

girl scouts  
of west central florida

2024-2025 Girl Scout Cookie Program®

# Volunteer Guide



# 2024-25 Calendar

2024

**Nov. 7**

In-person training for service unit leaders and service unit cookie managers (Polk)

2024

**Nov. 14**

In-person training for service unit leaders and service unit cookie managers (Tampa)

2024

**Nov. 21**

In-person training for service unit leaders and service unit cookie managers (virtual webinar)

2024

**Nov. 21:**

Training on-demand opens for service unit leaders and service unit cookie managers

2024

**Dec. 6**

Troop cookie managers' training available via gsLearn

2024

**Dec. 20**

eBudde access opens for service unit and troop volunteers who have completed training

2025

**Jan. 3**

Cookie program begins. Digital Cookie opens for girls/caregivers

2025

**Jan. 13**

Troop starting inventory order due

2025

**Jan. 14**

Service unit confirmation of starting inventory order form due by 11:59 p.m.

2025

**Jan. 27-31**

Cookie booth scheduler rounds

2025

**Jan. 31-Feb. 3**

Cookie delivery to troops

2025

**Jan. 31**

Girls begin 'Cookies on the Spot,' 'Lemon-Ups' stands and mobile booths

2025

**Feb. 5**

Cupboards open (hours of operation vary by location)

2025

**Feb. 7**

Community booths open and 'Bling Your Booth' contest begins

2025

**Feb. 14**

Council partnership cookie booths open

2025

**Feb. 20**

First ACH sweep

# 2024-25 Calendar

2025

**Feb. 21-23**

National Girl Scout  
Cookie Weekend

2025

**March 1**

Last day customers  
can choose the girl-  
delivery option

2025

**March 4**

Last day that requests  
can be made to add  
girls to eBudde

2025

**March 6**

Second ACH sweep

2025

**March 7**

Cupboards close

2025

**March 9**

Cookie program (both paper  
and online sales) and 'Bling  
Your Booth' contest end; last  
day for Junior, Cadette, Senior  
and Ambassador troops to opt  
out of rewards

2025

**March 17**

Last day for troops to  
enter final rewards  
and troop-to-troop  
transactions

2025

**March 17**

Outstanding  
caregiver/parent  
information due

2025

**March 17**

Troop bonus  
submission deadline  
date

2025

**March 19**

Service units final  
reward orders due in  
eBudde (access ends  
at 11:59 p.m.)

2025

**March 27**

Final ACH sweep

2025

**April-May**

Rewards shipped  
to the service unit  
cookie manager for  
distribution to troop  
leaders

EMBRACE  
POSSIBILITY

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# Ways to Connect with Customers

Girl Scouts have a number of options to reach customers during the Girl Scout Cookie Program.

**Jan. 3 – March 9**

## **Phone or Text Friends and Family**

Texting or phoning friends and family is a great way for girls to feel comfortable connecting with cookie customers. Girls can use their order card to collect orders or direct customers to their Digital Cookie online store.

Share  
the Super  
Seller Tips in the  
Girl Scout Cookie  
Program Caregiver  
Guide with your  
Girl Scouts!



## **Digital Cookie**

(Girl Sites and Troop Links)

Run a cookie business through an online store. Customers purchase cookies for in-person delivery by the Girl Scout (caregiver must approve each girl delivery order within five days of the purchase), direct ship to their home or donation to Gift of Caring – a Girl Scout community service project that provides donated Girl Scout Cookies to active overseas military personnel and Feeding Tampa Bay. All orders are paid for online.

## **Cookies on the Spot (In-Person Orders)**

Girl Scouts can stay local and sell in their neighborhood. Use door hanger and business card resources for customers who aren't home. Be sure to use safe selling practices if going door-to-door.

## **Gift of Caring Sponsorships**

Girl Scouts can ask businesses and/or individuals to partner with them through the **Gift of Caring Sponsorship program**. This program provides an opportunity to advance cookie entrepreneur skills while fostering a worthwhile community service project.

**Feb. 7 – March 9**

## **Cookie Booths**

Girl Scouts sell directly to the public with cookies in hand at local businesses. Review the different types of cookie booth opportunities available in the 'Types of Cookie Booth Sales' section. Community booths begin Feb. 7 and council partnership booths begin Feb. 14.

# Safety Tips for the Girl Scout Cookie Program

## Girl Scouts

**Show you're a Girl Scout.** Wear the Girl Scout membership pin, vest, sash or other Girl Scout clothing to identify yourself as a Girl Scout.

**Buddy up.** Always use the buddy system. It's not just safe, it's more fun.

**Plan ahead.** Be prepared for emergencies, and always have a plan for safeguarding money.

**Protect Privacy.** Girl Scouts' last names, home addresses, and email addresses should never be given to customers. Protect customers' privacy by not sharing their information, except when necessary.

## In Person

**Partner with adults.** Adults must accompany Girl Scout Daisies, Brownies and Juniors. Girl Scouts in grades 6-12 must be supervised by an adult and must never sell or deliver cookies alone.

**Sell in the daytime.** Sell during daylight hours, unless accompanied by an adult.

**Do not enter any homes or vehicles.** Never enter someone's home or vehicle. Only approach vehicles at designated drive-thru cookie booths.

**Be streetwise.** Become familiar with the areas and neighborhoods where you'll be selling and delivering cookies. Avoid alleys.

**Be safe on the road.** Always follow safe pedestrian practices when crossing at intersections or walking along roadways. Be aware of traffic when unloading products and passengers from vehicles.

