

girl scouts
of eastern missouri

2026 Girl Scout Cookie Program®

TROOP COOKIE MANAGER

PLAYBOOK





TABLE OF CONTENTS

Bake It Your Own	3	ACH Withdrawal/Late Payments	24
Traditional	3	Returned/Bounced Checks	24
Back to Basics	3	Stolen Funds	24
Tech Enthusiast	4	Step-By-Step Instructions	25
Shipping Only	4	Log Into eBudde	26
How to Get Started This Cookie Season	5	Log Into Digital Cookie	27
Troop Cookie Manager Role	5	Reward Opt-Out	27
2026 Cookie Lineup	6	Cookie Booth Reservations	27
Cookie Program Timeline	7	Collecting Cookie Pre-Orders	29
Detailed Timeline & Deadlines Checklist	8	Entering & Submitting Troop's Pre-Order	30
Training & Support	10	Selecting a Pre-Order Pickup Date/Time/ Location	34
Answer Center Customer Support	10	Submitting Troop's Pre-Order Instant Rewards	37
Rallyhood	10	Update Troop Bank Account Information	37
Digital Cookie Support	10	Monitor Additional Digital Sales and Cookie Needs from Troop	38
Training Courses	10	Placing Pending Orders for Extra Cookies from Cookie Cupboards	39
Cookie Technology: eBudde Help Sessions	10	Collecting and Recording Payments	42
2026 Cookie Updates	11	Recording Additional Cookies Given to a Girl Scout	42
Cookie Contests	12	Recording Cookie Booth Packages to Individual Girl Scouts	43
Required Cookie Technology	13	Complete All Cookie Transfers in eBudde	44
Online Sales & Marketing Guidelines	14	Submit Troop's Final Reward Order	45
General Cookie FYI	15	Frequently Asked Questions	46
Need-To-Know Cookie Terms	15		
Taking Care of Your Product	15		
Packages & Cases: How Many Cookies?	15		
Media Inquiries	15		
Troop Proceeds & Cookie Rewards	16		
Reward Opt-Out	16		
Cookie Donation Program	17		
Cookie Order-Taking Options	18		
Money/Receipting	20		
Financial Responsibility	20		
Bank Account	20		
Important Financial Practices	21		
Credit Cards	22		



**BRAVE.
FIERCE.
FUN!**

DID YOU KNOW YOUR FAVORITE COOKIE IS A POWERFUL TOOL THAT WILL UNBOX THE FUTURE?

Girl Scout Cookies are an important building block for Girl Scouts to follow their dreams. Along with important skills like confidence and relationship building, each package funds their next ambition. Whether they use their sales to spend a night under the stars today or build a rocket to the moon tomorrow, there's no telling what barrier-breaking experience they'll unbox next! The future is sweet!



BAKE IT YOUR OWN

From door to door, to cookie booths to online sales, there are many recipes to make the Girl Scout Cookie Program come together. It doesn't have to be a cookie-cutter experience; some Girl Scouts in your troop may benefit from one model that's different from the rest of the troop. What works best for your Girl Scouts and families and what your troop needs to reach their service and activity goals for the year is what works best. Check out these participation models:

TRADITIONAL

This is the Cookie Program that works best for most troops and generally earns the most proceeds. This model includes most ways in which Girl Scouts can engage in the program.

Key Features:

- Online and in-person sales
- Cookie booths
- Troop pre-orders and Cookies in-hand sales
- Girl Scouts can earn individual rewards

Benefits:

- Girl Scouts get to practice people skills and managing money
- Girl Scouts help their troop set goals
- Girl Scouts also explore online sales and marketing
- Troops can earn greater proceeds
- Opportunities for troop to work together as a team
- Engages families in the Program in a more meaningful way

Great for:

- Troops with established bank accounts
- Troops with at least one year of Cookies behind them
- Troops with big goals
- Troops that want their Girl Scouts to build important life skills

TECH ENTHUSIAST

Experience a more efficient way to participate in the Girl Scout Cookie Program. This model utilizes technology to make your Cookie Program easier. With no need to handle cash or hold cookie booths, Girl Scouts can focus on developing online selling skills and having fun!

Benefits:

- No cash handling
- Minimal financial reconciliation

Great for:

- Troops that want to reduce the time commitment in the program
- Troops that want to avoid financial and inventory reconciliation
- Troops unable to host booths
- Troops comfortable with and have access to the internet





BACK-TO-BASICS

Discover the joy of the iconic Girl Scout Cookie Program in a simplified and efficient way! The Back-to-Basics model offers a streamlined approach with a reduced time commitment. Girl Scouts can get their feet wet in the Cookie Program while having a positive experience selling to their closest circles—family, friends, and neighbors—while gaining valuable leadership skills. Plus, it's a ton of fun!

Key Features:

- Simple Cookie Program experience
- In-person sales only
- No cookie booths or online sales
- Girl Scouts can earn individual rewards and proceeds for the troop

Benefits:

- Only one troop order is needed
- No reorders to manage
- Minimal financial risk for troops and families
- Minimal technology required

Great for:

- First year troops or Daisy leaders
- Those who don't have as much time
- Those who want a simple in-person experience
- Those who don't like selling at retail booths

Troops interested in this model must complete this form vr.girlscoutsem.org/B2BCookie to ensure access to online sales is deactivated for each Girl Scout.

SHIPPING ONLY

Designed for busy Girl Scouts and families to participate in the iconic Girl Scout Cookie Program, this model utilizes technology to make cookie sales and shipping easy! With no need to handle cash or inventory or hold cookie booths, Girl Scouts can focus on digital sales while learning life skills and having fun.

Key Features:

- Easiest way to participate in the Cookie Program
- Digital Cookie sales only
- Shipping only
- Minimal time commitment
- No handling of cash or inventory
- Easy way to earn proceeds and rewards

Benefits:

- No financial risk for troop or family
- No inventory reconciliation
- Doesn't require a cookie manager

Great for:

- Older Girl Scouts who have many priorities
- Troops without volunteer support for cookie managers
- Troops comfortable with and have access to the internet
- Troops who don't want in-person commitments
- Troops who aren't trying to earn cookie business badges
- Troops that aren't looking to earn higher proceeds

Note: Troops interested in this model for their entire troop should contact the Answer Center to request girl-delivery be disabled for the entire troop



HOW TO GET STARTED THIS COOKIE SEASON

1. Add the Troop Cookie Manager role for your troop to your membership profile in MyGS
2. Attend Neighborhood Cookie Training and get cookie materials from your Neighborhood Cookie Manager
3. Set up your eBudde and Digital Cookie accounts beginning December 10
4. Tell your troop's Girl Scouts and families about the Cookie Program and how they can participate; distribute materials



TROOP COOKIE MANAGER ROLE

YOUR ROLE AS THE TROOP COOKIE MANAGER

Role Description available at vr.girlscoutsem.org/TCMRole.

The Cookie season can be a little hectic when you're the Troop Cookie Manager. See below for ways you can delegate some responsibilities to other adults during this time. Please note: All adults volunteering with the troop must be registered Girl Scout adult volunteers and be in good financial standing with Girl Scouts of Eastern Missouri.



WAYS TO ENGAGE CAREGIVERS DURING COOKIE SEASON

- Coordinating troop cookie booths, including securing troop-scheduled booths, picking up cookies for booth, staffing booth, etc.
- Picking up troop's pre-ordered cookies, especially if more than one vehicle is needed
- Distributing pre-ordered cookies to each Girl Scout
- Picking up a troop cookie cupboard order
- Overseeing troop members creating cookie booth signage, etc.
- Distributing cookie rewards to each Girl Scout

TIPS

- Create a sign-up sheet for helpers at the cookie family meeting, with specific roles needed
- If no one signs up, consider one-on-one direct asks to troop adults for certain jobs
- If you're the leader and cookie manager, ask for help with troop meetings and activities so you can focus on cookie responsibilities; check out advice on creating a cookie squad from a troop leader at vr.girlscoutsem.org/CookieSquad

Staying organized, using the technology available to you, communicating frequently with families, paying attention to cookie information shared with you and setting boundaries are key for success in your role. Thank you so much for serving in this important volunteer role!



2026 COOKIE LINEUP



ALL GIRL SCOUT COOKIE VARIETIES ARE \$6

Our council's Girl Scout Cookies are baked by Little Brownie Bakers. All Girl Scout Cookies:

- Have NO high-fructose corn syrup
- Have NO partially-hydrogenated oils (PHOs)
- Have zero grams trans fat per serving
- Use only RSPO certified (Mass Balance) Palm Oil
- Are Halal certified

For detailed Girl Scout Cookie descriptions, ingredients and nutrition information, please visit girlscoutsem.org/en/cookies/cookie-flavors-lbb.html.

Introducing ExploremoreTM

A new cookie made for exploration





COOKIE PROGRAM TIMELINE



DECEMBER

Training and hand out cookie materials

JANUARY 6

Cookie Program begins

FEBRUARY 2

Troop pre-orders due

FEBRUARY 18-22

Pick up troop pre-order

FEBRUARY 20

Cookie Booths begin

MARCH 15

Cookie Program ends

BY MARCH 26

Finalize rewards

APRIL 8

Final ACH payment

MAY

Cookie rewards arrive





DETAILED TIMELINE & CHECKLIST

Use the checklist below to stay on track this Girl Scout Cookie Program. Check off items once completed.

DECEMBER		Make sure you are a registered Girl Scout member for 2026, and the Troop Cookie Manager role is assigned to you in the membership system
		Attend Neighborhood's cookie training and pick up cookie materials
		Beginning Dec. 1—Troop Cookie Manager Training Modules available online
		Discuss cookie goals with troop and how they want to use their funds
		For Junior-Ambassador troops, Girl Scouts vote whether to opt-out of receiving rewards
		Beginning Dec. 10—Log into eBudde and Digital Cookie accounts
		Confirm all Girl Scouts in troop show in eBudde correctly
		Activate and set up your troop's Digital Cookie link
		Host parent/caregiver cookie meeting and distribute cookie materials
		Confirm participating Girl Scouts in troop have a 2026 membership and signed product programs permission on the Annual Healthy History/Permission form
		Sign up to join the Eastern Missouri Cookie Manager Rallyhood Rally
		Check your email for weekly updates from Product Programs team

JANUARY		Update your eBudde settings to include your troop's parent pre-order deadline and troop banking information
		Jan. 5—Digital Cookie access for Girl Scouts opens
		Jan. 5—Answer Center open until 8 pm
		Jan. 6—Cookie GO Day; Girl Scouts can begin taking in person or online orders; Troop Digital Cookie sites open for business
		Jan. 26—Last Day to opt out of rewards in eBudde (Junior-Ambassador troops only)
		Jan. 28, 9 am—Troops can reserve one council-scheduled cookie booth in eBudde
		Jan. 31—Deadline to collect pre-order sheets from Girl Scouts; Parents/caregivers can turn off girl-delivery option in Digital Cookie, if desired
		Jan. 31—Answer Center open, 10 am-2 pm
		Check your email for weekly updates from Product Programs

FEBRUARY		Feb. 2—Deadline for troop to verify/accept/enter all order sheet orders submitted via paper or Digital Cookie and submit full troop pre-order in eBudde
		Feb. 2—Deadline to enter/update troop bank account info in eBudde settings, applicable
		Feb. 2—Deadline for troop to select pre-order cookie pickup date/location/time in eBudde
		Feb. 2—Print/save troop pre-order report from eBudde Initial Order tab so you're ready to distribute to Girl Scouts
		Feb. 2—Answer Center open until 8 pm
		Feb. 3, 5 pm—Troops can reserve one additional council-scheduled cookie booth in eBudde



FEBRUARY (CONT.)

	Feb. 5, 9 am—Council cookie booth open reservations in eBudde (limited to three/store chain until Feb. 9)
	Feb. 16—Digital Cookie “give cookies to customer now” payment feature becomes active
	Feb. 18-22—Pick up troop’s cookie pre-order at your selected date/time/location
	Feb. 20—Cookie Cupboards open
	Feb. 20-22—Cookie Booth weekend
	Feb. 27-March 1—Cookie Booth weekend
	Collect payments from Girl Scouts and deposit money regularly
	Check your email for weekly updates from Product Programs

MARCH

	March 6-8—Cookie Booth weekend
	March 6—Troop pre-order ACH withdrawal emails go out to troop leadership
	March 13—Online girl-delivery option in Digital Cookie ends; shipping and donation continue
	March 13-15—Cookie Booth weekend
	March 15—Cookie Program ends; Digital Cookie closes for shipping and donation
	March 18—Troop pre-order ACH bank withdrawal
	March 22—Answer Center email-only support, 5-8 pm
	March 23—Complete all cookie transfers to individual Girl Scouts in eBudde
	March 23—Submit troop’s final cookie reward choices in eBudde
	March 23—Print/save initial and final rewards reports from eBudde so you have them ready when rewards arrive
	March 30—Submit Troop Late Payment Report for any caregiver who has not yet paid the troop for their cookies
	Collect payments from Girl Scouts and deposit money regularly
	Check your email for weekly updates from Product Programs

APRIL

	April 1—Final troop cookie payment (ACH) email notices go out
	April 8—Final troop cookie payment (ACH) withdrawal or council deposit to troop, as applicable
	April 20—Expected date for cookie rewards to ship to Neighborhood Cookie Managers
	Check your email for weekly updates from Product Programs

MAY

	Look for communication from Neighborhood Cookie Manager about picking up troop’s rewards
	Pick up troop rewards from Neighborhood Cookie Manager
	Distribute cookie rewards to Girl Scouts in troop and report any missing items to the Neighborhood Cookie Manager





TRAINING AND SUPPORT

ANSWER CENTER CUSTOMER SUPPORT

Need to reach Product Programs or have a general program question? Contact our Answer Center at 314.400.4600 or answercenter@girlscoutsem.org.

DIGITAL COOKIE SUPPORT

Visit vr.girlscoutsem.org/DCSupport25 or scan the QR code for Digital Cookie support.



RALLYHOOD

Connect with other Cookie volunteers. Go to rallyhood.com/39880 to join. Then, download the Rallyhood app and enable notification so you don't miss important announcements during the season.

TRAINING COURSES

While troop volunteers need to participate in their Neighborhood's Cookie training, we continue to offer supplemental courses for those unable to attend at their Neighborhood and for those needing refreshers throughout the season.

Visit vr.girlscoutsem.org/CookieVol or scan the QR code for details.



COOKIE TECHNOLOGY: EBUDDE HELP SESSIONS

For troop volunteers needing special assistance with certain eBudde tasks for cookies, such as entering pre-orders or closing out inventory, we are offering the following sessions. Bring a computer and any supporting documents needed. Reminder: Neighborhood Cookie Managers can also provide assistance as well!

Sign up for a time slot through Sign Up Genius, vr.girlscoutsem.org/eBuddeHelp.

DATE	TOPIC	TIME	LOCATION
January 31	Pre-order Help	10 am-2 pm	Virtual
February 2	Pre-order Help	5-8 pm	Girl Scout Service Center
March 23	Final Rewards and Inventory	noon-2 pm	Girl Scout Service Center and Virtual
March 23	Final Rewards and Inventory	5-8 pm	Girl Scout Service Center and Virtual



2026 COOKIE UPDATES

Each season brings about new and exciting things and changes based on evaluation and feedback from prior seasons. Check out what's new for 2026:

GENERAL



- New Girl Scout Cookie innovation: Exploremores™
- Cookie Program begins on a Tuesday to coincide with the national media campaign for the new cookie
- Where possible, we will be using the term “pre-order” instead of initial order to make it easier for all volunteers and families to understand that phase of our program
- New, soft, packaging for Adventurefuls® using less overall packaging; same cookie count and weight
- Opportunity for troops to earn extra proceeds during final Cookie booth weekend
- Troops that take cupboard cookies for the final booth weekend have the option to return unsold cookies
- Individual Girl Scouts will have the opportunity to do council-scheduled cookie booths

DIGITAL COOKIE

- Troop site links searchable nationally on Jan. 6; more than a month early!
- Girl Scout site QR codes will be the same each year
- Shopping experience improved for visually-impaired customers
- Shipping fees slightly lower
- Website privacy consent to allow customers to better manage their data privacy
- Improved checkout
- Push notifications
- Improved offline sales entry for Girl Scout
- Clearer booth naming conventions for troop site
- Mobile-responsive site will allow Girl Scouts to quickly pull up QR codes or site sharing options



TRAINING & SUPPORT

- Troops must pick up cookie materials from their Neighborhood's Cookie Manager
- Troop cookie volunteers must participate in their Neighborhood's Cookie training
- New GSEM training modules—shorter, mobile-friendly with accessibility options and available on our website

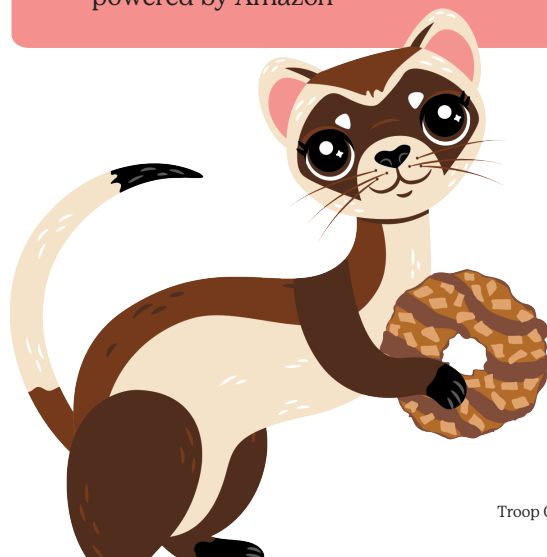


REWARDS

- Trefoil Rewards may be used for 2027 membership renewal
- Trefoil Rewards are now a choice at three levels; Girl Scout chooses the item OR Trefoil Rewards
- Updated Trefoil Rewards cancellation policy
- Girl Scouts can earn an instant reward for meeting pre-order package goal; troops with Girl Scouts who earn this will receive the rewards via mail in early February.
- Introducing cookie rewards shop voucher powered by Amazon

EBUDDE

- Information bubbles for quick access to tips and information within eBudde
- Updated user manual
- Cookie varieties are color-coded on the Girl Orders tab and Cookie Exchange
- Troop balance due widget on your dashboard
- Troop can mark a Digital Cookie girl-delivery order as delivered once they give cookies to a girl to help them keep better track of which orders were filled already (will still need to record the troop to girl inventory transfer)





COOKIE CONTESTS

DIGITAL DASH FOR INDIVIDUAL GIRL SCOUTS

Girl Scouts who set up and publish their Digital Cookie site between Jan. 5-11 will be entered to win daily prizes. Publish early—the more chances to win. Winners will be notified directly and announced on council social media.

DIGITAL DASH FOR TROOPS

Troops that set up and publish their troop Digital Cookie page by Jan. 6 will be entered to win one of three prizes the troop can use this cookie season.



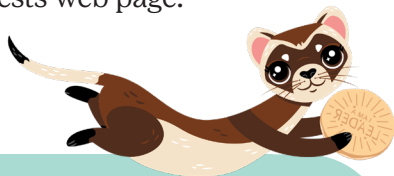
COOKIES FOR A YEAR (CUSTOMERS)



Reward loyal customers! Customers who order at least five packages of cookies are entered to win six cases of cookies of their choosing. More information and resources in the online troop playbook. Make sure your troop knows about this promotion, which can help them meet their goals.

FINAL COOKIE BOOTH WEEKEND INCENTIVE

Troops that have at least four booths Feb. 20-March 8, have a cookie booth the weekend of March 13-15, and meet certain other criteria can earn an extra \$0.20/package on booth packages sold that final weekend. View details on the Contests web page.



See contest prize details and submission links at vr.girlscoutsem.org/25cookiecontests.

BRIGHTEN OUR BOOTH (TROOPS)

Did your troop have a creative cookie booth? Show us your stuff! Submit a photo of your troop's cookie booth by the Tuesday following each booth weekend. Booths will be evaluated based on their creativity, Girl Scout branding and cookie prominence.

Submission form online on the cookie contest page.



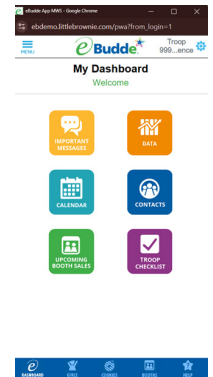
REQUIRED COOKIE TECHNOLOGY

EBUDDE—YOUR TROOP'S COOKIE MANAGEMENT TOOL

eBudde must be used by all troop volunteers for tracking and placing cookie orders, recording payments from Girl Scouts, recording extra cookies given to Girl Scouts, signing up for cookie booths, selecting cookie rewards and more. eBudde has both a web-based system and an app.

Your access to eBudde opens on December 10. Be sure to log in and update your contact information before you can access your Digital Cookie account for the season.

eBudde tutorials are available on our website and the eBudde Help Center.



DIGITAL COOKIE—GIRL SCOUT COOKIE ONLINE SALES PLATFORM

Girl Scouts work with their parent/caregiver to create an account and set up a personal online store to sell Girl Scout Cookies through Digital Cookie. Their access opens on January 5.

Digital Cookie features include:

- Unique URL for the Girl Scout's store
- Customer list tab and ability to add new supporters to list
- Pre-written emails a Girl Scout can send to supporters
- Dashboard for a Girl Scout to track online sales progress
- A way for customers or leaders to send Cheers to a Girl Scout
- Ability for parent/caregiver to approve or reject any girl-delivery cookie orders
- QR code the Girl Scout can copy and paste to create flyers and more
- Tab for parent/caregiver to enter and submit pre-order totals to troop
- Tab to get requirements for cookie business badges and track completion
- A mobile app for on-the-go cookie sales (app is accessible beginning Jan. 6)
- An option for the troop to create a troop Digital Cookie storefront, making it useful to take cookie booth payments via the app and to take cookie booth pre-orders (feature available Jan. 6-March 15)

The web-based Digital Cookie system must be used to set up an online store. The app will not work for this.

See FAQs for more Digital Cookie tips.



ONLINE SALES & MARKETING GUIDELINES

ONLINE SALES & MARKETING GUIDELINES

- Online cookie sales should only be conducted through Digital Cookie to ensure financial security and order tracking.
- Cookies may not be sold through resale sites at any point. This includes Amazon, eBay, Marketplace, etc.
- Cookies ordered for, and approved by caregiver, for Girl Scout-delivery through Digital Cookie during the pre-order period will automatically be included in troop's pickup in February.
- After that time, cookies for Girl Scout-delivery must come from the troop's extras.
- All Girl Scout-delivery orders must be approved by the parent/caregiver within five business days of the order. Parents/caregivers should deny any orders they do not feel comfortable delivering or would be unable to deliver.
- Links can be shared on social media, but may not be posted in buy, sell, trade, exchange type groups. Always make sure to follow the GSUSA Digital Marketing Guidelines when selling online.
- If posting the sales link in community or neighborhood groups on social media, never share Girl Scout's personally identifiable information, including last name, address, etc.
- Parents/caregivers can turn off girl-delivery beginning Jan. 31. Find this feature in the My Cookies tab.

SAFETY TIPS FOR ONLINE MARKETING

- Continue to adhere to the Girl Scout Internet Safety Pledge
- Review Product Program Safety information in *Volunteer Essentials*
- In addition, review and apply the below Supplemental Safety Tips for Online Marketing:
 - To protect your personal identity, NEVER direct message with people you do not know online or on social media platforms
 - Always use the Digital Cookie link for customer orders
 - Parents or caregivers should approve all girl-delivered online orders and supervise all communications and product delivery logistics with any customers Girl Scouts don't personally know. As a reminder, Girl Scouts should never deliver product alone.
 - Never share personal information (e.g., last name, phone number, email, or street address)
 - Never share personal location information

If you become aware of a Girl Scout or family who may not be following online marketing guidance, please reach out to them about the situation, and respectfully discuss it. If issues persist, it can be escalated to your Neighborhood Cookie Manager.





GENERAL COOKIE FYI

NEED-TO-KNOW COOKIE TERMS

-  **ACH:** Automated Clearing House; 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 the troop bank account and routing numbers when funds are withdrawn or reimbursed. All troops in eastern Missouri must use ACH as the method to pay council for products ordered and purchased by a troop for the Treats & Reads and Cookie Programs.
-  **Goal-Getter Orders:** Refers to orders Girl Scouts take after the troop submits their initial/pre-order. Each troop handles these orders differently.
-  **gsLearn:** An online learning platform for Girl Scout volunteers accessed through your login at MyGS.
-  **Initial/Pre-Order:** Refers to the orders (through Digital Cookie and order sheet) taken by Girl Scouts and submitted by the troop by Feb. 2. These orders are submitted by the Troop Cookie Manager and picked up by the troop in bulk in mid-February.
-  **Service Unit:** Alternate term for what we call a Girl Scout “Neighborhood.” It is the term used in the eBudde platform.
-  **PGA:** Per Girl Average; total number of packages assigned to the troop divided by the number of Girl Scouts selling. A Girl Scout is selling if they have one or more packages of cookies assigned to them in eBudde.

TAKING CARE OF YOUR PRODUCT

Cookies should be stored in a cool, dry place in an area free of chemicals, pets or pests. Certain cookies—including Thin Mints®, Tagalongs® and Adventurefuls® are more prone to melting because of their chocolate coatings. In case of unseasonably warm temperatures, coolers can be used to keep cookies cool.

PACKAGES AND CASES: HOW MANY COOKIES?

Cookie packages have varying numbers of cookies depending on variety. A case is 12 packages of cookies. When submitting your troop pre-order, your order will automatically round up to full cases of 12, typically providing troops a few extras to fulfill later orders. Unlike pre-orders, once Cookie Cupboards open, you can pick up full cases or individual packages.



MEDIA 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. Please do not issue any statement to the media. Contact the Council communications team at communications@girlscoutsem.org to further discuss any media requests.

GSEM members should not seek out their own media opportunities. It is our goal to uplift the Girl Scout Cookie Program to benefit all participating GSEM members, instead of promoting the specific efforts of an individual Girl Scout.



TROOP PROCEEDS & COOKIE REWARDS

Girl Scouts earn individual rewards based on total number of packages they sell. Individual Girl Scout orders cannot be combined to achieve higher level rewards.

Troop Cookie Managers are on their honor to demonstrate good business ethics and not combine orders. Troop pre-orders are calculated based on the package distribution in eBudde on Feb. 2. All packages must be transferred/credited to girls by March 23 in order to count for final rewards. To receive high-level rewards, a Girl Scout's parents/caregivers must not have any outstanding cookie debt to the troop or council.

Rewards are expected to ship to Neighborhood Cookie Managers in late April/early May and troops will pick up from them.

Girl Scouts who earn rewards at the 1,500+ level and above will be contacted directly by Product Programs.

REWARDS AND PROCEEDS

- Troops earn proceeds in two-tiered structure
- Girl Scout Junior, Cadette, Senior and Ambassador troops can vote to opt-out of rewards
- Tiered opt-out proceeds—earn up to \$1.20/pkg
- Reward opt-out should be unanimous decision by Girl Scouts in troop

TROOP PER GIRL AVERAGE (PGA)	BASE PROCEEDS/ PKG	REWARD OPT-OUT PROCEED/PKG
1-199	\$0.95	\$1.00
200+	\$1.10	\$1.20*

**Please note: Troops that opt-out of rewards and reach the second tier proceeds will not see their updated proceeds total on their eBudde Sales Report until after the program ends due to eBudde proceeds setting limitations.*

REWARD OPT-OUT

Junior, Cadette, Senior and Ambassador troops are eligible to opt-out of receiving rewards and receive extra proceeds instead. Multi-level troops that include Daisies or Brownies are not eligible to opt-out. Individual Girl Scouts in opt-out troops are still eligible to earn patches, Troop PGA Reward event, Trefoil Rewards and any rewards at the 1,000 level and higher. Opting-out is a unanimous decision of all Girl Scouts selling in the troop and they must sign the opt-out form (available online) which the troop maintains for its records. Once the troop has voted and signed, the troop volunteer MUST select opt-out in their eBudde settings NO LATER THAN Jan. 26. We cannot make changes on a troop's behalf after troop's pre-order submission.



Learn more about each of this year's Cookie rewards at girlscoutsem.org/cookie rewards or scan the QR code.



COOKIE DONATION PROGRAM

The Project Thank You program is a Girl Scouts of Eastern Missouri service project that lets our community donate treats to the USO of Missouri and Operation Food Search.

The program provides Girl Scouts the opportunity to learn about philanthropy and the importance of giving back. For each \$6 donation, we will gift a package of cookies to these organizations! To help promote Project Thank You to customers, a flier and receipt is available online.

Customers can donate \$6 Project Thank You cookies in three ways:

- Using the Project Thank You column on the paper order card
- Adding donated cookies to online orders through Digital Cookie
- Through in-person cookie booths



Girl Scout troops never physically receive Project Thank You items with their cookie order. The Project Thank You cookies will be ordered and donated on the troop's behalf by the Girl Scout Council.

TROOP GIFT OF CARING

Troops that select a charitable organization other than Project Thank You organizations need to order and track these donations separately as Troop Gift of Caring (TGOC in eBudde). Only Project Thank You packages are eligible for Project Thank You rewards.

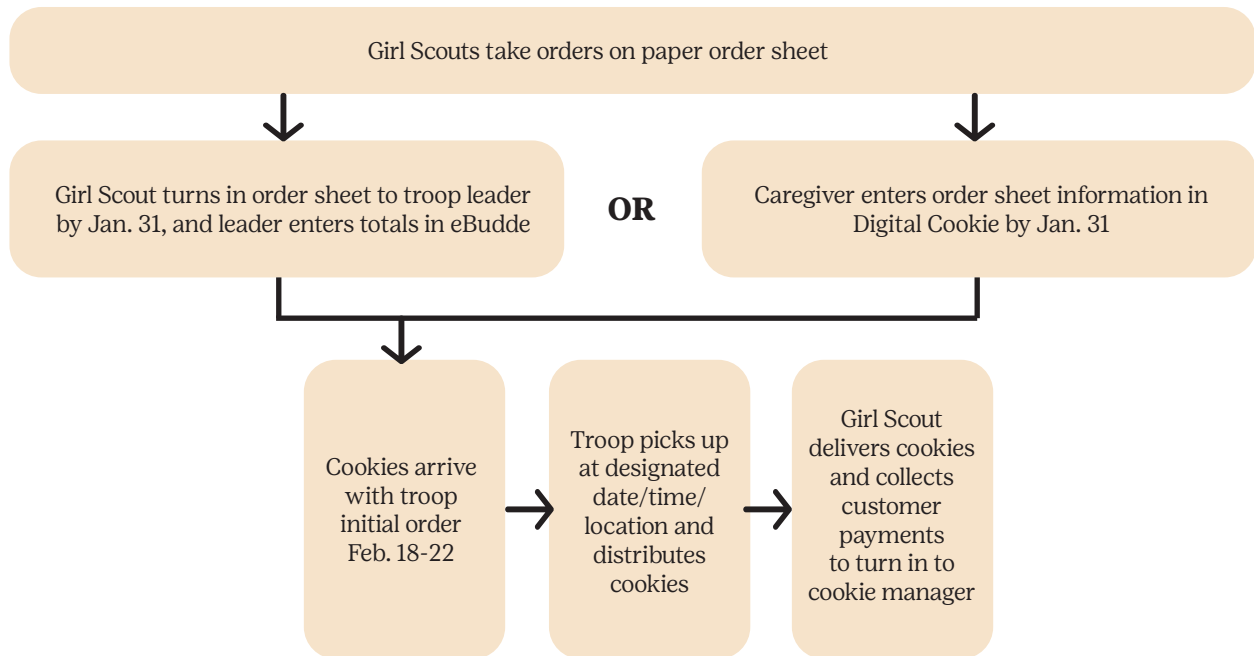
If your troop is doing TGOC, please update the beneficiary information on the GOC Org tab in eBudde. Your troop must have extra cookies on hand to fulfill any TGOC commitments, and is responsible for delivery of the cookies to the organization.



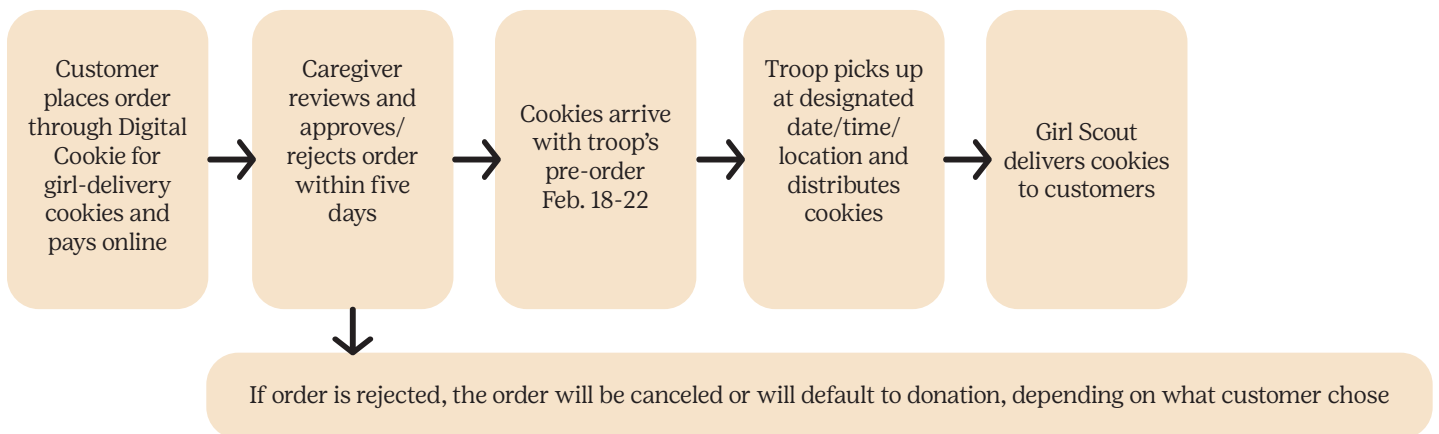
COOKIE ORDER-TAKING OPTIONS

Girl Scouts can participate in the Cookie Program using the in-person order sheet and/or the online Digital Cookie platform. Please see below for the general flow of order to fulfillment for each option.

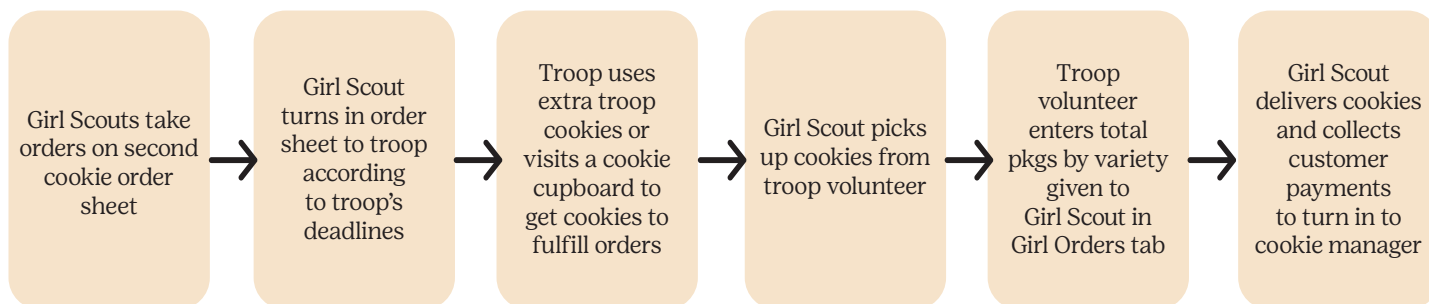
COOKIE ORDER SHEET 1 (FOR PRE-ORDERS IN PERSON JAN. 6-31)



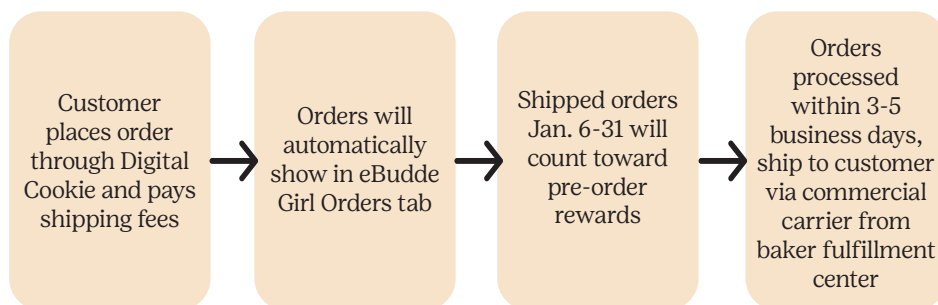
DIGITAL COOKIE GIRL DELIVERY (ORDERS APPROVED BY CAREGIVERS BY JAN. 31)



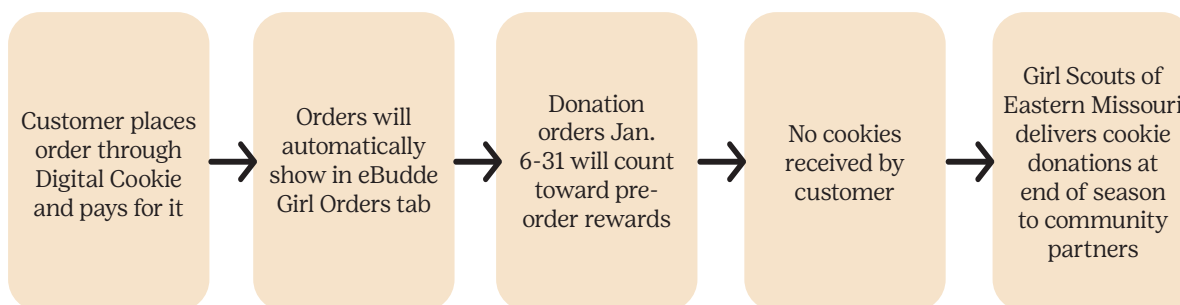
COOKIE ORDER SHEET 2 (IN-PERSON ORDERS FEB. 1-MARCH 15)



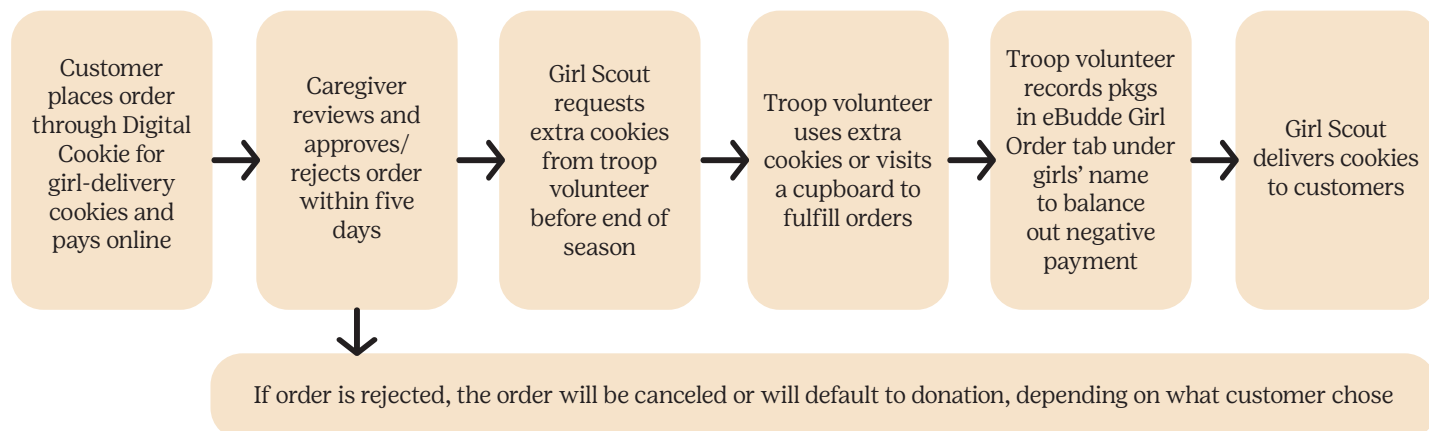
DIGITAL COOKIE DIRECT SHIPPED ORDERS (JAN. 6-MARCH 15)



DIGITAL COOKIE DONATION ORDERS (JAN. 6-MARCH 15)



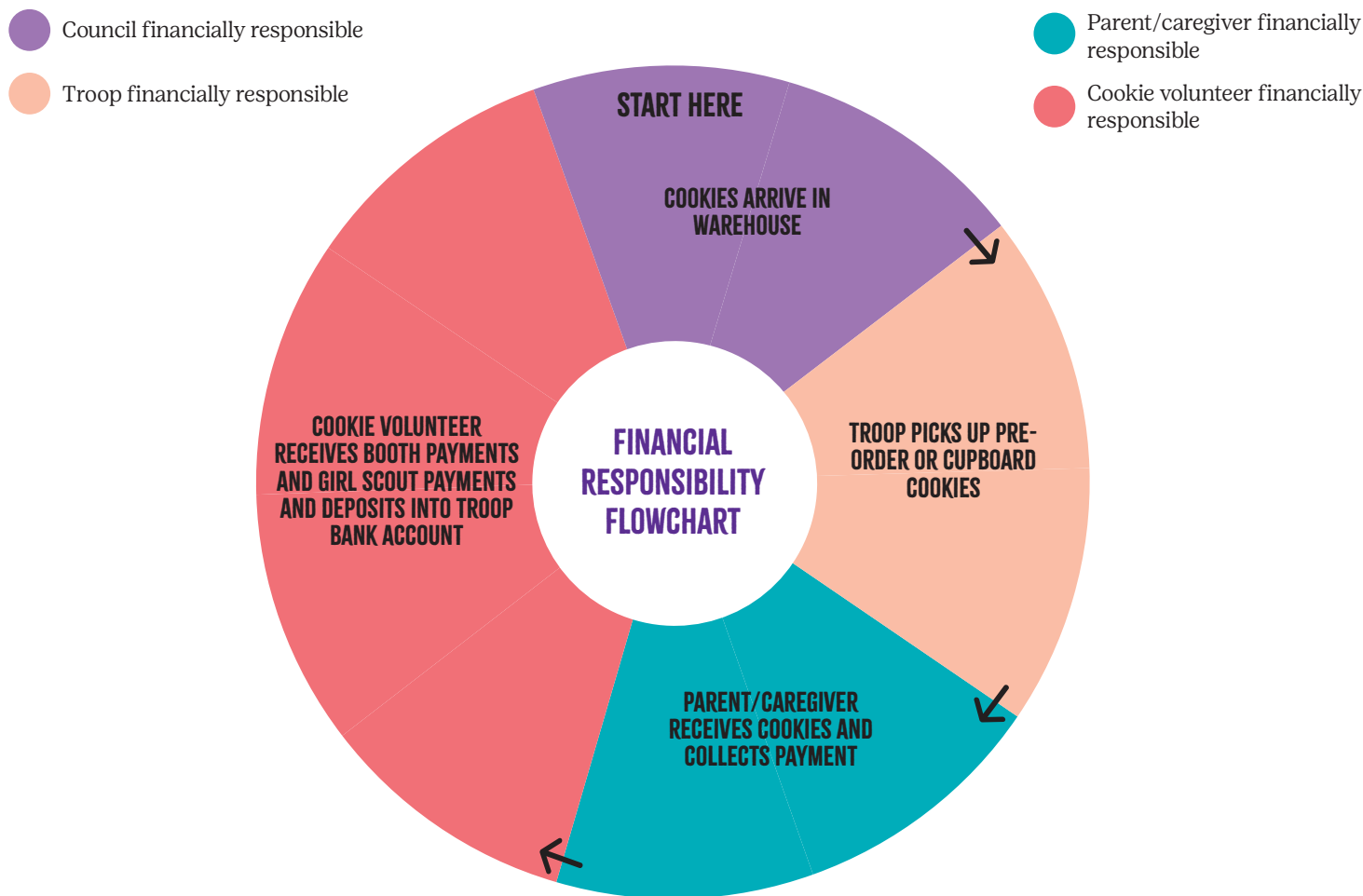
DIGITAL COOKIE GIRL DELIVERY (FEB. 1-MARCH 13)





MONEY/RECEIPTING

Your troop must pay Girl Scouts of Eastern Missouri for all cookies they order/receive for the troop. Your troop is financially responsible for all cookies ordered, regardless of whether they are sold. Your troop will keep the earned proceeds. The payment is collected electronically from the troop's bank account via ACH in March (for 1/3 of troop's initial order) and in April (for the remaining balance). If a troop's final ACH rejects, the troop's payment is considered past due, and the Finance team will contact the Troop Cookie Manager to collect payment. The troop is responsible for covering any fees incurred for insufficient funds or ACH rejection.



You must enter/update your troop bank account information in eBudde by Feb. 2. This requires the bank account number and bank routing number, which is found on your troop checks. After this time, you will be locked out from making updates. Council will do a test ACH on Feb. 4 to ensure accurate account information.

Note: Personal bank accounts MAY NOT be used to conduct troop business. If you need assistance setting up a troop bank account, please contact the Answer Center or your Community Engagement Manager.

YOUR NAME
1234 Main Street
Anywhere, OH 00000

DATE _____

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

ROUTING NUMBER 0044072324 **ACCOUNT NUMBER** 0000123456789 **CHECK NUMBER** 0123



IMPORTANT FINANCIAL PRACTICES

- ALWAYS make sure your Girl Scouts' parent/caregiver has signed the product programs permission section of the annual Girl Health History/Permission Form before any cookies are ever given to them.
- Cookie payments should be collected from customers upon delivery of their cookies (except for Digital Cookie orders)
- Do not give additional cookies to a Girl Scout/family until they have paid the troop for the cookies they already received. A good rule of thumb is not to give more than 100 additional packages of cookies at a time. This limits the potential financial risk to the troop.
- Checks should be made payable to GSEM Troop XXXX (insert troop #) and include the customer phone number and driver's license number on the memo line
- Use the Digital Cookie app for cookie booth credit card payments
- Caregivers can use the Digital Cookie app for collection of payments for order sheet and in-hand cookies
- Don't leave large amounts of cash laying around. Make frequent visits to the bank to deposit it
- Be protected! Each time you give cookies to a Girl Scout/family, complete a product receipt. Each time you collect money from a Girl Scout/family for cookies, complete a product receipt. The cookie receipt includes a financial responsibility line on it; another layer of protection.
- Enter each cookie and payment transaction in the eBudde Girl Order tab. Each receipt you complete should match a line in eBudde.
- Use only eBudde to keep track of cookies and money
- Do not over-order cookies to avoid unsold inventory. Cookies may not be returned or exchanged.





CREDIT CARD PAYMENTS

Payments collected through Digital Cookie will automatically be transferred to council, not the troop's bank account. If a troop has conducted most of its sales through Digital Cookie, the troop may be due a deposit from council at the end of the season.

It is strongly recommended troops use the Digital Cookie mobile app for accepting credit card payments at booths and by individual Girl Scouts when delivering product. Council covers processing fees. Troops must set up and publish their Digital Cookie Troop site to enable this feature. Please note that cash transfer apps, such as Venmo, Cash app, Zelle, etc. are not approved payment systems for Girl Scout troop business.

The Digital Cookie app is the primary system for taking credit card payments during the cookie season. This option will be available for troops and Girl Scouts starting February 13.



COMPLETING RECEIPTS PROPERLY

No matter the situation, ALWAYS use a cookie receipt to record movement of cookies and money between troop and Girl Scout/family. Other than initial order cookies, which will already be recorded in eBudde, each receipt for cookies given to a Girl Scout and money received should have a matching line in the eBudde Girl Orders tab. Here are some examples of what receipts could look like in different situations.

MONEY AND/OR PRODUCT RECEIPT				CUPBOARD#	RECEIPT NO.
TROOP NO.	REPORT CODE	DATE	FROM	RECEIVED/Deducted	
1234		2-26-25	M. Johnson		1
NO. OF CASES	NO. OF PKGS.	VARIETIES	AMOUNT DUE		
	10	ADVENTUREFULS™	\$762		
	7	LEMON-UPS®			
	13	TREFOILS®			
	13	DO-SI-DOS®			
	20	SAMOAS®	\$0		
	16	TAGALONGS®			
	31	THIN MINTS®			
	11	GIRL SCOUT S'MORES®			
	6	TOFFEE-TASTIC®	\$762		
	127	TOTAL			
RECEIVED BY (SIGNATURE) <i>Juliette Low</i>			GIRL'S NAME <i>Juliette Low</i>		
RECEIVED FROM (SIGNATURE) <i>Juliette Low</i>					

(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS) M-3

Giving Cookies to Girl Scouts
(Order Sheet Only)

MONEY AND/OR PRODUCT RECEIPT				CUPBOARD#	RECEIPT NO.
TROOP NO.	REPORT CODE	DATE	FROM	RECEIVED/Deducted	
1234		2-26-25	M. Johnson		2
NO. OF CASES	NO. OF PKGS.	VARIETIES	AMOUNT DUE		
	10	ADVENTUREFULS™	\$762		
	7	LEMON-UPS®			
	13	TREFOILS®			
	13	DO-SI-DOS®			
	20	SAMOAS®	\$762 online		
	16	TAGALONGS®			
	31	THIN MINTS®			
	11	GIRL SCOUT S'MORES®			
	6	TOFFEE-TASTIC®	\$0		
	127	TOTAL			
RECEIVED BY (SIGNATURE) <i>Juliette Low</i>			GIRL'S NAME <i>Juliette Low</i>		
RECEIVED FROM (SIGNATURE) <i>Juliette Low</i>					

(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS) M-3

Giving Cookies to Girl Scouts
(Digital Cookie Only)

MONEY AND/OR PRODUCT RECEIPT				CUPBOARD#	RECEIPT NO.
TROOP NO.	REPORT CODE	DATE	FROM	RECEIVED/Deducted	
1234		2-26-25	M. Johnson		3
NO. OF CASES	NO. OF PKGS.	VARIETIES	AMOUNT DUE		
	10	ADVENTUREFULS™	\$762 total		
	7	LEMON-UPS®	\$360 order and \$402 online		
	13	TREFOILS®			
	13	DO-SI-DOS®			
	20	SAMOAS®	\$402 online		
	16	TAGALONGS®			
	31	THIN MINTS®			
	11	GIRL SCOUT S'MORES®	\$360		
	6	TOFFEE-TASTIC®			
	127	TOTAL			
RECEIVED BY (SIGNATURE) <i>Juliette Low</i>			GIRL'S NAME <i>Juliette Low</i>		
RECEIVED FROM (SIGNATURE) <i>Juliette Low</i>					

(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS) M-3

Giving Cookies to Girl Scouts
(Order Sheet & Digital Cookie)

MONEY AND/OR PRODUCT RECEIPT				CUPBOARD#	RECEIPT NO.
TROOP NO.	REPORT CODE	DATE	FROM	RECEIVED/Deducted	
1234		3-2-25	Jane Low		4
NO. OF CASES	NO. OF PKGS.	VARIETIES	AMOUNT DUE		
		ADVENTUREFULS™			
		LEMON-UPS®			
		TREFOILS®			
		DO-SI-DOS®			
		SAMOAS®	\$172 check		
		TAGALONGS®	\$188 cash		
		THIN MINTS®			
		GIRL SCOUT S'MORES®			
		TOFFEE-TASTIC®	\$0		
		TOTAL			
RECEIVED BY (SIGNATURE) <i>Juliette Low</i>			GIRL'S NAME <i>Juliette Low</i>		
RECEIVED FROM (SIGNATURE) <i>Jane Low</i>					

(IMPORTANT: BE SURE TO SHOW TROOP NUMBER ON ALL RECEIPTS) M-3

Cash & Check Payment from
Girl Scout Caregiver



ACH WITHDRAWAL/LATE PAYMENTS

The Troop Cookie Manager and Troop Leader will receive an email one week before the scheduled ACH withdrawals confirming the amount due. If the troop has submitted a Troop Late Payment Report due to non-payment by a Girl Scout parent/caregiver, that amount will be deducted from the amount due to Council. If a troop's online sales exceed the amount due to council, an ACH deposit for the proceeds owed will be transferred to the troop on April 8.

Failure by the troop to pay the full balance due for the product may result in collections agency action and a funds restriction with the council for the troop leader/Troop Cookie Manager.

RETURNED/BOUNCED CHECKS

For customer payment collection, Girl Scouts can accept checks made out to GSEM Troop XXXX. If the troop receives a returned check, we ask that you try to collect the funds from the check writer and document that attempt. If your attempt is not successful, please fill out a Collection Request Form as completely as possible, 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, Attn: Finance Department.

The completed form should be submitted no more than 45 days after the returned check date. We will then take over the collection process. Once the documents are received, Council will either decrease the ACH draw for the troop or utilize ACH to reimburse the troop as appropriate.

STOLEN FUNDS

If money, checks or product have been stolen, the responsible party should contact the police, get a police report and file a claim with their insurance company. The troop should also complete a Troop Late Payment Report for the responsible party. If product or funds are stolen during the course of a cookie booth, the cookie manager or leader should contact the council finance department after contacting the police.

It is the responsibility of the individual involved to obtain a written copy of the police report and insurance company report. These reports should be sent via registered mail directly to Girl Scouts of Eastern Missouri, Attn: Finance Department, 2300 Ball Dr., St. Louis, MO 63146. Parents/caregivers are fully financially responsible for all product received—including any lost or stolen product, funds or product damaged while in their possession.



WHAT HAPPENS IF A GIRL SCOUT/FAMILY DOESN'T PAY THE TROOP FOR THEIR COOKIES?

To avoid large, outstanding balances, try to limit how many additional cookies you give to a Girl Scout at a time. Make sure they pay for those before you give them more. To protect the troop, be sure to document all communication to parent/caregiver regarding collection of the payments and keep copies of all receipts. Record ALL cookies given to the Girl Scouts and ALL money received in eBudde as backup for us. Without such documentation, it's difficult for us to prove the person owes any money. Complete a Troop Late Payment Report by March 30 and this transfers payment collection responsibility to Council.

HOW OFTEN SHOULD I COLLECT COOKIE PAYMENTS?

Collect payments regularly and deposit cash as quickly as possible to avoid the risk of it going missing. Until the money is deposited into the troop account, you are responsible for it. The Cookie Manager, if different from the leader, should collect ALL cookie payments, even from the other troop volunteers. This ensures accurate record-keeping and ethical practices.

HOW ARE PAYMENTS HANDLED IF MY TROOP'S DIGITAL COOKIE ORDERS EXCEEDED OUR IN-PERSON ORDERS?

Payments collected through Digital Cookie will automatically be transferred to Council, not the troop's bank account. If your troop conducted most of its sales through Digital Cookie, you may be due a deposit of troop proceeds from Council at the end of the season. Your eBudde Sales Report will show a negative number in the balance due if this is the case.

WHAT ARE THE CREDIT CARD OPTIONS FOR COOKIE BOOTHS?

The Digital Cookie app is the preferred option for processing credit cards for cookie booths. It can also be used by individual Girl Scouts when delivering cookies that haven't been paid for. Council covers processing fees. Please note that cash transfer apps, such as a personal Venmo, Cash app, Zelle, etc. are not approved payment systems for Girl Scout troop business. Digital Cookie will accept Venmo and PayPal, as well as Visa, Mastercard, etc.



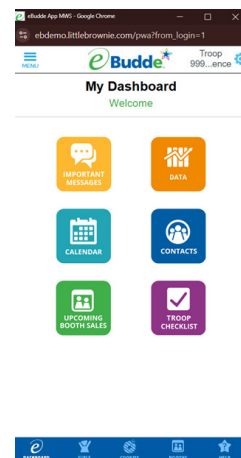


STEP-BY-STEP INSTRUCTIONS



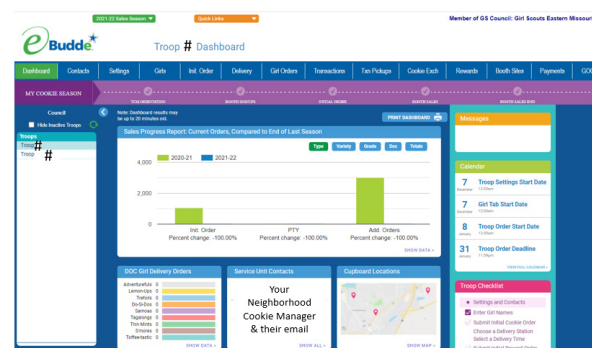
LOG INTO EBUDDE

Primary troop cookie volunteers will receive an email from do_not_reply@littlebrownie.com inviting them to log into eBudde. Returning users can also go directly to cookieportal.littlebrownie.com and log in using their previous information. All users are required to review and acknowledge the cookie accountability agreement before full access to eBudde is granted. Upon logging in, returning users will be prompted to enter a new password. If you run into any issues, click “forgot password” and click through the prompted email to set up for the new season. New users will be prompted to update their contact information. This often opens up in a new window. Once saved, you may need to go back to the other window to log in and move on.



Get familiar with the eBudde dashboard:

- Check out the Messages, Calendar, Checklist and more. During the cookie program, you can communicate with your troop's families through eBudde, if you wish. Go to the Contacts tab and select Email Branch. Select who will receive your message on the right-side menu.
- Click through the various tabs to learn more about what is in them
- Go to the Girls tab to make sure your active Girl Scouts show. If you are missing any, please contact the Answer Center. If you have any Girl Scouts who are no longer with your troop and should be moved to another troop, please let us know. Volunteers cannot change or move Girl Scouts in eBudde.



Web Dashboard

Girl Scouts who are not participating in the Cookie Program do not affect the girl-selling average, or PGA. If a troop has a Girl Scout on their roster who is no longer participating in the troop, this will not impact the troop's sale. We will only remove a Girl Scout from eBudde if they belong in another troop. You can request they be marked as Inactive, which will prevent them from Digital Cookie access.

Product Programs staff will do weekly membership transfers into eBudde and Digital Cookie en ensure any new members get added.

Update a few basic troop settings:

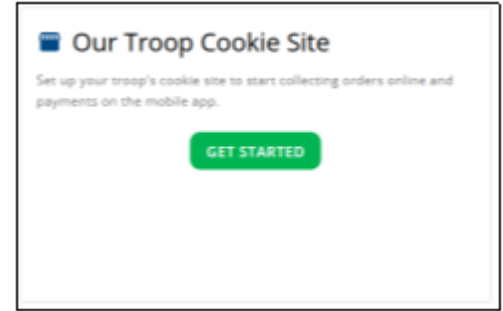
1. Click on the Settings tab on the web or the gear icon in the top right in the app
2. Update troop goal and parent initial order (IO) deadline. The IO deadline is important because it will be when Digital Cookie turns off the ability for the caregivers in your troop to enter order sheet items so you can submit your troop's pre-order. This date can be the council date of Jan. 31, or earlier to meet your troop's needs.
3. Junior, Cadette, Senior and Ambassador troops that have voted to opt out should complete the opt-out process by updating their eBudde settings.
4. Click Save.

Find more information and get help using the Help Center in eBudde.



SET UP TROOP DIGITAL COOKIE SITE

Each troop has the option to create their own troop Digital Cookie site. It will look like a Girl Scout's site but will function separately from them. The link to your troop site can be used for things like cookie booth pickup orders and credit card payments at booths.



Once set up, the troop has access to sharing a shipping-only troop link and one with a girl-delivery option too. Any troop site link will be advertised through the Girl Scouts USA Cookie Finder beginning January 6. Sales that come in through the troop site, which is not intended to be a replacement for normal troop cookie activities, will still need to be moved from the troop site to individual Girl Scouts in eBudde, like you would do for a booth. Any girl-delivery orders that come in Jan. 6-31 on the troop site must be approved by you. Please note: girl-delivery orders through the troop site WILL NOT show up as part of your troop's pre-order. You will only see them on the eBudde Girl Orders tab and you must be sure you have ordered enough extras to cover the customer orders.

When you log in as the troop user, on the left side of your screen there will be a button to activate the troop site. You will be able to go through the full set-up process. See step-by-step Troop Site Links instructions on our cookie volunteers web page.

LOG INTO DIGITAL COOKIE

An email will be sent to the primary troop cookie volunteer on Dec. 10 with your unique Digital Cookie login information. It should be coming from "Girl Scout Cookies" with the subject "Register for the Digital Cookie Platform Today." Digital Cookie can be accessed at digitalcookie.girlscouts.org/login or through the eBudde Cookie Portal.

In Digital Cookie, troop volunteers can:

- View your troop's total digital orders and progress to goal
- Send cheers to members of your troop
- View unapproved girl-delivery orders by Girl Scout
- Set up and manage troop's Digital Cookie site
- View and approve troop site's orders
- View Girl Scout engagement and sales data/reports
- View orders

REWARD OPT-OUT

Junior, Cadette, Senior and Ambassador troops, who have completed a unanimous vote to opt-out of physical rewards to receive additional proceeds, must update their eBudde settings by Jan. 26. Once the troop has voted to opt out, the girls must sign their agreement on the Opt-Out Agreement, which should be maintained by the troop for their records. This form is located on our website.

Opt out settings cannot be adjusted by anyone but council after this time and cannot be changed after the troop's initial order has been submitted.

Questions about opting out? Contact the Answer Center at answercenter@girlscoutsem.org.



COOKIE BOOTH RESERVATIONS

The Product Programs team secures cookie booth partnerships with a handful of regional retailers. This includes Schnucks, Dierbergs, Wal-mart, Sam's Club, Lowe's, Kaldi's Coffee, and Five Below. This list is not exhaustive, and others may be added.

These booth time slots will be added to eBudde. To ensure fairness in the reservation process, there are dates when booths will open, and troops can secure one booth. They will become available for troop reservation on January 28 at 9 am. At this time, a troop may reserve one booth. On February 3 at 5 pm, troops can select one additional booth.

At 9 am on February 5, booths open freely. Please note that a troop may reserve no more than three booths at any one council-scheduled partner through February 9. For example, a troop can reserve no more than three Walgreens booths, regardless of location, until February 9 when limits expire.

Prior to all-council access, troops that earned the Early Cookie Booth Reservation Access incentive during Treats & Reads will be able to reserve one cookie booth.

Troops will be able to preview available booths for the first booth round prior to reservation access.

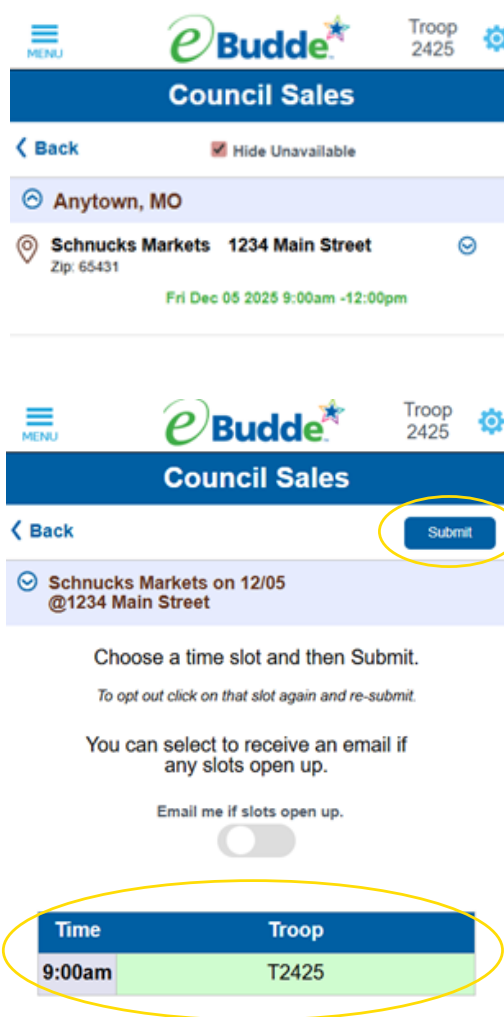
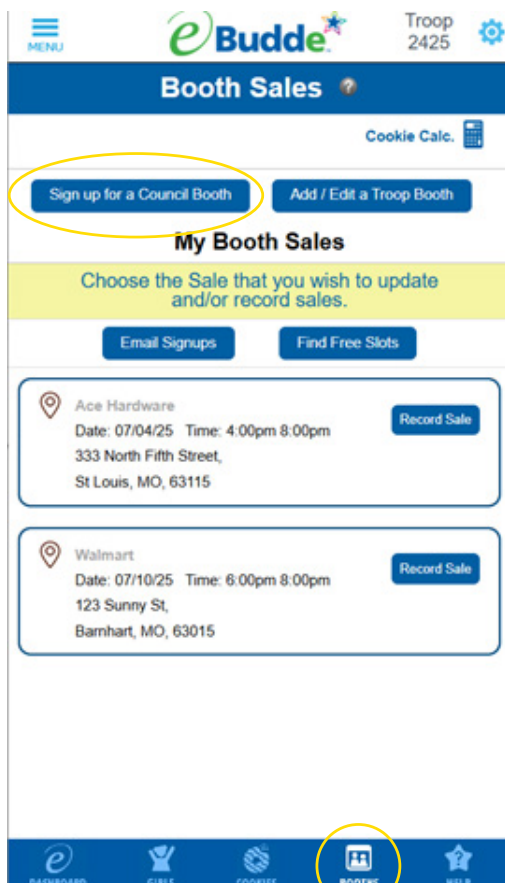
In some years, much-desired booth partners may be unable to approve the partnership until closer to the reservation dates, or even after the first ones. If we must do an additional reservation round for these partners, troops will be notified via eBudde message.





Reserve a Council-Scheduled Cookie Booth:

1. Log into eBudde
2. Click on the Booth tab
3. Click Sign up for a Council Booth
4. Slots are listed by city/town. Click the drop-down menu for the desired location. You'll then see all sites.
5. Click on the desired business. Dates/times in green are still available
6. Click on the green date/time you want
7. Click on the empty space next to the time, under Troop. Your troop number will show up in green
8. Click Submit



EBUDDE VOLUNTEER TRAINING: COUNCIL BOOTH SALES

vr.girlscoutsem.org/CouncilBoothSales



Add a Troop-Scheduled Cookie Booth to eBudde (only for locations a troop has scheduled outside of council booth partner locations):

1. Log into eBudde
2. Click on the Booth tab
3. Click Add/Edit a Troop Booth
4. Click +Add
5. Key in the booth information
6. Click Save
7. Your booth will show as Pending until Product Programs staff approves it or rejects it. Requests are reviewed weekly
8. Requests could be rejected if they are at locations that are already council partners, another troop already scheduled a booth at the same location/date/time, or the booth does not meet guidance for appropriate location

Remember, all booth sales should be in girl-appropriate areas. Girl Scout guidance is that booths should not be held at locations a girl cannot legally patronize. This includes dispensaries, liquor stores, bars, etc.



EBUDDE VOLUNTEER TRAINING: TROOP BOOTH SALES

vr.girlscoutsem.org/TroopBoothSales

COLLECTING COOKIE PRE-ORDERS

Until January 31 (or earlier if you set a different troop deadline), caregivers can enter order sheets into Digital Cookie or give paper order sheet totals to the Troop Cookie Manager. We recommend you tell families you want order sheet orders given to you via Digital Cookie, or you want them all in paper rather than a mix of the two. It will help you stay organized and lessen any confusion.

Paper order sheet totals entered and submitted into Digital Cookie will flow automatically to eBudde. A caregiver can enter these in the My Cookies tab in Digital Cookie. They can update their totals in January, but can only submit once. They must click Submit to Troop Volunteer button for it to transfer over to you though. Once the pre-order deadline has passed, this feature will be disabled.

Online orders for girl-delivery will automatically flow to your troop's initial order in eBudde and should not be entered manually in eBudde or Digital Cookie.

Emma's Cookies

Enter Your Offline Initial Order:

Using your paper order card, enter the number of cookie packages you are requesting from the troop. Do not enter the packages from your approved [Digital Cookie in-person delivery orders](#). Those packages are automatically included in your Initial Order.

 Adventurefuls®	- 0 +	 Lemon-Ups®	- 0 +
 Trefoils®	- 0 +	 Do-si-dos®	- 0 +
 Samoas®	- 0 +	 Tagalongs®	- 0 +
 Thin Mints®	- 0 +	 Girl Scout S'mores®	- 0 +
 Toffee-tastic®	- 0 +	 Donate Cookies	- 0 +

Total packages entered (updates after saving): 0
 Digital Cookie in-person delivery packages: 0
 Total packages in your Initial Order: 0

You can update and save your Initial Order as often as you wish prior to 10/02/2023. You will need to submit the order to your troop volunteer on or before 10/02/2023.

Cancel

Save Updates

Submit to Troop Volunteer

Initial Order not yet sent to your troop volunteer.
 Please finalize and send this information before the Initial Order Date.



ENTERING & SUBMITTING TROOP'S PRE-ORDER

- In eBudde, review order sheet totals submitted in Digital Cookie
- Enter any paper order sheet totals given to you directly
- Note that at times, Digital Cookie orders can take a bit to make it into eBudde. If you have a Girl Scout whom you believe should receive the pre-order reward based on an order that has not appeared in the system, please reach out to the Answer Center
- When submitting your troop's pre-order, you will also need to confirm your delivery location and time, and your pre-order rewards. This will stop pre-order rewards from continuing to calculate sales.
- Once you submit your troop's pre-order, your orders will be locked. Any additional Digital Cookie orders for girl-delivery placed after that time will need to be picked up separately or distributed using your troop's extras. Such packages after submission or approved after this time will not count toward pre-order rewards. You will be locked from entering pre-orders in eBudde at 11:59 pm CST. If you need assistance entering your pre-order, contact your Neighborhood Cookie Manager or the Answer Center on Feb. 2.
- If orders are not submitted by the troop, what is in eBudde on Feb. 2 will submit automatically

Entering Order Sheet Totals:

1. Log in to eBudde
2. Go to your Init. Order tab
3. Click on the name of the Girl Scout
4. Enter total package quantity by variety from the paper order sheet you received
5. Click Save
6. Repeat for each Girl Scout with paper order sheet sales given to you

Reviewing/Approving Order Sheet Totals Submitted through Digital Cookie:

1. Log in to eBudde
2. Go to your Init. Order tab
3. If you see colored messaging that says, "Needs Review," it means nothing has been done for that girl yet. Numbers will all be zero

Troop Initial Order														
All Girl IO orders should be reviewed and Saved.														
Uses	Girl		ARCA	Advf	LmUp	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	TGOC	Total
✓	Addison B	Order Card	Needs Review	0	0	0	0	0	0	0	0	0	0	0
		DOC Girl Del.	0	0	0	0	0	0	0	0	0	0	0	0
		Total Order	0	0	0	0	0	0	0	0	0	0	0	0
✓	Elizabeth C	Order Card	Needs Review	0	0	0	0	0	0	0	0	0	0	0
		DOC Girl Del.	0	0	0	0	0	0	0	0	0	0	0	0
		Total Order	0	0	0	0	0	0	0	0	0	0	0	0



4. When a Girl Scout’s order sheet totals are entered into Digital Cookie, the messaging will change to Review Parent IO. You will need to review her order sheet totals submission; do not do this until after your parent pre-order deadline to avoid additional changes

Troop Initial Order

Print

Submit Troop IO

All Girl IO orders should be reviewed and Saved.

Uses DOC	Girl		ARCA	Advf	LmUp	Tre	D-S-D	Sam	Tags	TMint	SMr	Toff	TGOC	Total
✓	Addison B	Order Card	Needs Review	0	0	0	0	0	0	0	0	0	0	0
		DOC Girl Del.		0	0	0	0	0	0	0	0	0	0	0
		Total Order		0	0	0	0	0	0	0	0	0	0	0
✓	Elizabeth C	Order Card	Needs Review	0	0	0	0	0	0	0	0	0	0	0
		DOC Girl Del.		0	0	0	0	0	0	0	0	0	0	0
		Total Order		0	0	0	0	0	0	0	0	0	0	0

5. Click on the order card row that needs to be reviewed and you will be taken to the Girl Scout’s initial order totals from the order sheet

Addison B. Initial Order

Cancel

You have provided the sale values from the Girl's Order Card

Product	Order Card
Gift of Caring \$ 5.00 PIO=0	0
Adventurefuls \$ 5.00 PIO=10	10
Lemon-Ups \$ 5.00 PIO=7	7
Trefoils \$ 5.00 PIO=4	4
Do-Si-Dos \$ 5.00 PIO=8	8
Samoas \$ 5.00 PIO=12	12
Tagalongs \$ 5.00 PIO=6	6
Thin Mints \$ 5.00 PIO=24	24
S'mores \$ 5.00 PIO=20	20
Toffee-tastic \$ 5.00 PIO=1	1
Troop GOC \$ 5.00 PIO=0	0
Total	92

Product

Gift of Caring
\$ 5.00
PIO=0

Adventurefuls
\$ 5.00
PIO=10

Lemon-Ups
\$ 5.00
PIO=7

Trefoils
\$ 5.00
PIO=4

Do-Si-Dos
\$ 5.00
PIO=8

Samoas
\$ 5.00
PIO=12

Tagalongs
\$ 5.00
PIO=6

Thin Mints
\$ 5.00
PIO=24

S'mores
\$ 5.00
PIO=20

Toffee-tastic
\$ 5.00
PIO=1

Troop GOC
\$ 5.00
PIO=0



6. You will notice that there is PIO under the product name in grey. This tells you the packages that were sent from the caregiver in the Digital Cookie system. If you update the numbers in the order, you will always be able to see the original numbers that were sent. You can review the order and click Save.
7. If you entered a girl's order sheet totals and her caregiver submitted the order sheet totals through Digital Cookie as well, you will see a Review Parent IO message in orange. Once you review the two submissions, you can choose to use what the caregiver submitted and click on the Use Parent's button. If you do not want to use their numbers, click Save.
8. This will return you to the Init. Order recap screen. You will now see that the girl's initial order has been Saved. If you open her order card row, you will notice that eBudde tells you, "You have accepted the parent submission. If that situation has changed, please enter corrected values in the Order Card column and choose 'Save'."
9. You can make changes to order card items up through when you submit the troop's pre-order. If you have a girl with no pre-orders, you need not open her order card row to save.
10. If a caregiver has entered order sheet totals in Digital Cookie and saved them, but hasn't submitted them to you, you will see a red "Not in Order" message on the Order Card line. In such cases, this means these totals will not be included in your troop's pre-order; not the "0" total on the line. If you catch this before you submit the troop's pre-order, be sure to ask the caregiver to go in and click Submit in Digital Cookie.

Once you have all order sheet sales entered, reviewed and it looks good to you, click the Submit Troop IO button. Once you submit your troop's pre-order, you cannot make any changes to it.

In your Init. Order tab, you should see an Order card line with quantities, DOC (Digital Cookie) Girl Del. line and Total Order line. This is the total number of packages your troop will receive for a Girl Scout when you pick up your troop's order in February.

Once submitted, these totals will show up under the Girl Scout in your Girl Orders tab.

Troop Initial Order

Print Submit Troop IO

Uses	Girl		\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$6.00	\$6.00	
DOC			Adv	Em	Tr	Doc	Sam	Tops	TMint	SMr	Toff	Total	
✓	Sharon C.	Order Card	Not in Order	30	30	30	30	30	30	30	30	30	0
		DOC Girl Del.		0	1	1	1	1	1	1	1	1	9
		Total Order		0	1	1	1	1	1	1	1	1	9



EBUDDE VOLUNTEER TRAINING: TROOP INITIAL ORDER

vr.girlscoutsem.org/TroopInitialOrder



Pre-order Tips

1. Be sure to check each girl's order sheet for accuracy and to make sure she did not include any Digital Cookie online, paid orders on it. Digital Cookie online orders for girl delivery will automatically record, and will show as DOC Girl Del., for each girl on the eBudde Initial Order tab and submit as part of your troop's pre-order. Digital Cookie shipped or donated packages record automatically on the eBudde Girl Order tab because your troop will not physically receive these packages; they will count toward a girl's pre-order rewards though.
2. To enter order sheet orders for donations to Project Thank You, use the first column PTY. You will not receive these packages in your physical inventory because the council is responsible for ordering and delivering these cookies to the donation partners at the end of the Cookie Program. TGOC, Troop Gift of Caring, is where you will record donation packages if your troop has chosen a different charity for donation cookies. For TGOC, the troop is responsible for ordering extra packages and donating them to the chosen organization. These cookies can be added as troop extras, come from booth cookies, or be picked up from a cupboard.
3. Be sure to click the Save button each time you enter a Girl Scout's order sheet totals to ensure you do not lose anything. You can save as many times as needed, but you can only Submit once. Do not click Submit Troop IO until you're sure everything has been entered. Once you submit your order, you cannot make changes.
4. If your troop would like to order extra cookies at pre-order time for booths or in anticipation of additional orders in February and March, click on Booth at the bottom of the Initial Order tab. Enter your booth order in packages by variety. View Cookie Booth section and FAQs for guidance on ordering extras for booths.
5. Troop pre-orders will only come in full cases, so eBudde will automatically round up your troop order to the nearest full case (12 boxes/case) for each cookie variety. The Others+Extras+Charity line at the bottom of your Initial Order tab will show the number of packages added to make a full case. These cookies can be used to fulfill gift of caring donations, continued orders, booth sales or additional Digital Cookie girl-delivery orders.
6. If you need to make changes to your troop's pre-order after submitting, contact your Neighborhood Cookie Manager or the Answer Center by Feb. 3 for assistance.
7. If your troop doesn't officially click Submit IO for their pre-order, and there are digital cookie orders for any girls in the Init. Order tab, it will be submitted automatically on Feb. 2. This includes any round-up packages automatically in there. All cookies must be picked up in February.
8. If you want to print/save your troop's pre-order report, simply click the Printable Version on your Init. Order tab in eBudde. You can also print an pre-order pickup sheet from your Reports tab.

SELECTING A PRE-ORDER PICKUP DATE/TIME/LOCATION

1. Once you submit your troop's pre-order, you must select a location, date and time for picking up your troop's order. This selection cannot be made until you submit the initial order.
2. Troops in Districts 15, 16, 17; D11/N2 and D18/ N3, should select their local delivery option. Your Neighborhood Cookie Manager will contact you to schedule a specific pickup time.
3. Click on the Delivery tab
4. You will see the summary of your troop's order on the left. It will be listed in total cases, which determines how many pickup slots you need.
5. In the box on the left, select who will pick up your troop's cookies and indicate if you are picking up another troop's cookies.
6. On the Delivery Station and Time box, you'll see how many slots you need. It's based on case count and approximate amount of time needed to count and load your cookies. You can scroll through the dates and locations. Many locations have multiple pickup lines, so you can click the arrow to the side of the Line # to the right to view more options. As much as possible, please select a time adjacent to another troop to avoid long time gaps.
7. You will need to look for enough slots to accommodate the number eBudde says you need. Once you find them, simply click on the time and it will automatically put your troop down for those slots.
8. Click the Submit button
9. You will be able to print a delivery confirmation at this time.



Delivery Pickup

Variety	My Troop
Adventurefuls	6
Lemon-Ups	3
Trefoils	6
Do-Si-Dos	8
Samoaas	14
Tagalongs	12
Thin Mints	21
S'mores	6
Toffee-tastic	2
Troop Total	78
Pickup Total including any other pickups	78

Who is picking up your cookies?

- ☒ Someone from my Troop
- ☐ Some other Troop (or my SU)

Will you be picking up for more than one troop?

- ☐ Yes ☒ No

Delivery Station and Time

Please choose your Delivery Station

MON 2-12 63045 Co...house (63045-2-12)

You need 2 contiguous slots.

Line: Line 2

7:30am	T1479
7:40am	(T1479)
7:50am	T2246 + T3293
8:00am	(T2246 + T3293)
8:10am	(T2246 + T3293)
8:20am	T936
8:30am	(T936)
8:40am	T488
8:50am	(T488)
9:00am	(T488)
9:10am	(T488)
9:20am	(T488)
9:30am	(T488)
9:40am	(T488)
9:50am	(T488)
10:00am	(T488)



Delivery Confirmation

EBUDDE VOLUNTEER TRAINING: TROOP DELIVERY CONFIRMATION

vr.girlscoutsem.org/TroopDelivery



TROOP PRE-ORDER PICKUP LOCATIONS*

**Locations and times subject to change; final information is in eBudde*

Important Delivery Location Update

Our long-time delivery partner, A-Mrazek Moving Solutions, is now McCollister’s Global Services. They moved to a new location in Chesterfield/Maryland Heights area.

DATE/TIME	LOCATION	TYPE OF PICKUP
Tues., Feb. 17, TBD	Farmington 63640	Drop
Wed., Feb. 18, 7:30 am-3:30 pm	Walmart, Fenton 63026	Drive-up
Wed., Feb. 18, 7:30 am-5:30 pm	Schnucks, Chesterfield 63017	Drive-up
Wed., Feb. 18, 2-5 pm	Walmart, Troy 63379	Drive-up
Wed., Feb. 18, 12:30-5:30 pm	Schnucks 63109	Drive-up
Thurs., Feb. 19, 7:30 am-5:30 pm	Grant’s Farm 63123	Drive-up
Thurs., Feb. 19, 7:30 am-5:30 pm	McCollister’s Warehouse 63146	Drive-up
Thurs., Feb. 19, 9 am-5:30 pm	Lowe’s, Wentzville 63385	Drive-up
Fri., Feb. 20, 7:30 am-6 pm	McCollister’s Warehouse 63146	Drive-up
Fri., Feb. 20, prior to 2 pm	Camp Cedarledge, Pevely 63070	Drop
Fri., Feb. 20, 7:30 am-5:30 pm	Cord N American Warehouse 63045	Mega pickup; drive-thru
Sat., Feb. 21, 7:30 am-6 pm	The Rock Church 63021	Drive-up
Sat., Feb. 21, 8-11 am	West Side Missionary Baptist Church 63021	Drive-up
Sat., Feb. 21, 7:30 am-1:30 pm	Fox C-6 Service Center 63010	Drive-up
Sat., Feb. 21, 7:30 am-4:30 pm	Washington West Elementary School 63090	Drive-up
Sat., Feb. 21, 8 am-12:30 pm	Schnucks, University City 63130	Drive-up
Sun., Feb. 22, 11 am-2 pm	Hillsboro Courthouse, Hillsboro 63050	Drive-up
Sun., Feb. 22, 11 am-3 pm	McCollister’s Warehouse 63146	Drive-up
Sun., Feb. 22, TBD	Ste. Genevieve, Bunker Firehouse, Potosi	Drop

TYPE OF PICKUP KEY

DROP

Delivery company will drop off the cookies at the location and troops will be given a window of time in which they must pick up their orders; no appointments required

DRIVE-UP

Trucks with cookies parked at the location, then troops drive to assigned line/truck, get out and count cookies with workers who load the cookies in vehicle

MEGA DRIVE-THRU

Large-scale pickup initiative where troops will drive through a line of cookie pallets and workers will load cookies into your vehicle along the way, while another worker counts the cookies as they are loaded



SUBMITTING TROOP'S PRE-ORDER INSTANT REWARDS (SKIP IF TROOP IS REWARD OPT-OUT)

1. Once you have submitted your troop's pre-order cookies, you should submit your troop's pre-order rewards. We will ship these rewards to the Troop Cookie Manager in early February to give to the Girl Scouts who earned them right away.
2. Log into eBudde
3. Go to the Rewards tab
4. Next to Initial Rewards Order, click View
5. Review the rewards showing for each Girl Scout to ensure it properly reflects the Girl Scouts who met the criteria of 180 packages between Jan. 6-31 to earn the pre-order instant reward. Final rewards, which include the entire season's sales, will be finalized and submitted after the program ends.
6. Click on each Girl Scout's name to view her specific reward information.
7. Click Fill Out, then Submit Reward Order.



EBUDDE VOLUNTEER TRAINING: GIRL REWARDS

vr.girlscoutsem.org/GirlRewards

UPDATE TROOP BANK ACCOUNT INFORMATION

1. You must verify or enter your troop's bank account information in eBudde by Feb. 2. This is required to ensure your troop can pay council for the cookies ordered, or so that we can deposit any troop proceeds into the account.
2. Log into eBudde
3. Click on the Settings
4. Click Edit
5. Scroll down to Bank Info
6. Make sure any account information already showing is accurate
7. Make updates/entries as needed for accuracy
8. Click Save

Note: Personal bank accounts MAY NOT be used to conduct troop business. If you need assistance setting up a troop bank account, please contact the Answer Center.

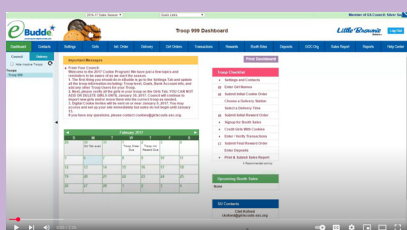
Troop Settings

Bank Info

Bank Name: ABCBank

Bank Routing Number: 1234

Bank Account Number: 1234



EBUDDE VOLUNTEER TRAINING: ADDING BANK ACCOUNT INFO TO EBUDDE

vr.girlscoutsem.org/eBuddeBank

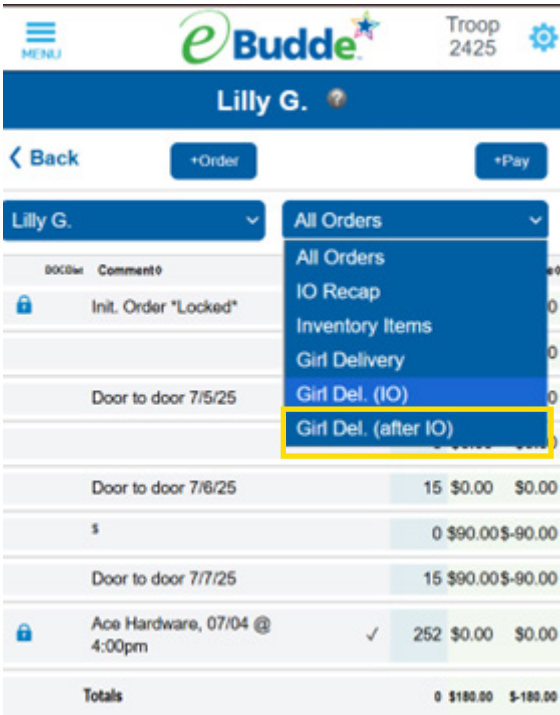


MONITOR ADDITIONAL DIGITAL SALES AND COOKIE NEEDS FROM TROOP

After your pre-order is submitted, many Girl Scouts will continue to get online orders for girl-delivery, or they may have additional in-person orders. In most cases, girls will need to secure cookies from the troop to fulfill the orders.

You should be able to rely on your Girl Scout families to communicate their needs to you once they approve additional girl-delivery orders. However, you do have visibility in eBudde to additional girl-delivery orders approved after the pre-order was submitted.

1. Log into eBudde
2. Click on the Girl Orders tab on the web version; or click Cookies, then Girl Orders in the app
3. Click on a Girl Scout name
4. On the right, there is a drop-down menu; select Girl Del. (after IO)
5. This will show you if there were any additional girl-delivery Digital Cookie orders approved for a Girl Scout after you submitted your troop's pre-order
6. You can then reach out to the family to find out if they need cookies for these orders



PLACE PENDING ORDERS FOR EXTRA COOKIES FROM COOKIE CUPBOARDS

A Cookie Cupboard is a troop's source of extra cookies, whether for a booth, for Digital Cookie girl-delivery orders after you've submitted your troop's pre-order, or for continued in-person orders. Individual packages and full cases of cookies can be ordered and picked up at these locations Feb. 20-March 15. Individual cupboards set their open days and times. The GSEM Council Cupboard operates 10 am-5:30 pm M-F, and some Saturdays from Feb. 23-March 19. Any changes to cupboard locations will be communicated in weekly Product Programs emails.

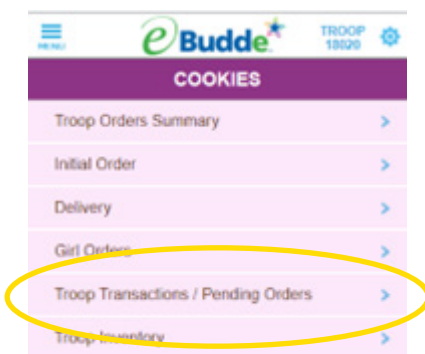
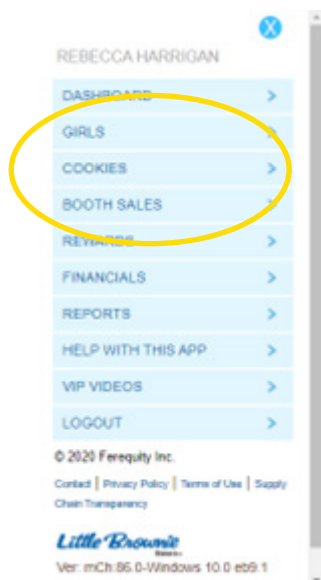
Please visit the Cupboard Locations map on your eBudde dashboard to find specific location information, including address, email and phone. Having the eBudde app available can help a troop find a cupboard when they are out and about at a booth and away from their computer. Click the Data icon, then scroll to the Cupboard Locations map.

Placing a Pending Cookie Cupboard Order:

1. A pending order appointment is required to pick up cookies. To place a pending order, click on your eBudde Transactions tab online, or click Cookies, then Troop Transactions/Pending Orders on your app

Receipt	Type	Date	2nd Party	Pickup	Line	Resp	Advt	Lump	Trs	D-S-D	Sem	Tags	Trntr	Ser	Toff	Total
Q12100	normal	03/04	C63128	03/04		0	0	12	27	0	0	0	26	0	0	65
U70100	normal	03/02	C63128	03/02		0	19	0	0	0	36	0	17	6	4	82
271000	normal	02/27	C63128	02/28		0	0	0	16	8	0	0	0	2	0	26
18 DOC shipped orders	normal	02/27	C200			60	17	2	11	16	0	31	65	12	0	214
1PM000	normal	02/20	C63128	02/21		0	24	0	0	18	15	0	12	0	0	69
4FJ000	normal	02/14	C63128	02/17		0	0	0	12	12	0	0	0	10	6	40

Troops that take out cookies from a cupboard for the final Cookie Booth weekend of March 13-15 will have the option to return unsold cookies. See Cookie Booth Playbook for guidelines.



2. Make sure you are viewing All transactions. If not, click the arrow on the blue box and select All.
3. Click the +Add or "+" button on the top right to add a pending order
4. Select Normal and Cupboard
5. Click Select Location and choose your cupboard location
6. Select a date and time from those available
7. In the Cookie Order box, enter the case and/or package quantities you need. Make sure Add Product is selected to ensure the cookies get added to your eBudde inventory
8. Click Save or Create. These cookies will now be included in your troop's inventory



9. You should receive an automatic order confirmation from eBudde in your email once you've placed the order. You do not have to bring this with you to pick up cookies, but you will need access to eBudde at time of pickup so you can confirm pickup of your order at the cupboard. You will not receive further confirmation of your order being ready. However, you should hear from the cupboard manager if there will be an issue with the order.
10. If you do not want to or are unable to pick up your pending order, you can designate another, trusted troop adult to do it. Unless they are already listed as a troop contact in eBudde, you must assign them the Troop Pickup User Only role in eBudde contacts. This will allow them to view the pending order on their eBudde app at time of pickup and confirm the order.
11. Once your order is picked up, it will no longer show as pending and you will receive an electronic receipt.

TRANSACTIONS

VIEW BY: Pending

RECEIPT	2ND PARTY	PICKUP	TOTAL
VQ2100	C300	10/16	12
1R2100	C999	10/31	12
4R2100	C250	10/15	12
7Q2100	C999	10/15	10
IP2100	C250	09/09	12
EP2100	C250	09/10	12
ON HAND			0
PENDING (CUP ORDERS)			70
AFTER PENDING			70

ADD TRANSACTION

DATE: 10/30/2020 Receipt: #

Normal Booth Adjustment Return

Troop Service Unit Cupboard

Select Location

Pickup Date: Time:

Contact Info: REBECCA HARRIGAN test@becky.lbb.com

COOKIE ORDER

Add Product Remove Product

Product	Cases	Packages
Lemon-Ups	0	0

Add Transaction

Cancel

Time & Place

Date: 11/09/2023 Receipt: UHI000 #

Normal Booth Adjustment Return

Troop Service Unit Cupboard

63021-2 Jeff M... (63021-2)

Pickup

Date: Time:

Contact Info: Michelle Johnson mjohnson@girlscoutsem.org 2300 Ball Drive

Cookie Order

Add Product Remove Product

Product	Cases	Packages
Adventurefuls	0	0
Lemon-Ups	0	0
Trefoils	0	0
Do-Si-Dos	0	0
Samoas	0	0
Tagalongs	0	0
Thin Mints	0	0
S'mores	0	0
Tofee Treats	0	0

eBudde
powering the digital cookie sale

Pending Order Transactions

**EBUDDE VOLUNTEER TRAINING:
TROOP PENDING ORDER TRANSACTIONS**

vr.girlscoutsem.org/PendingOrder



Cookie Cupboard Locations

NAME	LOCATION
Joyce Trost	St. Louis 63128
Natalie Walker	St. Louis 63112
Mandy Franke	St. Peters 63376
Melania Covey	St. Charles 63301
Gail Meyer	St. Ann 63114
Mary Anne Hughes	Creve Coeur 63141
Jeff Miller	Ballwin 63021
Marni Ziegler	Florissant 63031
Kaylee Monroe	Festus 63028
Dawn Hendricks	Farmington 63601
Carolyn Pickel	Ballwin 63021
Robin Ackermann	Washington 63090
Sarah Pearman	O'Fallon 63366
Laura Castaneda	St. Peters 63376
Nicole Marshall	Kirksville 63501
Teresea Turgeon	Canton 63435
Deb Ziebarth	Macon 63552
Tammy Riley	Hannibal 63401
Karen Diamond	Moscow Mills 63362
GSEM Council Cupboard	2300 Ball Dr., St. Louis 63146



COLLECTING AND RECORDING PAYMENTS

To stay on top of the troop's financial position, it's important to set firm deadlines for your troop families to turn in cookie money owed to the troop. Keep in mind the date of the initial ACH withdrawal (30% of initial order) and final ACH withdrawal to ensure the troop has enough funds in their account.

Troops should use eBudde to track payments from Girl Scouts. This way, records will be accessible and should be accurate in the event there is a dispute or debt to the troop that must be investigated.

Each time you receive a payment from a Girl Scout, use the receipt book to provide a hard copy record for you and the parent/adult. Deposit cash and checks frequently into the troop's bank account.

Recording a Payment in eBudde:

1. Log into eBudde
2. Go to the Girl Orders tab or click Cookies, then Girl Orders in the app
3. Click on the Girl Scout who made the payment
4. On the right side, click the blue +Pay button
5. Key in the amount paid, along with any notes (i.e. payment date, etc.)
6. Click Save

The screenshot shows the eBudde app interface for Troop 2425. The user is viewing the order for 'Lilly G.'. The '+Pay' button is circled in yellow. Below the order details, there is a table showing the order status and amounts.

DOCID#	Comment#	Inv#	Bth#	Pkgs#	Paid	Bal. Due#
1	Init. Order *Locked*			60	\$0.00	\$0.00
				15	\$0.00	\$0.00

RECORDING ADDITIONAL COOKIES GIVEN TO A GIRL SCOUT

This step is necessary in the instances below to ensure a Girl Scout shows the proper number of cookies she took possession of or sold and rewards are accurate.

- You give cookies to a Girl Scout for in-person orders that came in after you submitted your troop's pre-order
- You give cookies to a Girl Scout to fulfill any additional Digital Cookie girl-delivery orders after you submitted your troop's pre-order
- You held a cookie booth and need to give girls credit for helping at the booth
- One of your Girl Scouts wants to do an individual Cookie Booth and you need to transfer troop cookies to her to sell

1. In eBudde, click on the Girl Orders tab or click Cookies, then Girl Orders in the app
2. Click on the Girl Scout's name
3. Click the blue +Order button
4. Enter the package count by variety that you gave to the Girl Scout. If you do not show enough extra cookies in your troop's inventory, you will not be able to do this
5. If you received payment for the cookies they received from in-person orders, you can enter that on the right side
6. Click Save

The screenshot shows the eBudde app interface for Troop 2425. The user is viewing the order for 'Lilly G.'. The '+Order' button is circled in yellow. Below the order details, there is a table showing the order status and amounts.

DOCID#	Comment#	Inv#	Bth#	Pkgs#	Paid	Bal. Due#
1	Init. Order *Locked*			60	\$0.00	\$0.00

The screenshot shows the 'Lilly G. Add Order' page in the eBudde app. It includes a 'Comment' field, checkboxes for 'Inv' and 'Booth', and a table for adding products and packages.

Product	Packages
Project Thank You \$ 0.00	0
Adventurefuls \$ 0.00	0
Lemon-Ups \$ 0.00	0
Trefoils \$ 0.00	0
Do-Si-Dos \$ 0.00	0
Samoas \$ 0.00	0



RECORDING COOKIE BOOTH PACKAGES TO INDIVIDUAL GIRL SCOUTS

1. In eBudde, click on the Booth tab
2. If you have reserved a council booth or had a troop-scheduled booth approved, it will show up in a list
3. Click Record Sale next to the booth for which you wish to record packages
4. Enter the total number of packages sold at the booth
5. Click the Go to Distribute button
6. You can select all Girl Scouts if they all participated, or you can select individual Girl Scouts
7. Once Girl Scouts are selected, click the Distribute button. You should see a small number next to the check box for each Girl Scout you selected.
8. New this year, you have the option to hold off on distributing your donation packages. Some troops prefer to distribute all booth donation packages at the end of the season, once full donation totals are calculated.
9. If you want to change the quantity distributed to each Girl Scout, you can click the little arrow next to their name and update the variety quantities.
10. If you realize you added cookies to someone you didn't mean to, simply deselect the name, and click the Distribute button again
11. Click Save. The cookies will now show up in Girl Orders with the booth name and date next to it.

My Booth Sales

Choose the Sale that you wish to update and/or record sales.

Email Signups Find Free Slots

Ace Hardware

Date: 07/04/25 Time: 4:00pm 8:00pm

333 North Fifth Street,
St Louis, MO, 63115

Record Sale

Walmart

Date: 07/10/25 Time: 6:00pm 8:00pm

123 Sunny St,
Barnhart, MO, 63015

Record Sale

Booth Sale Recorder

[Back](#) [Go to Distribute](#)

Ace Hardware: 2025-07-04 4:00pm

Tagalongs \$ 0.00	12
Thin Mints \$ 0.00	144
S'mores \$ 0.00	12
Toffee-tastic \$ 0.00	0
Total	252

Program	Packages
Project Thank You \$ 0.00	10
Troop Gift of Caring \$ 0.00	0
Total Packages Sold	262
Total Sale Receipts	\$0.00

Booth Sale Recorder

[Back](#) [Distribute](#) [Distr. w/o Char.](#) [Save](#)

Ace Hardware: 2025-07-04 4:00pm

Advf: 12 LmUp: 60 Tre: 12 D-S-D: 0 Sam: 0 Tags: 12
TMint: 144 SMr: 12 Toff: 0 PTY: 10 TGOC: 0

Pkgs Sold: 262 ☒ (De)select All Girls **No Charity Dist**

Lilly G. 252 ☒

Advf:	LmUp:	Tre:	D-S-D:
12	60	12	0
Sam:	Tags:	TMint:	SMr:
0	12	144	12
Toff:	PTY:	TGOC:	
0	0	0	

Little Brownie BAKERS presents **Troop**

Booth Sale Recorder

EBUDDE VOLUNTEER TRAINING: BOOTH SALES RECORDER

vr.girlscoutsem.org/BoothSalesRecorder



COMPLETE ALL COOKIE TRANSFERS IN EBUDDE

Be sure to distribute all remaining cookie inventory showing in eBudde to Girl Scouts in your troop, as well as allocate any booth cookie sales, etc. that the troop did during the season. You should have zero cookies showing on the Difference line at the bottom of the Girl Orders tab by program end if this is done correctly. This should be done before you submit your troop’s final rewards.

Your troop is paying for the cookies, so the troop members should receive the benefit of the packages for those rewards. Even if your troop is opting out of rewards, Girl Scouts can still earn Trefoil Rewards and 1,000+ rewards for those cookies.

View cookie packages not yet distributed to Girl Scouts:

1. Click on Girl Orders; or click on Cookies, then Inventory in the app
2. Scroll to bottom
3. On the web, the Difference line will show what’s left; on the app, it’s the bottom number on Inventory
4. If the number is negative (-), you still have cookies that should be moved; if it’s “0”, you’re all set; if it’s a positive number, you’ve moved more cookies to girls than your troop received and may need to make some adjustments
5. To move cookies to Girl Scouts, follow the Recording Additional Cookies Given to a Girl Scout steps from pg. 42. Be sure to include a comment/note about what the cookies are, i.e. extra troop cookies

MENU

Troop 2425

Inventory			
< Back			
PTY	7	7	0
Adventurefuls	22	108	-86
Lemon-Ups	65	72	-7
Trefoils	40	36	4
Do-Si-Dos	3	36	-33
Samoas	9	36	-27
Tagalongs	19	36	-17
Thin Mints	179	192	-13
S'mores	32	0	32
Toffee-tastic	2	12	-10
TGOC	0		
Total	0	535	-535

WRAPPING UP COOKIES CHECKLIST

- ☐ Make sure Girl Scouts received all cookies needed for their Digital Cookie Girl-Delivery orders
- ☐ All non pre-order cookies given to a Girl Scout are recorded in eBudde
- ☐ All order sheet cookie money is collected and deposited
- ☐ All cookie booth sales are recorded in eBudde
- ☐ All remaining cookie inventory in eBudde is transferred to members of the troop, even if unsold
- ☐ Troop members have shared their reward choices with you to update in eBudde



SUBMIT TROOP'S FINAL REWARD ORDER

In eBudde, you will need to make sure all reward selections have been made where Girl Scouts had choices and sizing selections.

After March 23, you will not be able to make changes yourself and must reach out to your Neighborhood Cookie Manager or the Answer Center by March 25 for assistance.

1. Click on Rewards in eBudde or Menu>Rewards in the app
2. Click View or click on Final Reward Orders in the app to see how many rewards each Girl Scout has earned. If there is text in red next to a name, it means there is a reward selection that still needs to be made. Click on the Girl Scout's name to view the sales data and rewards. You can enter a size or reward selection here.
3. Once all selections have been made, go back to your main rewards screen and click Fill out. Scroll down to review the rewards one last time.
4. Click Submit Reward Order
5. Export/print/save your troop's rewards reports to refer to when distributing rewards when they come in



Troop Rewards Order Forms

Initial Rewards Order

View

Fill Out

Girl Rpt

Final Rewards Order

View

Fill Out

Girl Rpt



Troop
2425



Rewards

Initial Reward Orders

Final Reward Orders

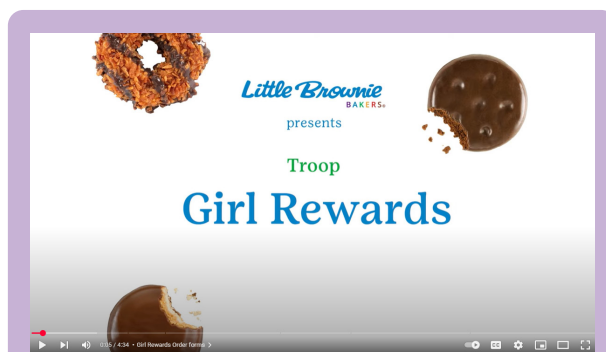
Values shown above are current values

GIRL ORDERS:

Juliette G.	Nothing submitted yet
Sally G.	Nothing submitted yet

TROOP ORDER:

Box Level	Quantity	Reward
20	0	Action Patch
130	0	Patch, 2024
290	0	One Trefoil
510	0	Two Trefoil Rewards
1000	0	Three Trefoil Rewards
2000	0	Expert Entrepreneur Rewards 2000 Level (pick 1) 0 Fashion Package 0 Girl Scout Denim Jacket/Pair of Converse 0 Fashion Program Experience 0 Beats Studio Buds
2500	0	Expert Entrepreneur Rewards 2500 Level (pick 1) 0 Cooking Class+Guest/Fitbit Smartwatch 0 Cooking Class for Girl Scout& Guest 0 FitBit Smartwatch 0 Electric Self-Balancing Scooter
3000	0	Expert Entrepreneur Rewards 3000 Level (pick 1) 0 Grl Wolf Lodge Kansas Cty (Brownie-Amb) 0 Glamping Exp/Luggage (all ages) 0 Electric Bike (Cad, Senior, Amb)



EBUDDE VOLUNTEER TRAINING: GIRL REWARDS

vr.girlscoutsem.org/GirlRewards



FREQUENTLY ASKED QUESTIONS



COOKIE FAQ

General

Why do I have so many order sheets?

Each Girl Scout should receive one order sheet at the start of the program. Once they turn in their pre-order to you, give them a second sheet to track additional orders during the rest of the program. You can easily make or print additional copies if you need more.

If there is a weather delay or last-minute issue affecting cookies, how will we be informed?

If there is a major, unexpected change to the Cookie Program, customer support will be available for extended hours to answer questions. If there is an issue that may affect cookie pickup, booths, etc., we will inform you via email and Rallyhood. If it is a last-minute update, we will also send a text message to the phone number listed in eBudde.

Packages and Cases: How Many Cookies?

Cookie packages have varying numbers of cookies depending on variety. Each package of cookies comes in a case of 12 packages. When submitting your troop pre-order, your order will automatically round up to full cases of 12, typically providing troops a few extras to fulfill later orders.

What do I do if my troop has extra cookies?

Troops may not return or exchange cookies, unless otherwise stated. While troops should order wisely so as not to end the season with extra cookies, things happen. eBudde has a Cookie Exchange feature where troops can list extra cookies for another troop who may need them. Your local cookie cupboard manager may be able to assist, especially if they know a troop that needs something they are out of. Be sure to provide a list of what your troop still has to the families so they have the option to purchase additional cookies. Girl Scouts may continue selling the cookies (at \$6) through the package Use or Freeze By date to recoup the funds. However, the troop is responsible for payment for the cookies at the April ACH withdrawal.

If I need extra cookies for my troop, can I buy them from another troop?

Troops should never sell cookies to another troop that needs certain varieties. Inventory between troops should always be transferred using the eBudde troop transfer transaction. This allows for accurate financials in the system, ability to credit the packages to your troop members and for them to earn rewards from the packages. Plus, your troop would end up losing money if you purchase directly—you'd pay the entire \$6 instead of keeping any proceeds.

How do I get extra cookie materials?

If you need cookie materials, please check with your Neighborhood Cookie Manager first. If they are out, you can request materials at tinyurl.com/bdf57tn7.

Does Rallyhood have an app?

Yes! You can use Rallyhood through the website or the app available in your app store.

If someone is a Troop Cookie Manager for more than one troop, how will their logins work?

Both eBudde and Digital Cookie allow a volunteer to easily switch between roles with a single login. In eBudde, click the troop number on the left side of the screen to change troops. In Digital Cookie, they will have a dropdown menu on the upper right to change roles.

Digital Cookie

How do I handle Digital Cookie delivery orders that come in after our troop submitted our pre-order?

We advise you to communicate to the parents/caregivers that they need to treat those orders (which must be pre-approved) like a late in-person order. Give parents/caregivers a deadline each week to turn in their additional orders and set clear expectations on when you will pick up cookies from the cupboard. Remember, you also have the option to set other volunteers in your troop as designated cupboard pickup users in eBudde.

You can then provide cookies to the Girl Scout from any extras the troop has or by securing additional cookies from a Cookie Cupboard. Use a receipt and enter that you gave the cookies to the Girl Scout in eBudde.

To avoid unfulfilled orders at the end of the season, we do recommend you review the Girl Orders tab in eBudde throughout February-March for any Girl Scout with a negative balance. This would indicate an online, girl-delivery order that may not have been filled yet. Catching these regularly can help to ensure access to cookies to fulfill any missed orders and to ensure customer satisfaction.

Why don't I see the troop site girl-delivery orders on my troop's initial order tab?

Only girl-delivery orders for Girl Scouts will feed into the troop's pre-order. Any cookies the troop needs to fill a girl-delivery order placed through the troop site must be filled through troop extras.





Can I turn off the girl-delivery option for my troop in Digital Cookie?

For the entire troop, council must inactivate the option in Digital Cookie. This may be requested after Feb. 2. A Girl Scout’s parent/caregiver can turn it off for their Girl Scout in Digital Cookie after Jan. 31.

Will there be any changes in shipping costs through Digital Cookie?

Shipping costs through Digital Cookie are based on the national contract that GSUSA reaches with their shipping partner. We’re happy to share that shipping rates are slightly less for the 2026 season. Digital Cookie is unable to ship to international addresses. There is a \$5 surcharge for shipping to Hawaii, Alaska, Puerto Rico, APO/FPO/DPO, Guam and US Virgin Islands.

Packages		Shipping Costs
4	8	\$12.99
9	12	\$14.99
13	20	\$27.98
21	24	\$29.98
25	32	\$42.97
33	36	\$44.96
37	44	\$57.96
45	48	\$59.96
49	52	\$72.95

When will cookies ordered during the beginning of the program ship or be delivered?

Digital Cookie orders for direct ship will begin processing immediately after the order is placed and is fulfilled the next business day. Cookies for girl-delivery are expected to arrive mid-February.

A customer has an issue with a shipped order through Digital Cookie. Can they cancel that order? Whom should they reach out to?

Shipped orders begin processing immediately after the order is placed and often there is not a long enough window between placing the order and leaving the warehouse to cancel the order. Girl Scouts of Eastern Missouri cannot cancel, adjust or otherwise change shipped Digital Cookie orders. Inquiries related to shipped Digital Cookie Orders must be directed to the Digital Cookie customer service team: digitalcookie.girlscouts.org/help/customer. Customers and Girl Scouts will be able to see information about shipped order status and tracking through Digital Cookie and the order confirmation.

If a Girl Scout had a Digital Cookie site last year, will the login be the same? How do we set up the girl’s storefront?

Digital Cookie sites need to be set up new each year. Girl Scouts will receive an email to set up their site and create a password for this year. If they don’t receive that email, please visit vr.girlscoutsem.org/cookiesellers for information and link to the site. As long as a Girl Scout is using the same membership ID, the customer list from the prior year should roll over to the next season and the QR code should be the same.

If a Girl Scout registered late, can she still set up a Digital Cookie site?

Girls can participate in the Cookie Program at any point during the program. New troops and girls will be uploaded into eBudde and Digital Cookie throughout the season. They can also contact us to have them added to eBudde and to receive the setup email from Digital Cookie. Please contact the Answer Center at answercenter@girlscoutsem.org for assistance.

How does the Digital Cookie troop site work? Where are those sales counted? How/where do we set up our troop storefront?

Digital Cookie continues to include the option for a troop to set up a troop site. Many troops that utilize these sites receive “bonus” orders from customers in their area, and it allows the troop to use the app for accepting credit card payments at a booth. A troop site looks like a girl’s site but functions separately from any girl’s individual site. The troop site account can be used for things like cookie booth pickup orders and the Digital Cookies credit card payment at booths. The shipping link for any troops that set up their troop site will be included through the Girl Scouts USA National Cookie Finder starting Jan. 6. Sales that come in through the troop site, which is not intended to be a replacement for normal troop cookie activities, will need to be transferred to individual girls in eBudde, like a regular booth.

The troop site shows up under the “parent” side of the troop volunteer’s Digital Cookie account. When logging in or at the top of the page from their dashboard, they will have a drop down menu to choose between “Parent” and “Troop xxxxx”. When acting as the Troop, they will be able to access the details on girl sales, girls who have orders to approve and troop reports. When acting as Parent, they will be able to set up the site for their own Girl Scout(s) and/or for your troop site. All sales links (including the troop site) live on the girl/parent side of the platform so are connected to the parent half of their login.

When they log in as the troop user, on the left side of your screen there will be a Start button to activate the troop site. Once activated, access the troop site like you would your own Girl Scout’s Digital Cookie page, finish the setup process and click to publish. Remember to let the girls help set up the site and share their cookie goals. The site can be updated as the season goes on, just like a girl’s link.





When caregivers enter their paper order sheet totals in Digital Cookie, do they receive a confirmation of their entry? Where is there more training on entering paper order sheets in Digital Cookie? Do Troop Cookie Managers need to approve order sheets entered in Digital Cookie?

Information on how to enter the paper order totals for the pre-order in Digital Cookie is available through vr.girlscoutsem.org/cookiesellers. Troops do not need to approve anything on the Digital Cookie side, but they must review and approve/edit those totals in eBudde before they will be added to the troop's pre-order. Full instructions on this are available online.

Where can we find the link to send out to family/friends to sell cookies?

During set up of their Digital Cookie sites, girls can enter the email addresses of friends and family and set up marketing emails to send when their site goes live. For girls who have set up and published their site, beginning Jan. 6 on their home page will be a unique site code they can copy and paste to share via social media, text or a personal email. There will also be a QR code.

Do orders on individual girl Digital Cookie links need to be approved by a caregiver?

Orders on individual girl Digital Cookie links must be approved by caregiver when a customer chooses the girl-delivery option. Approval must be completed within five days or the order will default to the customer's chosen backup- donation or cancellation. Caregivers will receive one reminder email each day the message is pending approval. These messages go out at a specific time each night, not immediately after an order comes in. Many times, the caregiver already approved the order by the time they receive the first notice. Troop Cookie Managers can see which girls have orders to approve from their Digital Cookie volunteer login.

Whom do we contact if we need to add girls to Digital Cookie or eBudde?

New girls and troops will be uploaded each week throughout the program. To have a girl added more quickly, contact the Answer Center at answercenter@girlscoutsem.org. A girl must be added to eBudde to show up in Digital Cookie.

Does Digital Cookie have a mobile app? Can I access all accounts (girl/caregiver and adult volunteer) from the Digital Cookie app? Can you set up a site from the app or does it need to be done online?

The Digital Cookie app is available through your mobile device app store. The app is only for girl/caregiver-side accounts (including the troop site). The app only works beginning Jan. 6. Accounts and girl sites must be set up through the website starting Jan. 5; they cannot be set up through the app.

Can Troop Cookie Managers change girl links in their troop to be direct shipping and donation only?

Girl links will automatically be set to include girl-delivery through the pre-order period. Beginning Jan. 31, a Girl Scout caregiver may inactivate the girl-delivery option on their Girl Scout's account under My Cookies. They may also close their Girl Scout's Digital Cookie store for any sales, if so desired.

Cookie Booths

What is a Cookie Booth?

Generally, it's a table set up by Girl Scouts at a business or other approved public location to sell Girl Scout Cookies directly to the public.

Why should our troop have a Cookie Booth?

Cookie booths allow Girl Scouts to reach customers they might not have been able to reach through door-to-door sales, and they can sell a lot of cookies in a short amount of time. Booths also help Girl Scouts develop skills, including money management. Plus, it's fun and lets the troop get creative! Cookie Booths are one of the most highly-rated experiences during the Cookie Program, and tend to create the most lasting memories.



How do we sign up for a Cookie Booth?

Troops can sign up in eBudde for a council-scheduled booth site, or you can contact a business in your neighborhood to set up a booth. You can reserve council-scheduled booths starting Jan. 28.

What is a council-scheduled Cookie Booth?

Council-scheduled booths include partners like Schnucks, Dierbergs, Walmart, Sam's Club, Walgreens, Five Below, and Lowe's and are scheduled by Product Programs staff. These booth partners should not be contacted by individual troops for booths and certain locations may not be available.





How do we get cookies for a Cookie Booth?

When you submit your pre-order, your order automatically rounds up to full cases of any given variety (12 packages/case). This means your troop will likely have some extras and can use those extras at cookie booths. Some troops also choose to order booth extras with their pre-order so they do not have to go to a Cookie Cupboard before their first scheduled booth. This is especially helpful/crucial if you have a cookie booth the first booth weekend.

If you do not have extras from your pre-order, you can order and pick up cookies from a Cookie Cupboard, which open Feb. 20 around the council.

How many cookies should we order for a booth?

The number of cookies needed for a Cookie Booth varies a lot depending on business, location, weather, day of the week, etc. In some areas, peanut butter varieties sell better than others. In general, we recommend at least 25% of your booth cookies be Thin Mints and that you avoid having too many Toffee-tastic. On average in 2024, cookie booths reported in the eBudde Booth Recorder averaged 153 packages sold. The Friday and Sunday average was 148 and Saturday averaged 160. It's always better to order conservatively and run out, than to order too many and be unable to sell them. If you are close to running out at a booth, and you still have a lot of time left, you can always try to send an adult to a nearby cookie cupboard to get more. You can always ask other troops how they did at certain booths in prior years. The Product Programs team has historical cookie booth data available at vr.girlscoutsem.org/BoothData. or in the Cookie Booth Playbook online.

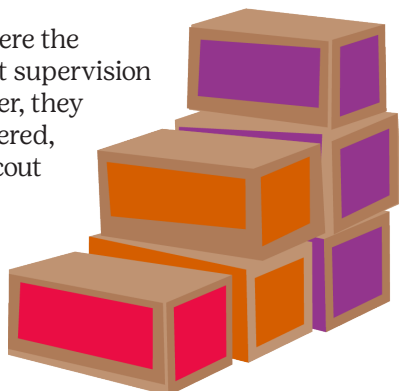
Can an individual Girl Scout run a Cookie Booth?

This year, individual Girl Scouts are permitted to run a Cookie Booth that is not just a cookie stand at their home. Please refer to the individual booth guidelines in the Cookie Booth Playbook online for more information.

How many Girl Scouts and adults need to be at a Cookie Booth?

For troop Cookie Booths, there must be two adults and 2-4 Girl Scouts. Both adults must be registered Girl Scout members and be background-checked and free from any financial restrictions from GSEM. The only exception to this would be that if a troop has a booth with just two Girl Scouts and their own parent/caregiver is supervising them and there are no other adults at the booth.

For an individual booth, where the Girl Scout is under the direct supervision of their own parent/caregiver, they are not required to be registered, background-checked Girl Scout volunteers.



Project Thank You Donation Program

What is Project Thank You?

Project Thank You, our product programs donation program, occurs each fall with Treats & Reads and in the winter/spring with the Girl Scout Cookie Program. Customers can choose to donate product for \$6. For each donation, we will gift a nut/candy product or a package of cookies to our nonprofit partners. Partners include USO of Missouri, serving military personnel, veterans and their families; and Operation Food Search, a hunger relief organization.

Talk to your Girl Scouts about including Project Thank You in their sales pitches to customers. Consider a donation drive or a donation specific goal for your troop. Girl Scouts can earn Project Thank You rewards—check out the order sheet for more details.



How does a customer purchase a cookie donation?

For in-person orders, those should be indicated on the "Cookie Packages Donated" line on the order sheet, then entered in eBudde on the PTY line. In Digital Cookie, the customer chooses the donation option, enters how many packages to donate (they don't choose varieties). All donation orders through Digital Cookie automatically go toward the Project Thank You program.

How do we get cookies to fulfill Project Thank You donations?

The good news is that we handle it! These donations are completely virtual, meaning your troop never has to get the cookies to fulfill the orders; you just need to be sure they are part of your Girl Scouts' orders in eBudde.

What is the difference between Project Thank You and Troop Gift for Caring?

For Project Thank You donations, no cookies are ever handled by the troops. Council takes care of all that; the troop gets the sale and proceeds; the Girl Scout gets rewards credit. All Digital Cookie donations are Project Thank You.

Troop Gift of Caring (TGOC) is a donation option troops can use if they have selected their own charity to receive cookies. The troop must ensure they have cookies to fulfill these donations, and is responsible for delivery of the cookies to the charity. Troops using TGOC should fill out the eBudde tab with the charity information. Troop earns proceeds from these sales. Girl Scouts who sell TGOC will earn package credit for rewards, but TGOC is not eligible for Project Thank You rewards.



Pre-Order Cookies

What if I have a caregiver who says they need more cookies than what I submitted for them with our troop's pre-order?

When distributing troop's pre-ordered cookies to your Girl Scouts, only give them what shows up for their name in the Initial Orders tab in eBudde. If a caregiver says they are owed more because of Digital Cookie orders, wait to fulfill those additional orders until you have given all members their pre-ordered cookies. This will allow you to determine what you have as extras and what you need to pick up at a cookie cupboard.

Can I just use my troop's pre-ordered cookies for our first cookie booth?

We do not recommend doing this. It can put your customer orders at risk if you're unable to replenish what you sold at a booth. In addition, it delays delivery of customer orders.

Cookie Cupboards and Storage

Can we return or exchange cookies if we can't sell them?

All cookies a troop receives, whether pre-order or cupboard pickup, are the financial responsibility of the troop; they may not be returned; please only order what you know your troop can sell. The only exception to this is the Cookie Consignment option for the final weekend of the program.

When is the best time to place a pending cupboard order?

Cupboards generally receive restocks later in the week. They tend to be low on stock after booth weekends. During the last couple weeks of the program, inventory is lower to avoid excess cookies once the program has ended. To assist with inventory planning, pending orders should be placed earlier in the week for pickup later in the week; try to avoid placing orders with pickup times more than a week out.

How do I find out what cookies a cupboard has in stock?

Some cupboards turn off all cookie varieties for orders while they await their restock, check cupboard notes in eBudde for updates. If a cupboard shows an X over a variety, it's not available to order at that time.

How will I know when my cupboard order is ready for pickup?

Once you place a pending cupboard order, you will not receive communication from the cupboard to confirm your order availability. While inventory should be available, it is not a guarantee your order will be waiting for you. A pending order is like a tentative order, and it's required to secure your pickup appointment. Assume your cookies will be there at your scheduled time unless you hear differently.

Is it okay to contact a Cookie Cupboard to get cookies even if they don't show open hours?

Please pick up cookies at your scheduled time and respect the cupboard manager's posted hours and communication preferences. Remember, they are volunteers, too!

What happens if I miss my pickup time?

Pending orders that are not picked up within 24 hours after the scheduled time will automatically be canceled unless other arrangements have been made with the cupboard manager.

Can I just get my troop's pre-order cookies from a cupboard?

Pre-order cookies for the troop may not be picked up from a Cookie Cupboard.

Do troop leaders and cookie managers need to enter all caregivers as cookie pickup volunteers?

Only those caregivers who help pick up cookies at a cookie cupboard need to be listed as pick up volunteers. Trusted adults can also be added to this role throughout the season as the need arises.

Credit Card Options

Does the troop have to cover credit card processing fees?

No, Girl Scouts of Eastern Missouri will cover the fees associated with the Digital Cookie in-hand option, most commonly used to accept credit card payments at booths.



QUESTIONS? CONTACT YOUR COOKIE SUPPORT TEAM!

Neighborhood Cookie Manager (NCM)

Name: _____

Email: _____

Phone: _____



Find the contact info for your Neighborhood Cookie Manager on your eBudde dashboard, listed as Service Unit Contact.

BRAVE. FIERCE. FUN!

NEED HELP?

- Contact your Neighborhood Cookie Manager
- Girl Scouts of Eastern Missouri Answer Center: answercenter@girlscoutsem.org or 314.400.4600
- Digital Cookie Customer Order Support: digitalcookie.girlscouts.org/help/customer
- Weekly Girl Scouts Product Program Message emails that provide important news, reminders and instructions
- Cookie Bites Learning Modules at vr.girlscoutsem.org/CookieVol
- Cookie Manager Rallyhood site: rallyhood.com/39880, connect with other volunteers
- New! Cookie Volunteer Tipsheets at vr.girlscoutsem.org/CookieVol