customers.

Payments taken by girls with Clover will be entered by the TCM in eBudde following the steps above.

If a parent/guardian does not turn in all the money on time, complete a Troop Late Payment Report by March 16 (see pg. 46).

March 9
Submit Final Rewards in eBudde

After all cookies are transferred to the girls, TCMs review and submit the final rewards order for their troop:
• Click on the Rewards tab in eBudde
• Next to Final Rewards Order click the Fill Out button
• If choices or sizes are needed for girls this will be highlighted
• Enter the choices or sizes for girls
• Click on the green Submit Girl Order button
Key Tasks during the Cookie Program

By March 16
Troop Late Payment Report (T-LPR)

If a parent/guardian does not pay:
1. Contact the parent/guardian and let them the money is past due. Explain that you are required to complete a Troop Late Payment Report (T-LPR) if the money is not paid immediately. This report is available on the Cookies+ page at girlscoutsem.org in the Resources. It is a fillable form that is submitted online to the Girl Scout Service Center for follow up by the accounting department.
2. List how and when attempts were made to contact this person as you complete the T-LPR form.
3. If you do not complete a T-LPR regarding the late-paying parent/guardian, then you take on the financial responsibility for the money owed. It is imperative that TCMs complete and submit a T-LPR for any parent/guardian that owes money at the end of the program.

After Troop Late Payment Reports (T-LPRs) are submitted to the accounting department:
1. The accounting department will contact the parent/guardian after receipt of the T-LPR and request payment. Agreed upon payment information will be noted.
2. Forms of communication used will include telephone, email and letter.
3. Nonpayment may impact the individual’s ability to participate in future Product Programs.
4. Nonpayment may result in being sent to a Collections agency.
5. Any parent/guardian or volunteer with an outstanding T-LPR or delinquent balance owed to Girl Scouts of Eastern Missouri which has been sent to Collections will have a restriction of No Funds Handling placed on their account. A No Funds Handling restriction prevents the parent/guardian or volunteer from participating in any role that is responsible for managing product or funds, including having access to bank accounts. Because unpaid balances can serve to reduce our resources to provide services to girls, we pursue all debts vigorously. Failure to successfully resolve debts in a timely manner can result in prosecution.

If money, checks or cookies have been stolen:
The troop should complete a T-LPR for the responsible party. A police report should be filed and the responsible party’s insurance company should be contacted. It is the responsibility of the individual involved to obtain a written copy of the police report and insurance company report. These copies should be sent via registered mail directly to Girl Scouts of Eastern Missouri, Attn: Accounting Department, 2300 Ball Drive, St. Louis, MO 63146. The accounting department will contact the individual responsible in order to make arrangements for payment of the amount due.

COOKIE CONTESTS
Calling all troops and girls! There are several Cookie contests planned for the 2020 Cookie Program:

• “Bling my Booth” troop contest
• Win a Free Year of Cookies customer contest
• My Cookie Hero contest for Girl Scouts

Fliers with details about each contest are available at girlscoutsem.org/cookies under the Resources tab.
By May 25
Distribute Girl Rewards

Rewards will be shipped to NCMs during the week of April 13
• After the rewards arrive, NCMs will notify the TCMs when and where the
  rewards should be picked up
• TCMs please distribute rewards to the girls by May 25, they will be
  excited to get the rewards they earned

Families of girls earning cookie rewards at the 1,000-package level and
higher as well as the top Troop to Troop seller will be contacted directly by
Product Programs.

When the troop reward is earned, TCMs and troop leaders will be emailed
directly with specific information about how to schedule their Butterfly Blitz
troop cookie reward experience.

The Cookie Crossover Avatar patch will be mailed directly to the homes of
girls and troop leaders that earn this reward.

C/S/A Council-Led Travel Coupon — NEW!
For the first time, C/S/A Girl Scouts who achieve 1,000+ cookie
packages can choose to receive either a $360 Resident Camp
Coupon or the new $360 Council-Led Travel Coupon! More
information is available on pgs. 2 and 27 in the 2020 Camp Adventure Guide.

Rewards Reminder
To receive 1,000+ package and higher-level rewards, girls and troops must
be within payment deadline compliance. Individual girl orders cannot be
combined to achieve higher reward levels; all TCMs are on their honor not
to combine girl orders.

Resident Camp Coupons
An email will be sent directly to the families of girls that earn a
Resident Camp coupon in late March, explaining how guardians register
for their choice of Resident Camp, redeem the coupon and the terms of
use.

The specific camps eligible for using a Resident Camp coupon
will be identified in the 2020 Camp Adventure Guide with a Girl Scout
S’mores Cookie icon. This publication will be available Nov. 7 with camp
registration opening on Nov. 13.

Camp coupons are:
• Not cumulative, meaning girls receive the highest level of
coupon earned (including girls in
opt-out troops)
• Intended for use by the individual
girl and are not transferable
• To be used in summer 2020, and
cannot be extended under any
circumstances (including but not
limited to extreme unforeseen
weather conditions that delay or
interrupt camp)
• Girl Scouts are encouraged to
register for the camp of their
choice. Paying the deposit
will secure her spot, then the
Resident Camp coupon can be
applied to the remaining camp
balance when received
• For questions about the Resident
Camp coupons, please call
314.400.4600
Girl Scouts of Eastern Missouri
Troop Identification Card

• Write your troop number large and bold in the square above
• Place this in the windshield so it can easily be seen
• Clear your vehicle trunk and interior to be ready to load cookies
• Leave passengers at home to have space available for cookies
• Pickup on time
• Get out of your vehicle to count the cookies carefully before they are loaded
• Do not accept damaged cookies
• Verify the number of cases is correct and sign receipt; Girl Scouts of Eastern Missouri cannot be responsible for replacing cookies the troop did not pick up