## Digital/Online

**Be safe online.** Girl Scouts must have their caregiver's permission to participate in all online activities.

**Participate in Digital Cookie.** Read and abide by the Girl Scout Digital Cookie Pledge.

**Read and agree.** Read and agree to the GSUSA Internet Safety Pledge.

**Caregivers' agreement.** Read and abide by the Digital Cookie Terms and Conditions for Parents/Guardians.

# Meet the Girl Scout Cookies®

## All our cookies have...

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

## The World's Most Flavorful Lineup



### Adventurefuls® • Real Cocoa

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

\$ 6



### Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

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

\$ 6



### Trefoils®

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

\$ 6



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

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

\$ 6



### Samoas® • Real Cocoa • Real Coconut

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

\$ 6



### Tagalongs® • Real Cocoa • Real Peanut Butter

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

\$ 6



### Thin Mints® • Made with Vegan Ingredients • Real Cocoa

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

\$ 6



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

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

\$ 6



### Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

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

\$ 6



# Welcome

There's a reason the Girl Scout Cookie Program is a celebrated tradition. It's an amazing opportunity for Girl Scouts to 'Embrace Possibility' and build lifelong skills!

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

Our Girl Scouts today have so many opportunities in which to share Girl Scout Cookies: in-person--either door-to-door or through booth sales-- and online through the Digital Cookie platform.

For decades, girls have used this program to develop five skills that power their Girl Scout experience. That will always be an integral part of the Girl Scout Cookie Program. No matter which path they take—virtual, in-person or both—we've got tips and resources to support you and your girls the whole way through.

Thanks for all you do for our Girl Scouts!

“Every Girl Scout has it in her to do great things. With your support, she'll succeed!”





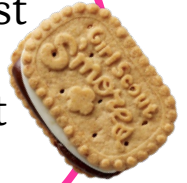
# What's New

## ACH Sweep Amounts Updated

- Feb. 20: First ACH Sweep, \$2.00 per package, for total of all cookies picked up by Feb. 9
- March 6: Second ACH Sweep, \$1.75 per package of all cookies picked up by Feb. 23
- March 27: Final ACH Sweep, ALL remaining balance owed to council minus outstanding caregivers

LAST  
CHANCE!

It's the Last  
Call for  
Girl Scout  
S'mores!



## Caregiver Responsibility and Permission form

To protect personally identifiable information (PII), the caregiver responsibility and permission form is only available online this season.

## Troop Participation Requirements

A minimum of five girls registered for MY25, three of whom must be participating with at least one of the girls unrelated to the other girls. This is to ensure the council is complying with tax requirements related to its nonprofit status. For troops that do not meet this minimum, participating Girl Scouts will be classified as Juliettes for the cookie program and will receive council credits instead of troop proceeds.

## Cookie Booth Locations

- All confirmed cookie booth locations must be sent to GSWCF.
- Booth locations require a completed and signed 2025 cookie booth approval form.
- Use the new cookie booth time slot form to submit booth locations.
- The service cookie manager can also email the cookie booth spreadsheet to [info@gswcf.org](mailto:info@gswcf.org).
- Complete the booth time slot form or email the cookie booth spreadsheet to GSWCF by Jan. 13.



# Glossary of Cookie Terms

**ACH (Automated Clearing House):** The system that is used for debiting and crediting troop accounts.

**Case:** Twelve packages of cookies are in a case. Cookies must be ordered by the case.

**CB:** May be used when referring to community booths. Community booths are held Feb. 7-March 9.

**CP:** May be used when referring to council partnership booths. CP will be used in eBudde to identify council partnership booths such as: Publix, Walmart, Walmart Neighborhood, Sam's Clubs, Winn Dixie and mall locations. CP booths are held Feb. 14-March 9.

**Delivery agent:** The company contracted and hired by the baker. The delivery agent partners with GSWCF to deliver the cookies to troops at warehouse locations and cupboards.

**eBudde:** Cookie vendor database where cookie sales information is entered. Used by troop cookie manager and SU volunteers. Caregivers do not use this system.

**GSWCF:** Girl Scouts of West Central Florida, your council

**GOC:** Gift of Caring is a Girl Scout community service project that provides donated Girl Scout Cookies to active overseas military men and women and/or Feeding Tampa Bay. GOC packages are coordinated by GSWCF.

**HTH:** Hometown Hero is a community service opportunity in which troops/girls choose a local organization to receive donated cookies. HTH packages are coordinated by the troop.

**Jotform:** A secure online survey form that GSWCF may ask you to complete regarding a variety of topics to provide timely information back to GSWCF.

**Package:** Used when referring to one box of cookies.

**PGA:** The per girl average of girls who are selling cookies

**SIO:** Starting inventory order (troop SIO is due by Jan. 13).

**SU:** Service unit, the region of the council where your troop is located.

**SUCM:** Service unit cookie manager.

**TCM:** Troop cookie manager



# Five Essential Skills

1

## Goal Setting

**Girls learn how to set goals and create a plan to reach them.**

**Action steps:** Encourage girls to set incremental, achievable goals. Help girls break down those goals by setting weekly challenges.



2

## Decision Making

**Girls learn how to make decisions on their own and as a team.**

**Action steps:** Talk with girls about how they plan to spend the troop's cookie earnings.



3

## Money Management

**Girls learn to create a budget and handle money.**

**Action steps:** Build on girls' interest in learning to manage all facets of the cookie business, such as creating a budget to fund a troop experience or figuring out the percentage of customers who selected the donation option.



4

## People Skills

**Girls learn how to make decisions on their own and as a team.**

**Action steps:** Talk with girls about how they plan to spend the troop's cookie earnings.



5

## Business Ethics

**Girls learn to act ethically, both in business and life.**

**Action steps:** Talk to girls about the importance of delivering on their promise to customers. They can also consider offering a Girl Scouts Gift of Caring option.



# Selling Excitement: Pins & Badges



**COOKIE**   
**ENTREPRENEUR**  
 **Family**



When a Girl Scout places a pin or a badge on her vest or sash, it symbolizes an important achievement. Cookie Entrepreneur Family pins recognize the five skills girls learn as they begin to think like entrepreneurs through the Girl Scout Cookie Program. Cookie business badges demonstrate that a girl has developed specific skills related to running her own business.

Earning the year-by-year **Cookie Entrepreneur Family Pin** is the best way to make the Girl Scouts Cookie Program a family affair! **Cookie Business Badges** give Girl Scouts the chance to hone their skills and gain an understanding of the world of business.





# Selling Excitement: Rewards & Patches



- Rewards are based on an individual girl's sales.
- GSWCF reserves the right to substitute rewards based on availability.
- Correspondence about any reward experiences or GSWCF reward credits are emailed to the Girl Scout's caregiver. Emails are sent to the caregiver's email on record with GSWCF as listed in MyGS.

For a full list of rewards, see the girl order card at [gswcf.org/cookies](https://gswcf.org/cookies).

## Cookie Crossover Patch



Girls can earn the 'Fall & Cookies Crossover' patch by having participated in the 2024 Sweets & Treats Fall Product Program (created an avatar, sent 18+ unique emails and sold 15+ items) AND selling 350 packages of cookies during the 2025 Girl Scout Cookie Program. Plus, she will earn \$25 toward her 2026 GSWCF membership.\*

*\*Graduating 12th-grade Girl Scouts will earn a \$25 credit toward their Girl Scout Lifetime Membership, which must be redeemed for the 2026 membership year.*

## Gift of Caring

Make a difference with community service. When customers contribute to Gift of Caring, boxes of cookies are shipped to our heroes in the military and provided to our community through Feeding Tampa Bay.

- Earn the Gift of Caring patch by selling 15+ packages
- Earn the Gift of Caring charm AND \$20 Council Dough by selling 70+ packages



# Selling Excitement: Rewards & Patches



## Booth Sales

When Girl Scouts are selling at a booth during cookie season they are learning valuable life and business skills.

- Earn the Booth Sales patch by selling 40+ packages at a booth(s) (booth sales must be recorded in eBudde)
- Earn the Do-Si-Dos panda charm by selling 125+ packages at a booth(s) (booth sales must be recorded in eBudde)



## Cookie Rookie Patch

The Cookie Rookie patch is for first time cookie sellers ONLY. Caregivers, troop cookie chairpersons, troop leaders, or cookie captains help new cookie sellers learn all about the cookie program while having fun. All Cookie Rookies who complete the program will earn this patch. For full details go to [gswcf.org/cookies](https://gswcf.org/cookies).



## Last Year to Participate

This is the last year for the Cookie Rookie and Cookie Captain program. GSUSA is developing a more streamlined program.

# Selling Excitement: Rewards & Patches



## Cookie Captain Patch

This program is designed specifically for Girl Scout Juniors, Cadettes, Seniors and Ambassadors who want to use their years of cookie program experience to help younger girls succeed. Girl Scout Daisies and Brownies look up to older girls, so there's no one better to teach them the cookie program!

Participating in this program is easy! Girls can become a Cookie Captain by participating in any of the activities below. Any activity can be done more than once, but girls must work with different troops.

- For example, if a girl helped Daisy Troop 12345 at a cookie booth as well as Brownie Troop 67890, this counts as the completion of two requirements. However, if girls help Daisy Troop 12345 at a cookie booth twice, it will only count as the completion of one requirement.



### Activities Required for a Cookie Captain:

**A Cookie Rally.** When a service unit holds its cookie rally, pitch in and take ownership of a Cookie Rally station. Plan an activity (it can be a game or a craft) that will help girls learn more about the cookie program, prepare the supplies needed, decorate the activity site, and then help girls at the rally with the game or project.

**Find a troop that has a lot of first-time cookie sellers.** Ask your troop cookie chair about the Cookie Rookie patch requirements and help Girl Scout Daisies and Brownies become Cookie Rookies. Show them the Cookie Rookie video and complete at least two activities.

**Be their Cookie Captain when booth sales start.** Cookie Captains can join the troop at their cookie booth to provide selling tips, product information, help make changes, and be an example of how Girl Scouts should treat their customers and their cookie booth location.

**Complete one activity:** Receive the Cookie Captain patch

**Complete two activities:** Receive the Cookie Captain patch and \$10 in Council Dough

**Complete three activities:** Receive the Cookie Captain patch and \$25 in Council Dough (awards are not cumulative)

Go to [gswcf.org/cookies](https://gswcf.org/cookies) for more details and to apply. **The deadline to apply is March 9.**

# Selling Excitement: Enter the Bling Your Booth Contest



## Participating

This year's theme is Share Your Girl Scout Adventure. Showcase your Girl Scout troop's adventures as a result of the cookie program.

- Has your troop traveled? Or, where does your troop plan on traveling?
- Has your troop gone camping or explored the outdoors? Or, do you have goals for outdoor adventures?
- Has your troop given back to the community? Or, what are your future community action projects?
- What other exciting troop experiences do you want to feature?

Highlight your Girl Scout endeavors and display them as part of your booth. Engage your Girl Scout's marketing genius, make a poster or a special photo album, and find a unique way to emphasize the impact the cookie program has for your troop.

## Entering

Complete the online entry form between Feb. 7 and March 9, 2025, at [gswcf.org/cookies](https://gswcf.org/cookies)

The following information is needed to complete an entry:

- A picture of your blinged-out booth
- Your booth's title
- Date and location of the booth
- Five-digit troop number
- Leader's name and e-mail address





# Selling Excitement: Enter the Bling Your Booth Contest



## Voting

Five troops have the opportunity to win.

- **Troops** will select **two** of the winners by a 'sister vote.' A 'sister vote' is choosing a troop other than your troop.

A special email sent to troop leaders will provide leaders with the ability to cast their troop's vote (with Girl Scout input). The categories to choose are:

- Adventure Story
- Creative Story
- **Two** winners will be selected by a random drawing.
- **One** winner will be voted for by some of our cookie partners (e.g., delivery agents, bakery partners, community businesses).

## Announcing

Winners will be announced April 18, 2025 (to give our troops time to meet and vote) and at [gswcf.org/cookies](https://gswcf.org/cookies).

- Winners will receive a special Bling Your Booth patch, and a \$75 Amazon Business voucher for use in the GSWCF troop storefront. Attend training to learn more about this opportunity.



GSWCF reserves the right to substitute rewards based on availability.

# Selling Excitement: GSWCF Girl Reward Credits



Girl Scouts who participate in the GSWCF Girl Scout Cookie Program can earn a variety of GSWCF-specific, unique rewards. Below is an explanation of the options.

Visit [gswcf.org/cookies](https://gswcf.org/cookies) for the full list of rewards that girls can earn and the breakdown of Council Dough, program credits, program events, Camp Bucks and troop camping credits. Please also review the order card to learn more about the different levels and opportunities.

| Reward   | Description  |
|--|--|
|  <p><b>GSWCF<br/>Council Dough* /<br/>Council Credit*</b></p> | <p>GSWCF Council Dough and council credit can be used to:</p> <ul style="list-style-type: none"> <li>• Register for GSWCF programs and events at <a href="https://gswcf.org/events">gswcf.org/events</a>**</li> <li>• Participate in GSWCF summer camp or service unit encampments</li> <li>• Pay for GSWCF service unit events (let the event organizer know your Girl Scout wants to use her council dough)</li> <li>• Purchase Girl Scout merchandise at GSWCF's store or trading posts (not online at this time)</li> <li>• Renew your Girl Scout's membership</li> <li>• Assist with Girl Scout's GSUSA destination expenses or travel conducted with EF Tours or Explorica (submit a request to <a href="mailto:info@gswcf.org">info@gswcf.org</a> for details)</li> </ul> <p>Council Dough expires two years after being awarded (i.e., Council Dough awarded April 2025 will expire Sept. 30, 2027).</p> |
|  <p><b>GSWCF<br/>Camp Bucks*</b></p>                        | <p>GSWCF Camp Bucks are used to register for GSWCF summer camp and up to one camp care kit.</p> <p>GSWCF Camp Bucks expire the summer season that they are earned (i.e., Camp Bucks awarded for the 2025 cookie season must be used during summer 2025).</p> <p>Caregivers need to register for the GSWCF camp session that their Girl Scout intends to attend and pay the deposit to hold her spot. The deposit will be refunded if Camp Bucks cover summer camp in full. Camp Bucks can be combined with Council Dough/council credit to pay for summer camp.</p>  |

# Selling Excitement: GSWCF Girl Reward Credits



To request a balance for any of these credits, caregivers may contact the Customer Care Team at [info@gswcf.org](mailto:info@gswcf.org) or 813-281-4475.

\*GSWCF rewards are designed for the Girl Scouts who earned them and are not transferable. Reward experiences cannot be transferred to another Girl Scout or troop. No alternative reward credits are given after selections are submitted to GSWCF.

\*\*Programs or events with third party vendors cannot take program credits or Council Dough/credit directly. If you have questions about this, please contact [info@gswcf.org](mailto:info@gswcf.org).

Caregivers are updated about the above reward earnings via email at the conclusion of the season through the primary caregiver's email. Confirm emails in MYGS profile. Contact Customer Care at [info@gswcf.org](mailto:info@gswcf.org) or 813-281-4475 if changes are needed with the primary caregiver's contact information.



# The Cookie Team: Troop Requirements



## Requirements for the 2025 Cookie Program

### Get Registered

- Only registered adults with an approved volunteer role and up-to-date favorable background screening are permitted to coordinate a troop's cookie program.
- Girls must be registered for the 2025 membership year to participate.
- Memberships should be verified in the troop leaders' MyAccount member profile (gswcf.org).

### eBudde Set Up

Toward the last week of December, volunteers who have completed the training will receive an email from eBudde to login to their eBudde account.

- If you don't receive the email, go to [cookieportal.littlebrownie.com](https://cookieportal.littlebrownie.com).
- Once you are in the system, check your troop's roster.
  - Verify your troop's bank account information in eBudde (last 4 digits)
  - Check out the "Money Matters" section for detailed information.
  - Host a caregiver meeting

Only volunteers who have completed the cookie training and completed a Troop Cookie Manager Access Request form will be provided access to eBudde.





# The Cookie Team: Troop Requirements



## Troop Participation Requirements

All registered membership year 2025 (MY25) Girl Scouts who have a completed Caregiver Responsibility and Permission form (online only) can participate in the cookie program. All troops must be clear of any debt due to council to participate. Caregivers who have an outstanding debt cannot take orders; their Girl Scouts may still participate in Digital Cookie and cookie booths with her troop.

The following are required for troops to participate in the cookie program and receive troop proceeds or a bonus:

- A current annual finance report on file with GSWCF. Need to submit? Email it to [info@gswcf.org](mailto:info@gswcf.org).
- Current troop bank information on file with GSWCF.
- At least two unrelated registered and background screened troop leaders on file by Dec. 2, 2024.
- A background screened adult as the troop cookie manager. This person can be the troop leader but must add their role in MyGS. Please contact [info@gswcf.org](mailto:info@gswcf.org) with any questions about adding/changing a role.
- A minimum of five girls registered for MY25, three of whom must be participating with at least one of the girls unrelated to the other girls. This is to ensure the council is complying with tax requirements related to its nonprofit status. For troops that do not meet this minimum, participating Girl Scouts will be classified as Juliettes for the cookie program and will receive council credits instead of troop proceeds.
- Troop leader(s) and the troop cookie manager attend the required troop information session and complete the JotForm at the end of the session to gain access to eBudde.

### Reminder:

Girl Scouts can sell cookies for only one troop. If a Girl Scout is a member of multiple troops, please notify GSWCF about which troop she will be selling for.

# The Cookie Team: Create Your Champion Cookie Team



## Create Your Champion Cookie Team

Think about shared roles.

- Identify tasks with which volunteer members of your troop can help
- Share the need for everyone to be involved
- Make your ask and be specific
  - Instead of this ... “Jennifer, can you help with cookies this year?”
  - Try this ... “Gloria, can you be responsible for picking up the additional cookie orders from the cookie cupboard?”



# The Cookie Team: Create Your Champion Cookie Team



Create your team of champions and consider sharing the role of troop cookie manager. It is not recommended that one person carry out the full responsibility of the position. Share the role with troop volunteers.

- **The Booth Champion** can help secure booth locations in the eBudde system and can make sure booths are cancelled if necessary.
- **The Rewards Champion** can make sure the troop has each girl's chosen reward items recorded. This champion can also help with the reward pick up from the SUCM and ensure timely distribution to the Girl Scouts.
- **The Money Champion** can collect all money received from girls' caregivers and – issue receipts. This volunteer can then provide the funds to another volunteer to verify and deposit into the troop bank account.
- **The Cookie Pick Up Champion** can pick up additional cookie orders from the cookie cupboard. Make sure to provide information about how to pick up, count and digitally verify an order.
- **The Communication Champion** can send out reminders about cookie activities and deadlines.
- **The Badge & Activity Champion** can assist the co-leader with developing badge and troop activities during the cookie season.

For any shared position for which you invite volunteers to assist, make sure you provide them with the resources needed to complete their tasks. Some of those resources may include:

- Training and access to eBudde
- Reviewing the Volunteer Guide
- Ensuring they are registered and background screened

# The Cookie Team: Troop Cookie Manager Checklist



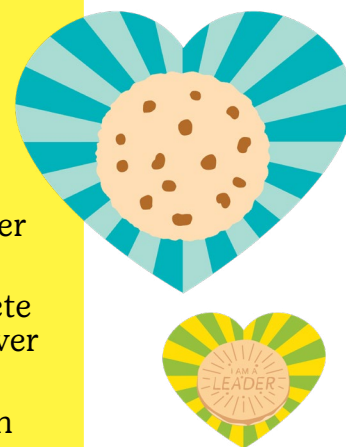
Use these checklists to stay on track during the cookie season.

**Caregiver Meeting Checklist** - *Host a Cookie Program training night for girls and their families. Use this meeting to explain the purpose of the program as a troop opportunity to generate funds for your troop.*

- ☐ Email the Caregiver Guide to families prior to the meeting and handout program materials during the meeting.
- ☐ Instruct each caregiver to complete the online caregiver and permission form.
- ☐ Inspire! Encourage! Motivate! You are the face of the program. How you present the program will have a big effect on the girls' enthusiasm and caregiver support.
- ☐ Review the five skills girls will learn: goal setting, decision making, money management, people skills and business ethics. These valuable skills are the heart of every product program and will last a lifetime.
- ☐ Troops and girls should set individual and troop goals for both in-person and online, as well as Gift of Caring goals. Reinforce how individual sales goals help the troop reach its overall goal and fund troop program activities.
- ☐ Review all important dates and deadlines. Meeting due dates is critical to the success of the program; stress the importance of timeliness with families.
- ☐ Review safety guidelines for girls.
- ☐ Review money-handling procedures. Set clear expectations for conduct and the collection of monies due to troops.

## Caregiver Permission & Responsibility Form

- Caregivers must fill out an online caregiver permission form for each girl participating in the program.
- Permission forms not only allow girls to participate, but they also demonstrate the caregiver's willingness to be held accountable for program deadlines, orders taken, products delivered and monies received. The form is mandatory and a critical requirement for troop financial management of the program and debt collection if a caregiver fails to pay for products.
- Girl Scouts in separate households should have each caregiver complete the online Caregiver Permission & Responsibility form, if each caregiver is interested in helping their Girl Scout during the cookie season.
- Caregiver permission forms should be filled out before the submission of paper and online girl delivery orders.
- Do not release program materials or products to parents who have not completed and submitted the form.





# The Cookie Team:

## Troop Cookie Manager Checklist-Presale



### Caregiver Related

- ☐ Conduct a caregiver meeting.
- ☐ Remind caregivers to verify their email and mailing address in their MyGS account. GSWCF notifies the primary caregiver about earned girl rewards and sends emails to the address listed in MyGS.
- ☐ Verify all caregivers have completed the online Caregiver Permission & Responsibility form.

### Troop and Volunteer Related

- ☐ Check the troop roster, make sure all girls are registered. Update troop rosters by Dec. 2. Contact the Customer Care Team at 800-881-4475 or [info@gswcf.org](mailto:info@gswcf.org) with any roster questions.
- ☐ Remind adult volunteers and caregivers who are interested in helping that they must be registered and background screened.
- ☐ Complete the troop cookie manager (TCM) information session either live via a virtual session or on-demand through gsLearn. Complete the online Cookie Manager Access Request form after completing the information session.
- ☐ Reach out to your service unit cookie manager (SUCM) to pick up your troop materials.
- ☐ Decide if your troop will use Clover and Cheddar Up credit card options. Take any required training associated with these programs. (Account owner must update troop bank information if it has changed.)
- ☐ Work with girls to set troop and individual goals.
- ☐ For Junior, Cadette, Senior and Ambassador troops: have a troop discussion about opting out of rewards. If the troop chooses to opt out, complete an opt-out form and update the status in eBudde.
- ☐ Review Safety Guidelines with your troop.
- ☐ Review Volunteer Essentials guidelines at [gswcf.org](http://gswcf.org).

### eBudde Related

- ☐ Sign into eBudde once you receive your email link.
- ☐ Review 'Girl' tab in eBudde to view your roster.
- ☐ Submit 'Missing Girl' form for any girls missing in the eBudde cookie troop roster.
- ☐ Enter or verify the last four digits of your troop's bank account information in the eBudde 'settings' tab.
- ☐ Make sure to review all information in eBudde and make any corrections before the season begins.

# The Cookie Team:

## Troop Cookie Manager Checklist-During Sales



- ☐ Continually communicate with the girls and their caregivers.

### **eBudde/Digital Cookie Related**

- ☐ Log into eBudde and Digital Cookie to ensure all girls are showing in the systems. (Fill out 'Add a Girl' Jotform if a Girl Scout is missing from the system.)
- ☐ Assist girls/caregivers with logging into Digital Cookie, as needed.
- ☐ Remind caregivers to check girl delivery orders in Digital Cookie (they should check every couple of days).
- ☐ Check that all the girls' delivery orders have been distributed to girls/caregivers for delivery and have been assigned to the girls in eBudde.
- ☐ Verify that all transactions for the girls are completed—all cookies either given to the girls or sold at the cookie booths have been assigned to the girls in eBudde.
- ☐ Update the 'Girl' transactions tab in eBudde regularly. Transactions should match receipts.
- ☐ Verify with caregivers that all girl delivery orders have been approved in Digital Cookie and delivered to customers.
- ☐ Use 'cookie exchange' on eBudde if troop has excess cookies or is searching for a specific variety of cookie.
- ☐ Verify with all girls that their reward choices have been entered and submit the final reward order.

### **Inventory Related**

- ☐ Pick a delivery location and time to pick up troop starting inventory order (SIO) cookies.
- ☐ Print out a copy of the troop cookie delivery ticket from eBudde to pick-up your SIO.
- ☐ Pre-stage the girls' orders, after picking up the SIO, and prepare itemized receipts for caregivers to sign.
- ☐ Ensure caregivers sign and/or are provided receipts for all cookies picked up and monies are submitted.

### **Booth Related**

- ☐ Review booth etiquette guidelines with the girls and their caregivers.
- ☐ Release booths in eBudde if troop is unable to fulfill a reserved booth slot.
- ☐ Deposit the cookie funds (collected weekly) into the troop's bank account.

- ☐ Deposit all cookie funds into the troop's bank account before the final ACH sweep.
- ☐ Juliettes (Independently Registered Girls) must deposit all cookie funds into the council account using the provided account information.
- ☐ Submit outstanding caregiver information by the deadline.

- ☐ Give girls credit for all booth sales in eBudde.
- ☐ Enter girl reward choices in eBudde and submit them by the deadline.
- ☐ Print the troop's reward report from eBudde.

- ☐ Pick up rewards from the service unit cookie manager (April/May 2025).
- ☐ Contact girls' caregivers to distribute rewards in a timely manner.
- ☐ Ask caregivers to sign receipt for rewards when picking them up.
- ☐ Remind caregivers that 'Council Dough,' 'Camp Bucks, and event rewards are sent (emailed) directly to the girl's caregivers. Non-bakery provided reward items are shipped directly to the Girl Scout.



# The Cookie Team: Service Unit Cookie Manager Checklist-Presale



## Troop and Volunteer Related

- ☐ Complete service unit cookie manager information session. Sign the online service unit cookie manager agreement.
- ☐ Communicate with troops about the options (virtual or on-demand) for troop cookie manager required information sessions.
- ☐ Invite Juliettes (Independently Registered Girls) to participate in the cookie program.
- ☐ Remind troops about credit card payment options for customer and caregiver payments.
- ☐ Pre-stage troop materials for pickup by troops that complete the training: order card (1 per girl), money envelope (1 per girl), Gift of Caring tabletop flier (1 per troop); Hometown Hero tabletop flier (1 per troop); Gimme Samoa flier (10 per troop), troop goal poster (1 per troop) and receipt books (2-3 per troop).

## eBudde/Digital Cookie Related

- ☐ Log into eBudde after receiving the welcome email.

## Booth Related

- ☐ Train SU volunteers to visit local stores to schedule cookie booths. Review the Securing Cookie Booth flier included with the cookie materials. Provide this flier with volunteers who are approved to secure cookie booths.
- ☐ Visit local stores to schedule cookie booths.
- ☐ Submit the cookie booth spreadsheet or complete the online booth time slot form to the Product Program Department by Jan. 13.





# The Cookie Team:

## Service Unit Cookie Manager Checklist-During Sale



- ☐ Communicate with troops regularly about important dates, reminders, etc.
- ☐ Remind troop cookie managers to look out for the welcome email to login to eBudde. Check the 'Girl' tab to view their troop rosters.
- ☐ Ensure that troops have verified their troop banking information. Bank information must be sent to GSWCF by Jan. 24.
- ☐ Remind troops to deposit all funds into their bank account prior to the ACH sweep dates.
- ☐ Verify that all troops entered the girls' starting inventory order (SIO) in eBudde by Jan. 13.
- ☐ Verify all troops with an SIO and/or girl delivery orders have chosen the delivery date/time/location.



# The Cookie Team: Service Unit Cookie Manager Checklist-Post-Sale



- ☐ Remind troops to deposit all funds into their bank account prior to the final ACH sweep date.
- ☐ Remind troops to verify that all girl rewards have been chosen by March 17.
- ☐ Remind troops to submit any outstanding caregivers by March 17.
- ☐ Once rewards are delivered (April/May 2025), count and confirm that all items were received.
- ☐ Notify the Product Program Department of any missing reward items within **10 days** of receiving the rewards. Update the council about missing/damaged items by completing the Missing/Damaged Rewards form.
- ☐ Distribute rewards to troops as soon as they are verified. **Ensure troops count and sign for rewards.**
- ☐ Download and/or print the following reports:
  - Troop Reward Excel report (provides information on rewards earned for each troop)
  - Troop Products & Financials Excel report (provides financial information to include troop proceeds)
- ☐ Provide the Service Unit Accounting Coordinator with a copy of the Troop Products & Financials report.



# The Cookie Team: Volunteer Action Plan and Notes



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 girls, and 'Embrace Possibility' while having lots of fun!

## Key Dates:

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## Key Actions:

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# Cookie Sales:

## Council Gift of Caring and Hometown Heroes



### The Council Gift of Caring (GOC)

The Council Gift of Caring program is a Girl Scout community service project that provides donated Girl Scout Cookies to active overseas military men and women through Support the Troops, Inc. GSWCF also disperses some of the donated cookies to Feeding Tampa Bay.

- GSWCF coordinates the distribution of the donated cookies.



### The Hometown Heroes (HTH)

The Hometown Heroes program is a community service opportunity in which troops/girls choose a local organization to receive donated cookies.

- Recipients can be “heroes” in the community such as non-profit organizations, shelters, firefighters, police departments, blood banks or food banks.
- Girls should contact the selected organization for its approval prior to collecting cookie donations.

### How the Program Works

For various reasons, some customers may not want to buy cookies for themselves. Through the Gift of Caring and Hometown Heroes programs, customers have a chance to give to others while supporting Girl Scouting at the same time.

- While taking regular orders, Girl Scouts communicate to customers that they can purchase cookies to donate to military troops overseas **and** food banks (through GOC) or to the troop/girl's chosen HTH.
- Using the GOC/HTH flier, girls explain that this is a Girl Scout community service program, which will send Girl Scout Cookies not only to active overseas military personnel and veterans organizations, but also to local non-profits.

15+ GOC/HTH orders earn the Gift of Caring patch

70+ GOC/HTH orders, girls also receive a Gift of Caring charm and \$20 Council Dough

### Council Gift of Caring (GOC)

- All cookies given to GOC are paid and counted under the GOC column in eBudde. The girl/troop does not physically have the box of cookies.
- Girls collect the money and turn it in to pay for the box of cookies.
- Council arranges for delivery of the GOC cookies at the end of the cookie season.
- The number of purchases should be recorded under the GOC column. All online GOC cookies will be recorded automatically under the GOC column.



# Cookie Sales:

## Council Gift of Caring and Hometown Heroes



### Hometown Heroes (HTH)

- Troops can choose a local organization to whom they will donate cookies. These cookies come from the troop's physical inventory.
- Troops are responsible for delivering the HTH cookies to their chosen organization.
- If troops do not have enough inventory to cover HTH cookies, they need to use the cookie exchange in eBudde to transfer cookies from another troop to their troop.
- To be able to assign HTH cookies, the cookies must be added into the troops' inventory. eBudde will not allow for more cookies to be assigned than the troop has in its inventory.

### Entering Gift of Caring AND Hometown Heroes in eBudde

- **Cookies sold via Digital Cookie for GOC cannot be moved to HTH.**
- Collect the money for GOC or HTH cookies from customers at time of purchase.
- Donated GOC and HTH cookies are eligible purchases toward the Gimme Samoa program.
- Ensure GOC and HTH purchases are put into eBudde. Go to the 'Girl Orders' tab and enter the boxes into the correct location: GOC (for Gift of Caring) or HTH (for Hometown Heroes).
- The HTH cookies will still show at the bottom, but they are assigned from the troop's total cookies. (See image below)

| ▼ Girl                            | GOC | DGOC | SvSm | Tre | D-S-D | Sam | Tags | TMint | SMr | Toff | HTH | •Total |
|-----------------------------------|-----|------|------|-----|-------|-----|------|-------|-----|------|-----|--------|
| Girl Totals                       | 259 | 0    | 133  | 216 | 371   | 656 | 663  | 896   | 118 | 48   | 39  | 3399   |
| Troop Order<br>(Actual page=DGOC) | 259 | 0    | 135  | 233 | 376   | 656 | 678  | 896   | 118 | 48   |     | 3399   |
| Difference                        | 0   | 0    | -2   | -17 | -5    | 0   | -15  | 0     | 0   | 0    |     | 0      |

The HTH cookies will still show at the bottom but they are assigned from your troop's total cookies

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# Cookie Sales:

## Understanding and Securing Cookie Booths



### Cookie Booths

There are two levels of cookie booths: **council partnership (CP)** and **community booths (CB)**.

**Council partnership booths** include the following locations (store participation may vary):

- Florida State Fair
  - GNC
  - Humane Society of Tampa Bay
  - JOANN Fabrics and Crafts
  - Mall locations
  - Publix
  - Sam's Club
  - Walmart/Walmart Neighborhood Markets
  - Winn Dixie, Harvey
  - Any other location with national or council level agreements.
- SUs are updated regarding council partnership booths during training. Refer back to training with any questions about council partnership level booths.

Council staff manages council partnership booths and provides specific guidance during training for procedures regarding approaching the stores. Service units and service unit cookie managers will be notified when it is ok to approach the council partnership stores. Preferences by businesses may change during the season. If this happens, GSWCF will update both the service unit and troop cookie managers.



# Cookie Sales:

## Understanding and Securing Cookie Booths



**Service unit cookie managers** manage community booths.

### **Possible community cookie booth sites include:**

- Grocery stores (other than those listed above)
- College campuses
- Hardware stores
- School events
- Places of worship
- Farmers markets
- Sporting goods stores
- Cookie drive-thru
- Movie theaters
- Dollar stores
- Pet supply stores
- Banks
- Retirement centers
- Bowling alleys
- Gas stations
- Local restaurants



### **Cookie Booth Dates**

Community Cookie Booths  
Feb. 7 – March 9

Council Partnership Booths  
Feb. 14 – March 9

### **Cookie Booth Scheduler Dates &**

# Cookie Sales:

## Understanding and Securing Cookie Booths



### Securing Cookie Booths

Cookie booths are secured by service unit volunteers and council staff members.

- Troops may not solicit businesses for cookie booth space, or set up their own booth locations, without the permission of their service unit cookie manager.
- If there is a connection to a business or location where a troop would like a cookie booth, contact the service unit cookie manager.
- If a volunteer owns a business and would like to have a booth sale, the service unit cookie manager should be contacted. Standard booth guidelines apply.
- Retail sales without Girl Scouts present are not approved by GSUSA. Troops and Girl Scouts may not sell cookies in a retail space where Girl Scouts cannot be present to market, manage inventory, collect and process payments for cookies.
- Store employees and/or adults cannot sell cookies on behalf of Girl Scouts or a troop.
- Girls should **NOT** sell in or in front of establishments that they themselves cannot legally patronize, such as marijuana dispensaries.

**Not sure how to contact a service unit cookie manager?**

Check out the [Leadership Team](#) for more information





# Cookie Sales:

## Understanding and Securing Cookie Booths



### Providing Booth Locations in eBudde

**Service units can conduct cookie booth lotteries for their confirmed booth locations before they submit the locations to the Product Program Department.**

If a service unit chooses to conduct a cookie booth lottery, the booth information along with the assigned troops are submitted to the Product Program Department. Service unit cookie booth lottery forms are uploaded in eBudde after council booth rounds (also referred to as cookie booth scheduler).

The service unit cookie manager must turn in the signed store agreements and the booth spreadsheet (with the location, date, time and troop selected) into the Product Program Department.

- Booth spreadsheets are due to the Product Program Department on Jan. 13.
- Service unit cookie booth lottery spreadsheets are due to the Product Program Department by Feb. 2. The spreadsheet must include all troop and time assignments.
- After the service unit cookie booth lottery spreadsheets are uploaded to eBudde, if a troop cancels its booth space it will be available for any troop. Contact the service unit cookie manager and Product Program Department if changes need to be made after the upload.

Occasionally, businesses will cancel cookie booths for different reasons. If GSWCF is contacted, the Product Program Department will advise scheduled troops of any changes.

### Cookie Booth Scheduler

Troops can reserve council partnership booth locations via the eBudde system. Booth locations are available throughout our eight county jurisdictions.

# Cookie Sales:

## Understanding and Securing Cookie Booths



### How do booth scheduler rounds work?

- Prior to the opening day of booths, troops can preview locations uploaded into eBudde.
- On opening day of selections, troop cookie chairpersons should have a list of booth locations in which they are interested, before beginning to make their selections. Having this will help you select other options quickly if the desired location is not available.
- If a booth assignment must be cancelled after making the selection, that time slot is required to be released.
- On occasion, changes occur at booth locations and a booth could be removed from eBudde. The Product Program Department will notify those affected via phone or email if this occurs—at which time they will be able to pick another location. The council apologizes in advance for any situations that occur that are out of its control.
- Troops are only allowed one sign-up per store location during each scheduling round.

### Times

| Start Date, Time | End Date, