2023-2024 Girl Scout Cookie Program ${ }^{\circ}$

## Troop Cookie Manager Manual

 LittleBrownie.com
Check out cookie resources on the baker's new website

Girl Scouts ${ }^{*}$ Cookie Rookies Video
Show first-time entrepreneurs how it's done

Girl Scouts ${ }^{\text {Cookie Captains Video }}$
Inspire seasoned Girl Scouts to share their ideas

# OWNYOUR IIASt' 

Whether they're a social butterfly, creative thinker, or strategic innovator, every Girl Scout entrepreneur has their own kind of magic. And Girl Scout Cookie Season is the perfect time to harness that magic and achieve their goals!

The information in this guide was crafted to help you empower each and every Girl Scout - from newcomers planning their first cookie booth to seasoned pros upgrading their digital strategies.

There's no limit to what Girl Scouts can achieve with your help, and we know you're excited to get started. So go ahead, own your magic!

## Three cheers for our volunteers!

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


## Welcome Troop Cookie Managers

## Volunteer Responsibilities

## First things first! Make sure you:

- Are a registered Girl Scout adult volunteer
- Have completed a criminal background check
- Honor and live by the Girl Scout Promise and Law
- Follow all policies and meet all deadlines

Here's an overview of your role and responsibilities:

## Before the sale:

- Complete training
- Complete the Volunteer Product Program Manager Agreement at https://shorturl.at/lnyD6
- Complete the ACH form at https://shorturl.at/oryGK
- Identify an initial order delivery location with the Service Unit Cookie Manager (SUCM)
- Schedule at least one troop meeting to inform the girls and parents about the financial literacy lessons learned through the Cookie Program

During the sale:

- Verify orders from girl order cards and keep eBudde up to date
- Monitor online sales from eBudde
- Coordinate booth sales
- Arrange cookie pickups from the Cupboards and briefly store cookies until girls pick them up
- Collect money from those picking up cookies, issue receipts and make frequent bank deposits


## After the sale:

- Fill out rewards order in eBudde
- Distribute girl rewards in a timely manner
- Keep troop records
- Celebrate with the girls



## More magic!

## Share the link to the <br> new LittleBrownie.com

Did you know Little Brownie Bakers ${ }^{\circ}$ started making Girl Scout Cookies* in 1973? They've been baking with heart for 50 years now! Join us in celebrating their milestone by checking out their new website.

## One-stop shop for volunteers and entrepreneurs

LittleBrownie.com is filled with tons of materials to help entrepreneurs grow their cookie businesses. Build digital and in-person marketing campaigns with resources like clip art, cookie photography, virtual backgrounds, booth signage and recipes.


Little Brownie

## 2023-2024 Girl Scout Cookies ${ }^{\circ}$

## All our cookies have...

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


## The World's Most Flavorful Lineup



## Adventurefuls ${ }^{\text {a }}$



## Lemon-Ups ${ }^{*}$

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

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

## Samoas ${ }^{\circledR}$ - Real Cocoa <br> - Real Coconut

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


Girl Scout
S'mores


## Trefoils ${ }^{\circ}$



## Tagalongs ${ }^{\circ}$ : Real Cocoa <br> - Real Peanut Butter



Toffee-tastic• • No Artificial llavors Guvenfert

Rich, buttery cookies with sweet, \$6 crunchy toffee bits
Approximately 14 cookies per 6.7 oz . pkg.
(1)D


Little Brownie

## Inspire cookie entrepreneurs

## Skills they build

The Girl Scout Cookie Program ${ }^{\circ}$ helps Girl Scouts develop real-world skills in five essential areas:

Goal Setting
Girl Scouts learn how to set goals and create a plan to reach them. How you can help: Encourage them to set incremental, achievable goals. Work with them to break down their goals into small, frequent wins, like weekly challenges.

Decision Making Girl Scouts learn to make decisions on their own and as a team.
How you can help: Talk about how they plan to spend the troop's cookie earnings.


## Good for Girl Scouts, good for the planet!

Packages of Samoas now have reduced plastic packaging, and cases of Thin Mints use 26\% recycled content (and 18\% less packaging material).


## Inspire cookie entrepreneurs

## Cookie business badges

Entrepreneurs can earn these official Girl Scouts recognitions by completing requirements that help them develop new business skills.

Learn more at girlscouts.org!


## Getting families involved

Families can support their Girl Scouts as they learn the five skills and think like entrepreneurs. With the encouragement of their family, there's no stopping a Girl Scout!

Inspire families to get involved by reviewing these resources:

- Cookie Program Family Meeting Guides
- Cookie Entrepreneur Family Pins



## Market their business online

## Your \#1 strategy

Girl Scouts can expand their customer base by promoting their cookie business online. Here are a few ways they can take their digital marketing to the next level.

- Digital Cookie: Personalize their site by uploading weekly videos. Offer cookies through direct shipping or in-person delivery.
- Social Media: Create a digital marketing campaign to stand out and spread the word to far-away family and friends. For tips and best practices, visit Digital Marketing Basics on LittleBrownie.com.
- Text or Call: Reach out to customers who may not be online and follow up for reorders.



## Find ready-made graphics, announcements and other digital resources:

Find inspiration on social! Follow and share posts to kick-start a digital campaign.


Girl Scouts ${ }^{*}$

## Safety resources

Girl Scouts and their caregivers must read, agree to and abide by the guidelines linked below before engaging in online marketing and sales efforts through the cookie program. You can also ask your council about the Volunteer Essentials and Safety Activity Checkpoints. These include basic facts, forms, tips and more!

## - Girl Scout Internet Safety Pledge

- Digital Cookie Pledge


## Market their business in person




## Share the magic, face-to-face

If your troop is planning in-person cookie events, there are lots of ways they can creatively rise to the occasion!

- In the Neighborhood: Girl Scouts can stay local and ask their neighbors to buy cookies using their cookie order card.
- Cookie Stands: Entrepreneurs can set up shop in front of a residence or private property and market their cookies to customers who live nearby.
- Cookie Booths: Preapproved locations like grocery stores, banks, malls or even parking lots are great places to set up a booth and connect with cookie lovers:
*Cookie booths must be coordinated by Troop Cookie Managers, may only happen at councilapproved locations and must be legally open to, accessible, and safe for all girls and potential customers. For more details, talk to your council and visit girlscoutcookies.org/troopleaders.


## Cookie menu lanyard

On-the-go Girl Scouts will love these handy Girl Scout Cookie" menus!

They fit easily into plastic holders on lanyards so they're protected from all types of weather. Entrepreneurs can wear them at booths and encourage customers to scan their QR code to go to Digital Cookie: It's especially handy if booth inventory in a certain variety is running low!

Girl Scouts can also pop them into their backpacks for customers to scan anytime.

Lanyard inserts can be personalized with marketing messages and cookie prices.


## Girl Scouts of South Carolina Mountains to Midlands 2024 Cookie Program Rewards

My Personal Goal:
 AND Lottie the Mini Plush For cookie orders taken from January 8th - January 24th 300+ pkgs


Cookie Boxes Charm Gift of Caring

24+pkgs


S'Amazing Apron 10\% over last year



aneation

Living that cookie life T-shirt PGA 350+
shirts for each girl selling plus 2 volunteers


## eBudde ${ }^{\text {wI }}$ basics

## A must-have for Girl Scout Cookie" volunteers

The eBudde cookie management system offers calendar reminders, reports, training, and much more - on either your desktop or mobile device. It's also where sales are recorded so Girl Scouts get full credit for their hard-earned rewards.

Quick tips to get you started:

- Download the eBudde app
- Once you've been added to the system, you will receive an email with a link and login information from do_not_reply@littlebrowniebakers.com
- Set up your troop - review your roster, enter your troop's package goal and individual goals, and edit your troop's reward settings
- Explore the dashboard on both the desktop and app versions, where you'll find messages, links to tools and resources you'll need throughout the season
- Visit the eBudde Help Center for any questions related to tech and training

Visual learner?
There's a video for that on the Little Brownie Bakers ${ }^{\circ}$ YouTube channel! Check out this playlist for step-by-step eBudde training videos.


## Helpful information

## Where the money goes

Girl Scout Cookie" fans are especially eager to support Girl Scouts when they have a clear picture of where the money goes. Help them see how proceeds stay local, powering amazing year-round experiences for local Girl Scouts and preparing them for a lifetime of success.

## The breakdown

Earnings are based on PGA, or Per Girl Selling Average. The higher the PGA, the more troops earn!
57\% Council-sponsored programs, events, priorities, training and other support
23\% Girl Scout Cookies ${ }^{*}$
4\% Rewards

## 16\% Troop Earnings

Cookie proceeds fund programmatic council experiences, and troops can earn between $\$ 0.65$ and $\$ 0.96$ per package sold.


## Cookie varieties

Core:


Thin Mints


Samoas


Tagalongs ${ }^{\circ}$


Trefoils ${ }^{\circ}$


Do-si-dos


Lemon-Ups


Adventurefuls ${ }^{\circ}$


Girl Scout S'mores ${ }^{\circ}$

Specialty:


Toffee-tastic ${ }^{\circ}$

## Volunteer action plan

The first step to a successful Girl Scout Cookie Season is to plan for it. Use the space below to map out the information you need to support entrepreneurs as they own their magic!


## Resources at a glance



All resources can be found at girlscouts.org/cookieresources

About Girl Scout Cookies ${ }^{*}$
Troop Leader Resources
Cookie Business Badges
Cookie Entrepreneur Family Pin
Digital Cookie ${ }^{\circ}$

## Girl Scouts' safety guidelines

One of the most essential steps you can take to have a magical season is to review all safety guidelines with troop members and their caregivers.

- Practical Tips for Parents
- Safety Tips for Product Sales
- Your Council's Volunteer Essentials and Safety Activity Checkpoints

For more information visit: girlscouts.org/cookieresources


Found at LittleBrownie.com

Digital Marketing Basics
FAQs and Nutrition Information
Girl Scouts ${ }^{\circ}$ Cookie Captains and Cookie Rookies
Social Media Tools and Graphics
Own Your Magic Resources
Resources for Girl Scouts to Grow Their Cookie Businesses
Cookie History

## Need Inspiration?

Find us on Pinterest for quick, easy and exciting ways to make the Girl Scout Cookie Program a success.

Follow us on social for shareable cookie content!


## 2024 Cookie Program Dates

| January 8 | Girl Scout Cookie Program begins |
| :---: | :---: |
| January 22 | Initial order period of Girl Scout Cookie Program endsGIRLS CONTINUE TO TAKE ORDERS |
| January 22 at 8:00 p.m.January 23 at 7:00 p.m. | Round 1 of council managed booth selections |
| January 23 | Girl orders due to Troop Cookie Manager |
| January 23 at 8:00 p.m.January 24 at 7:00 p.m. | Round 2 of council managed booth selection |
| January 24 | Initial order, Early Recognition order, Troop Base Proceeds, Delivery Station information, Parent Permission Slips, ACH forms |
| January 24 at 8:00 p.m.January 25 at 7:00 p.m. | Round 3 of council managed booth selections |
| January 25 at 8:00 p.m.January 26 at 7:00 p.m. | Round 4 of council managed booth selections |
| January 27-March 10 | Council managed booths open first come, first served |
| February 11 at 11:00 p.m. | First Planned order due in eBudde |
| February 12-15 | Cookie delivery to Troops and SU |
| February 16-18 | National Girl Scout Cookie Weekend |
| February 16-March 10 | Direct/Cookie Booth Sales |
| February 18 at 11:00 p.m. | Second Planned Order due in eBudde |
| February 25 at 11:00 p.m. | Third Planned Order due in eBudde |
| February 26 | Deadline to notify the council if need to adjust ACH draw for February 29 by emailing customercare@gssc-mm.org (new troops or urgent matters only) |
| February 29 | 60\% OR MORE of troop's initial order (amount due to council) will be pulled from troop account by ACH |
| March 3 at 11:00 p.m. | Fourth Planned Order due in eBudde |
| March 10 | In-person Girl Scout Cookie Program (Girl Delivered \& Booth Sales) Ends |
| March 11 | Girl money due to Troop Cookie Manager |
| March 12 | Girl Scout Birthday! |
| March 12 | Deadline to notify the council if need to adjust ACH draw for March 15 by emailing customercare@gssc-mm.org (new troops or urgent matters only) |
| March 15 | Final ACH draw for balance due |
| March 16 | Main recognition order submitted in eBudde |
| March 26 | All troop final paperwork due to SUCM |

## Cookie Booths

A cookie booth is set up by a Girl Scout troop to sell Girl Scout Cookies directly to customers who were not solicited during door-to-door sales. Booth sales begin February 16.
The council will arrange cookie booths at select businesses to ensure fair and consistent procedures/guidelines are given to all troops throughout the council's 22-county jurisdiction. The list of these businesses will be provided to the Service Unit Cookie Managers. Troops and Service Unit Booth Sale Coordinators are not to contact these businesses unless requested by council staff. Some businesses may not be on the list at the opening of the process but will be added as confirmation is received.

Occasionally, businesses will cancel even after confirming. You will be notified by the product program department if a business cancels a council managed booth. If you have scheduled a council managed cookie booth that is cancelled, your Service Unit Cookie Manager can help you to find another booth opportunity. If you can't hold a scheduled booth, you must also release it in the system, allowing other booths to pick up the booth if they would like to do so.

If you have a public place where you would like to set up a cookie booth, contact your SUCM to assist you. DO NOT solicit a booth on your own. The SUCM will solicit the booth to ensure that businesses/retailers are not inundated with requests. This will also ensure that no troop holds a monopoly on a location for the entire sale and that booths are geographically dispersed. Neither parents nor troops may set up booths without going through the SUCM.
If you need cancel your cookie booth, you must cancel at least 24 hours in advance of the booth start time. You must pick up a booth at least 12 hours prior to start time for credit cards to link to that booth. If you pick up a booth less than 12 hours before its start time, credit cards can not be linked to that booth.

Please remember that you are setting an example, not only for your troop but for Girl Scouts as an organization. For more info on booth sales, go to eBudde, gssc-mm.org under Cookies, or girlscouts.org

## Cookie Booth Preparation

## Cookie Booth Tips:

- Have each parent sign a parental permission slip for their girls and have a complete Health History Form for all girls.
- Take a card table and chairs (for adults only).
- Keep booth times age appropriate.
- Take a money box and change (about $\$ 100$ in change consisting of $\$ 20$ in ones, $\$ 40$ in fives, $\$ 40$ in tens).
- Take enough cookies to sell.
- Count packages and money BEFORE and after the cookie booth begins and ends and enter info on a booth tally sheet and place the tally sheet in the cash box (a sample Booth Tally Sheet can be found under Resources at gssc-mm.org). Keep track of girls who worked the cookie booth.
- During the booth sale, write down any packages that are opened for samples on back of tally sheet.
- ALWAYS KEEP money/money box out of sight


## How to have a successful Cookie Booth:

- Bring an adequate amount of cookies by adding average sales by variety from the existing LBB booklet.
- Create an attractive table display to invite customer interest.
- Prepare a troop goal poster and display it at your booth. Customers love to help girls reach their goals! Update the poster as packages are sold.
- DO NOT accept large bills-if you do so, use a counterfeit pen. Your troop will be responsible for any counterfeit bills collected.


## Physical Cookie Booths

## Cookie Booth Tips to Share with Girls \& Parents

- If you are the first troop at a booth sale site, always check in with the store manager before setting up your cookie booth to let them know you are there and to verify you are setting up in the right place.
- Do not ask the place of business for change.
- Make eye contact with the customer and ask, "Would you like to purchase Girl Scout Cookies?" Be prepared to share your troop goal and how proceeds will be used.
- Always thank the customer, whether or not a purchase is made.
- Ask customers on their way out of the place of business. Never badger customers.
- Secure your money to prevent loss and/or theft. Have the Emergency Procedures card on hand. You can get this from your troop leader.
- Troops should purchase a counterfeit detection pen and teach girls how to check for counterfeit bills (DO NOT ACCEPT $\$ 50$ or $\$ 100$ bills).
- The Troop Booth link can be displayed on a poster at the booth instructing customers to order online at that time or while they shop. They pay by credit card-then stop by the booth on their way out of the store for touchless pickup of their order.



## Physical Cookie Booth Basics

- Booth sales shifts are different lengths of time. Please remember that your shift begins at the allotted time and ends at the allotted time. Please plan to pack up your booth 10-15 minutes before your shift is complete so that you are done when your shift is complete.
- Have at least two adults and two girls (buddy system) on site at all times and no more than four girls. NO ADULT-ONLY BOOTHS.
- Adults should be attentive to the girls at all times. Keep electronic devices out of sight.
- Girls should do the selling and handling the money (age-appropriate skill builder). Adults should supervise younger girls.
- If it is raining or very hot, set up a canopy. Do not set up inside the store unless you have permission from the store manager. Dress for the weather and bring appropriate items (ear muffs, hand warmers, etc.).
- Do not keep your car at the booth site. It should be moved immediately after unloading/loading.
- Do not accept checks at cookie booths.
- Credit cards are accepted.
- Girls should never play at the booth, run into the parking lot either to ask customer to purchase cookies or to play.
- Girls should be identifiable as Girl Scouts by wearing a membership pin, official uniform, tunic, sash or vest, or other Girl Scout clothing.
- Keep cookies out of the sun and/or rain.
- CLEAN UP BEFORE YOU LEAVE and take your trash and empty cases with you. Remember, a Girl Scout always leaves the place cleaner than she found it!
- Your troop is financially responsible for all cookies signed out to the troop. If you have problems selling the cookies, please contact your Service Unit Cookie Manager immediately. Do not wait until the end of the sale to inform your SUCM.
- Not Allowed: Pets, tagalongs (younger/older siblings); adults or girls smoking or vaping; or other food or chewing gum.


## Helpful Information

## Cookie Delivery Day

Your SUCM should have announced the date the cookies will be delivered to your area; OR if you are receiving an order of $400+$ cases, you should have received email from the Cookie Delivery Agent (CDA). Please respond promptly to the CDA email notifying you of delivery date/time. If you are unable to receive cookies on the date/time specified by the CDA, please recruit a trusted friend/family member/neighbor to accept the cookies on your behalf.

## Remember

- All initial cookie orders must be picked up/received on delivery day.
- All cookies delivered/picked up and signed for are your troop's responsibility. Cookies cannot be returned.
- Do not accept or sign for any damaged cases of cookies. The delivery agent is responsible for replacing damaged cases if you call it to their attention.
- Count and recount order before signing (you are responsible for all cookies listed on any receipt you sign).
- If you have a combined troop delivery:
- All troops are responsible for that delivery count;
- All troop representatives must sign-off on the delivery ticket, if possible;
- Disperse cookies out to each troop to ensure total and individual count is correct
- Receive individual receipts prior to departing the delivery site

Once girls have received their cookies, they may begin delivering the cookies to customers. Extra cookies may not be picked up at Cupboards until Thursday, February 15.

## Troop Proceeds Structure

Girl Scout troops receive proceeds from the Girl Scout Cookie Program to help cover the cost of Girl Scouting. Troop proceeds are calculated on a Per Girl Average (PGA) of girls selling. The more cookies your troop sells, the more money your troop earns for each box sold.

## Proceeds with Incentives (PGA Based)

| PGA | $\$$ per pkg |
| :---: | :---: |
| $1-274$ | $\$ 0.65$ |
| $275-364$ | $\$ 0.75$ |
| $365+$ | $\$ 0.85$ |

Proceeds Only Option (Available to Girl Scout Cadette, Senior, and Ambassador troops, and multi-level troops who have a majority of older girls in the troop)

## PGA Based:

| PGA | \$ per pkg |
| :---: | :---: |
| $1-274$ | $\$ 0.70$ |
| $275-364$ | $\$ 0.80$ |
| $365+$ | $\$ 0.90$ |

- If the troop chooses to opt out of receiving recognitions, the SUCM must be informed of this choice via email by January 15. This option must be voted on by the girls in the older girl troop and if it is a troop which contains more than one Girl Scout level, the troop must declare their level according to the level of the largest number of girls in their troop
- Once the troop chooses their preferred option, the troop base proceeds plan cannot be changed. However, ALL troops must create a main recognitions order in eBudde to receive patches.
Troop Bonus

| Criteria | \$ per pkg |
| :---: | :---: |
| Renew 80\% of girls \& 80\% of <br> adults in troop by May 31, 2023 | $\$ 0.02$ |
| All paperwork/forms <br> completed on time along with <br> all ACH payments made in full <br> at established times | $\$ 0.02$ |
| 2023 Troop Fall Product <br> participation of at least <br> $\$ 250$ in sales | $\$ 0.02$ |

## Troop Cookie Manager Reward

As a reward, if the troop has a 10\% package increase in sales over the previous year or NEW troops who meet the 300+ Per Girl Average Troop Cookie Managers will receive a gift.

## Conducting a Family Meeting

Try a Sample Agenda
As the Troop Cookie Manager (TCM), you are responsible for informing the girls and parents in your troop about the Girl Scout Cookie Program. Set your informational date and make it FUN! The more fun you make it, the more motivated your girls (and families) will be. When thinking about what you would like to cover during your cookie informational session, remember there may be parents who have never participated in the Girl Scout Cookie Program and some who have participated for multiple years.

## Sample Parent/Girl Agenda

## Benefits of participating in the cookie program

- Five key skills that will serve girls for life: goal setting, decision making, money management, people skills, and business ethics
- Troop proceeds
- Girl recognitions


## Setting troop and individual sales goals

- Work with the troop leader to help girls set a troop goal based on what they want to accomplish with their proceeds
- Encourage girls to set their own goal based on their troop goal


## Safety

- Review Safety Activity Checkpoints and talk about how girls can sell safely


## Important Dates

- Start and end dates
- What's due when (how often money will be collected)
- When cookies will be available
- Initial orders and additional orders


## The Cookies!

- \$5.00 per package for the core varieties
- Gluten Free cookies are available for $\$ 6.00$
- Girls can use eBudde to take orders directly from customers
- Remind parents they cannot return unsold cookies


## Using Digital Tools

- Visit eBudde where girls can enter their goals and register to do online marketing


## Cookie Booths

- Where, when, and how many cookie booths your troop wants to do
- Being courteous and polite
- Booth sale etiquette
- Volunteers needed and their responsibilities


## Cookie Money

- All cookies and money must be signed for by TCM and a parent/guardian
- The parent/guardian signing for the cookies is accepting financial responsibility for those cookies
- All money earned through the Girl Scout Cookie Program is earned by the troop and cannot be held in a girl's name
- Customers can order online and select girl delivery
- They can choose to pre-pay by card or pay at time of delivery (Verify if order has been paid before delivery)


## Procedures for accepting checks

The council recommends that no checks are accepted. If a troop chooses to take checks from friends, family, and/or other customers, we strongly recommend you do the following:

- Checks should be made payable to GSSC-MM
- The following is required: name, address, phone number, and driver's license number along with expiration date and gender from the license. Write in any missing information on the front of the check
- No counter checks or starter checks from newly opened accounts should be accepted at any time
- Deposit checks as quickly as possible If you encounter issues with returned checks, you can reach out to the council for guidance


## Other

- Importance of parent/guardian support
- Don't overcommit when placing an order for cookies
- Cookies for soldiers-Girls selling 24 or more packages of Gift of Caring cookies will earn a charm



## The Initial Order is Due

## Submit your order by January 24 or as specified by SUCM

- Check all caregivers have entered order card by January 22
- Notify Service Unit Cookie Manager (SUCM) of your choice of troop base proceeds plan via email no later than January 24. Troop base proceeds plan cannot be changed after initial order has been submitted
- Submit your girl's initial order and create early recognition order (for girls who earned their 300+ PGA early recognition-earned only between January 8-22)
- Contact information (Troop Cookie Manager and Primary Troop Leader) is correct
- Fill out delivery station information (if 400+ cases) and turn in to SUCM by January 24 or date set by SUCM
- Turn in ALL Parent Permission Forms. Complete the ACH Authorization form at https://shorturl.at/oryGK and upload a copy of a voided check for the troop account or a letter from the bank with all routing info


## Initial Order Delivery

- Depending on SU location, troops with an initial order under 400 cases will either be combined with other troops for delivery in the service unit area, or you will pick up cookies through the initial order drive thrus in Columbia, Greenville, or Spartanburg. More details about this will be available in January.
- Troops with an initial order of 400 cases or more will be delivered to a location of their choice. Troops must provide complete delivery station information (include the address and a brief description of the delivery site as well as contact information, email address and name of the person signing for the cookies) to the SUCM by the initial order deadline
- NO SPECIFIC DELIVERY DATES/TIMES WILL BE ACCEPTED
- NO SATURDAY HOME DELIVERIES.
- Delivery sites must have NO restrictions (time/date/location)


## Initial Order is in-Now What?

- Encourage your girls to continue taking orders!
- Determine how your troop is doing reaching your troop goal. Keep your Troop Goal Chart current as a visual aid to the girls.
- Plan cookie booths for your troop through the service unit or council-managed businesses/retailers
- Prepare to receive your cookies at your selected delivery station
- Plan for help from parents and have sufficient vehicle space to transport cookies safely


## Planned Orders

Planned Orders are required when picking up cookies at the Cupboards (except Saturdays-variety based on availability).

## What is a Planned Order?

A planned order allows troops to pick-up orders at a predesignated day and time at a specific Cupboard location. Planned orders are guaranteed available with the stipulation that delivery trucks are able to re-stock the Cupboards. Please keep in mind that supply chain issues and weather from all over the state AND country can affect delivery time. Troops that DO NOT place a planned order must wait until Saturday to pick up cookies. There are no guarantees on cookies available at the Cupboard on Saturday. Saturday availability is first come, first served.

Troops are not financially responsible for planned orders until they have been picked up and receipted. Planned orders that are not picked up will not be available on subsequent days.
Planned orders must be entered into eBudde by the designated date/time in order to guarantee availability of cookie varieties at the Pods/Trucks. Planned orders that are not picked up will be returned to inventory.
All Cupboards will not be open for all planned order dates. Please note, some Cupboards in outlying areas may close before the end of the sale. Please check eBudde for available Cupboard Orders.

There are four (4) Planned Order dates. Planned Orders must be entered by 11:00 p.m. on the dates below:

Sunday, February 11
Pickup: Thursday, February 15, OR Friday, February 16
Sunday, February 18
Pickup: Thursday, February 22, OR Friday, February 23
Sunday, February 25
Pickup: Thursday, February 29, OR Friday, March 1

## Sunday, March 3

Pickup: Thursday, March 7, OR Friday, March 8 (Last chance for a Planned Order)

Planned Orders are NOT required for a Saturday pick-up.

All 10 council-wide cupboards with addresses will be listed in eBudde for planned order section.

## Cupboard Locations \& Hours

## Cookie Pick-up Authorization Card

Cookie Authorization Cards can be found at gssc-mm. org under Cookie Resources. Cookie Authorization Cards are used as an identifier when a troop representative is picking up cookies at the Cupboards. You, the Troop Cookie Manager, must fill out one Cookie Authorization Card for yourself as well as one card for a designated volunteer (Troop Leader or other registered, designated adult).

The Cookie Authorization Card and photo ID must be presented at all times when picking up cookies at the Cupboards. Cookies will not be given out to anyone without this proper documentation. Authorization Card must be filled out completely and accompanied by a photo ID.

## Columbia, Greenville, and Spartanburg <br> (Other locations are set by Volunteer Cupboard Manager)

| Day | Time |
| :---: | :---: |
| Thursday | 12:00-5:00 p.m. |
| Friday | 8:00 a.m.-5:00 p.m. |
| Saturday | 8:00-11:00 a.m. |

Cupboards are run by a volunteer just like you. Please be courteous and respect their hours as they are BY APPOINTMENT ONLY (DO NOT just show up at a Cupboard without having made an appointment). Please contact your SUCM or visit eBudde to find your nearest Cupboard location.

Cookie pick-ups may be delayed while the Cupboard is being restocked. Please be patient while the cookies are unloaded and inventoried. Cookies will not be dispersed while the Cupboard is being loaded or counted.

How many cases can my car carry?

| Car Type | Approximate Cases | Car Type | Approximate Cases |
| :---: | :---: | :---: | :---: |
| Compact car | 23 cases | Station wagon | 75 cases |
| Hatchback car | 30 cases | Minivan | 75 cases |
| Standard car | 35 cases | Pickup truck | 100 cases |
| SUV | 60 cases | Cargo van | 200 cases |

Council Cupboard Location

Cathy Novinger Girl Scout Leadership Center 1107 Williams Street Columbia, SC 29201 Back Lot

Camp Mary Elizabeth 330 Scout Drive
Spartanburg, SC 29301 Parking Lot

## Greenville Service Center

3 Independence Point Greenville, SC 29615
Near entrance of Building 3

## Cookie Drive-Thrus

We are excited to announce a new way to pick up your Girl Scout Cookies: a Cookie Drive-Thru. If you are members of the listed SUs, you will pick up your troop cookie orders (if your troop order is under 400 cases) from a central location. For all three locations, please ensure vehicles are clear of debris and children.
The process in eBudde this season will be a little different for the troops. Once the troop places their initial order into eBudde, they will be prompted to select a delivery station date and time. Troops will see their delivery location and then be prompted to select a time and submit. You will go to the location on your specific date and time. A volunteer will load cookies into your vehicles, so be sure to count as they are loading.

You will check in with the council to receive your bubble sheet (cookie counts by variety) and proceed through the line. Please know you will need to get out of your vehicle to count cases as volunteers are placing them in the car.
You will need to bring enough vehicles to pick up your order. Please see the eBudde delivery confirmation for a list of vehicle sizes and the number of cases that will fit. If you need multiple vehicles, all vehicles must enter the parking lot at the same time in order to pick up cookies. If you have multiple vehicles, volunteers will load the first one, then move to the second, and then third. Once you have all of your cookies, sign your bubble sheet and leave with the volunteer that has been counting with you.

## Cookie Drive-Thru Locations:

## Columbia Cookie Drive-Thru

- SU 648, SU 647, SU 649, and SU 656 will pick up at Blue Cross Blue Shield in Columbia.
- 51 Clemson Road, Columbia, SC 29229
- Please enter off Clemson Road and follow the flow of traffic in the picture on the right.


## Greenville Cookie Drive-Thru

- SU 6364 and SU 639 will pick up at Carey Moving.
- 1 Shelter Drive, \#2308, Greer, SC 29650

Spartanburg Cookie Drive-Thru

- SU 6247 and SU 623 will pick up at Carey Moving.
- 930 Monks Grove Church Road, Spartanburg,
 SC 29303


## Troop Links

## Virtual Cookie Booth Basics

- Each troop will have one troop booth sale link. To access your troop's link, go to the Troop Information Page in eBudde.
- Girls and volunteers can share the link by email, text, or social media.
- The Troop Booth link allows orders to be placed and pre-paid via credit card for local delivery. When using the link, credit card payment is required.
- Troops can use the Troop Booth link in many ways:
- Troops can share the link along with a location the customers can pick-up their order at a drivethru booth. Customers order online using the link then come to the announced location at the specified time to pick-up their order.
- Businesses and other non-Girl Scout members can help support their favorite troop by helping to share the troop's link.
- The link can also help during physical cookie booths to allow for contactless pick-up.
- See page 17 for more information on physical cookie booths.


## Virtual Cookie Booth Troop Volunteer Process

- Sales will appear in the view booth credit card payment screen.
- Orders require approval by the troop volunteer.
- Once approved, the customer's credit card is charged.
- Must click on "fulfill order" and mark it as delivered after the order is fulfilled.
- All virtual booth orders will be tallied in one entry on the Troop Manage Booths page.
- The troop volunteer must distribute the sales to girls via the smart cookie divider.
- Functions to view, edit, cancel, and refund are available at the troop level.


## Cookie Locator

- Beginning February 16, customers can go to "Find Cookies" on girlscouts.org or gssc-mm.org.
- After entering their zip code, the customer will see the option to find physical booths or purchase cookies online.
- If they select physical booths they will see a map with details for each booth.
- If they select online, the system will randomize troops in that zip code. The customer can not select a certain troop.
- The troop volunteer must transfer all the online sales to girls at the end of the sale.



## Girl Scout Cookie Program Marketing

The Girl Scout Cookie Program is the world's largest girl-run business and is a well known program. When promoting your troop's Cookie Program keep these things in mind. Girl Scouts of the USA owns the trademark for Girl Scouts, Girl Scout Cookies, Trefoil, Girl Scout Cookie Sale and the names of all cookies. Like all trademark protected words and marks, GSUSA is legally obligated to protect and restrict their use in order to safeguard them.
Troops cannot confer the rights to these words and marks to outside business or groups to use to promote their products. Items you may have seen but are not allowed to be organized at the troop level include but are not limited to:

- Girl Scout themed bakery items
- Girl Scout Cookie and beer/wine pairings. If a business wishes to use the Girl Scout Brand, please refer them to Girl Scouts of South Carolina-Mountains to Midlands office for more information.


## Internet based Marketing

Girls can use the internet to market the Girl Scout Cookie Program to friends and family.

- The Girl Scout Cookie Program is a girl-led program and online marketing and sales efforts should always be led by a girl while also being supervised by her parents or caretakers
- Friends and family of a girl participating in the Girl Scout Cookie Program should not share their sales link with any news outlets (this includes online and traditional news media, such as radio, television, or magazines)
- For safety purposes and other reasons, online marketing activities, especially those conducted through social media platforms, should always be done through accounts set to "private"



## Tips for Success

## December:

- Note ALL of your SUCM's deadlines (as their dates supersede council dates)
- Plan and conduct girl/parent meetings
- Encourage girls to set personal goals and to track and update troop/ individual girl goals/activity throughout the sale
- Enter troop information into eBudde (both Troop Cookie Manager and Primary Leader information), along with troop bank account and routing number (including all leading zeros)
- Set a troop goal


## January:

- Begin selecting cookie booths (either through the council or Service Unit managed booths)
- Collect order cards to prepare initial cookie order; distribute additional order cards so girls may continue to take orders
- Complete ACH authorization
- Inform SUCM of troop base proceeds plan if the troop is a registered Girl Scout Cadette, Senior, or Ambassador troop
- Enter initial cookie order into eBudde and submit delivery information to SUCM (do not make parents order full cases if they don't need them)
- Create Early Recognition order (do this last)


## February:

- Pick up and distribute cookies to girls (ensuring separate receipts are signed and are used for all cookies received and girl name is at the top of the receipt, even for siblings). Do not combine sisters on the same receipt
- Conduct booth sales
- Email customercare@gssc-mm.org if you have any concerns with ACH draft for $60 \%$ of your initial order and provide the amount that can be drafted


## March:

- Check Troop Balance Summary against Girl Cookie Totals Summary to ensure all cookies have been credited to the girls
- Create Main Recognition Order for troop (this is to be done AFTER all cookies have been credited to girls)
- Update and review the Troop Balance Summary Report
- Finalize sale using Checklist for a Great Cookie Program (page 31) and give to SUCM to sign-off (ensuring everything has been completed correctly and on-time)
- Email customercare@gssc-mm.org if you have concerns with ACH draft for remaining balance due to the council and provide the amount that can be drafted.


## April:

- Pick up rewards from SUCM and distribute to girls



## Financial Reminders



- Distribute money envelopes to the girls to assist with the collection of cookie money.
- Remind parents that they are financially responsible for all cookies signed for and received by their daughter and that cookies cannot be returned to the troop.
- Collect money as frequently and as often as possible and deposit in troop bank account. If a girl requests more cookies and has not made any payments for the initial order, do not give her any more cookies until payment has been made.
- Issue separate receipts for each payment made by parents (with the girl's name at the top of the receipt. If you have sisters in the same troop - they must have separate receipts). Troop retains the white (top) copy and parents are given the yellow (bottom) copy. Two signatures are required. DO NOT RECEIVE MONEY WITHOUT GIVING A RECEIPT.
- If you are the TCM receiving cookies for your own Girl Scout, someone else in the troop must sign on the "Received from" line.
- Email customercare@gssc-mm.org by February 26 if there is an issue with an ACH pull for $60 \%$ of your troop's initial order. Notify customercare@gssc-mm.org by March 12 if there is an issue with an ACH pull by March 15 for the remaining balance due.
- Please contact Customer Care for new troops and/or urgent matters only (e.g. red flags).
- Check all girl and troop records carefully.
- Use eBudde to keep track of money collected from each girl and to know her balance (enter each financial transaction and cookies signed out separately).
- Take note of a girl not turning in money. Follow up with a phone call to her parent/guardian(s). Do not continue to issue cookies to the girl if money is not being turned in. Document attempts to reach out.
- Remind girls to accept payment for Girl Scout Cookies ONLY at the time of delivery to customers. Girls should not accept payment before the cookies have been delivered, unless the customer has paid online.


## Sample Receipt



## Money Collection Issues

All final cookie money collected from the girls should be turned into the troop by March 11. If girls have an outstanding balance, make every effort to contact the parent(s) involved and collect. Troops must notify customercare@gsscmm.org by March 12 if a girl has not paid, so the ACH draft can be adjusted. Troops should not pay for cookies issued to parents who have not turned in cookie money. Fill out the Red Flag Form when a girl fails to turn in money for cookies received. All transactions between the Troop Cookie Manager and parent/guardian(s) must be properly and correctly documented.

The following documentation must be turned in CORRECTLY with the Red Flag Form:

- ALL ORIGINAL cookie receipts signed by the parent/ guardian(s) and TCM when cookies are issued (white copy). Individual girl's name should be at the top of the receipt
- ALL ORIGINAL receipts for any/all money turned in by parent/guardian(s) during the sale (white copy). Individual girl's name should be at the top of the receipt
- UPDATED Girl Balance Summary report (must match white cookie and money receipts)
- Be sure to state clearly on the Red Flag Form the total amount owed to the troop by the parent/guardian(s) - this should be the full $\$ 5.00$ or $\$ 6.00$ per package (all receipts (cookies and money) MUST equal what is shown on the Red Flag Form and Girl Balance Summary Report)
- Any notes and/or copies of correspondence with the parent/guardian(s) DO NOT combine receipts for cookies signed out or money turned in on same receipt (especially if they are sisters or from the same family). Must be separate receipts given for each individual girl's transaction
- Turn in the Red Flag Form (along with documentation listed) to your Service Unit Cookie Manager, along with the rest of your paperwork. The information you provide on the Red Flag Form will assist the council in resolving outstanding balances more efficiently
- If troop does not turn in all correct documentation, they will be liable for the difference
- If a troop does not turn in any paperwork at the final deadline, they will automatically be Red Flagged Outstanding funds owed to the troop will be pursued by the council; however, without proper documentation, the troop assumes financial responsibility.



## Cookie Dough

Girls who participate in the Girl Scout Cookie Program and sell 250-300 packages will earn $\$ 20$ in Cookie Dough. For every additional 100-package increment sold, girls earn an additional $\$ 10$ in Cookie Dough. Maximum amount of cookie dough earned per year is $\$ 200$.

| Boxes Cookie Dough | Boxes | Cookie Dough |  |
| :---: | :---: | :---: | :---: |
| $250-300$ | $\$ 20$ | $1201-1300$ | $\$ 120$ |
| $301-400$ | $\$ 30$ | $1301-1400$ | $\$ 1301-1500$ |
| $401-500$ | $\$ 40$ | $1501-1600$ | $\$ 140$ |
| $501-600$ | $\$ 50$ | $1601-1700$ | $\$ 150$ |
| $601-700$ | $\$ 01-800$ | $\$ 80$ | $1701-1800$ |
| $801-900$ | $\$ 90$ | $1801-1900$ | $\$ 160$ |
| $901-1000$ | $\$ 110$ |  |  |
| $1001-1100$ |  |  |  |
| $1101-1200$ |  |  |  |

## Cookie Dough may be used for:

- Council-sponsored Girl Scout day camp and resident camp fees
- Council-sponsored program event fees
- GSUSA-sponsored destinations
- Council-sponsored trips with regional, national or international itineraries
- Girl Scout Silver and Gold Award project expenses
- To help pay for Girl Scout Lifetime Membership
- Renew annual Girl Scout membership
- Purchases in Girlz Gear Shops


## From self to selfless:

- A girl may designate the unused value of her Cookie Dough prior to its expiration date to help sustain and build Girl Scouting in our council.


## Donated Cookie Dough may be used for:

- Outreach support
- Financial assistance and camperships
- Equipping and maintaining our Girl Scout camps
- Council-sponsored teen program options

You will receive instructions on how to donate when Cookie Dough is distributed.
Sister-to-sister transfers will be accepted (registered Girl Scout sisters living in the same household).
Unused value may not be redeemed for cash.
2024 Cookie Dough expires September 30, 2025.


## Gift of Caring Program

The Gift of Caring Program brings philanthropy to the Girl Scout Cookie Program by providing cookies to soldiers. For various reasons, some customers do not want to purchase cookies themselves, but they want to support Girl Scouts, your troop, and/or our military troops. This program allows them to do all three!

How can Girl Scouts and the community help support the men and women of our armed forces? With Girl Scout cookies: COOKIES FOR SOLDIERS! Midlands and Upstate Chapters of the Blue Star Mothers of America, Soldiers' Angels, and the Girl Scouts of South Carolina-Mountains to Midlands work together during the months of February and March to show soldiers how big our hearts are.
When girls take orders, ask customers if they would like to donate a package to soldiers. If the customer wishes to donate cookies to the Gift of Caring, indicate the number of packages on the girl order form. Customers do not specify flavors nor does the TCM order these cookies in with your initial order.

Enter Gift of Caring orders in eBudde with the girl's initial order in the column marked Cookie Share (once an initial order has been submitted these cookies cannot be removed from the girl's order). Troops DO NOT TAKE possession of these cookies but are responsible for collecting the money for these orders. At the end of the season, all of these cookies are accounted for and GSSC-MM will make arrangements to have them delivered to our specified organizations.

How are Gift of Caring orders handled at booth sales? For customers who do not want to purchase cookies, you may ask them to purchase cookies for Soldiers. The money is collected and will be notated in eBudde, but there will be 'virtual' (no handling of physical cookies). Customers can also make a donation when ordering online.


## Checklist for a Great Cookie Program

- Review your roster on eBudde
- Hold a family meeting to introduce families to the program
- Collect parent permission slips for all girls selling
- Assist girls in setting troop and individual goals
- Distribute cookie order cards
- On your honor, do not sell until January 8
- Collect initial orders
- Enter troop banking information into eBudde
- Submit troop early rewards into eBudde
- No later than January 24, complete the ACH Authorization form at https://shorturl.at/oryGK and upload a copy of a voided check for the troop account, or a letter from the bank with all routing information
- Provide Service Unit Cookie Manager with delivery station information
- Sign up for cookie booths in eBudde
- Remind girls to keep working towards their goals
- Submit planned orders to pick up additional cookies


## Bring all final turn-in paperwork with you to meet with your <br> Service Unit Cookie Manager

- Troop Balance Summary Report showing zero balance-unless there are red flags
- Parent permission slips for each girl selling
- All recognition orders entered into eBudde
- If applicable, Red Flag Forms (all correct and completed documentation needed)


## Support Girls' Success

The Girl Scout Cookie Program is an essential part of a Girl Scout's year. The program not only teaches valuable business skills but helps girls raise funds for programs, community service, and travel throughout the year.

Your support is crucial in ensuring every girl is given the opportunity to participate in Girl Scouting and help make her dreams become reality. We appreciate you and the time you are dedicating to our girls, and we invite you to join another group of amazing individuals who invest in the next generation of world changers through giving. If you are interested in becoming a donor, please follow the link below or contact Jody Jernigan, Chief Development Officer, at 803-687-1405 or jjernigan@gssc-mm.org for more information.

## https://www.gssc-mm.org/en/donate/Donation.html

If you feel you are doing all you can in support of Girl Scouts, please share this message with others, so everyone has the opportunity to support today's Girl Scouts as they build leadership skills and realize their bright, bold futures.

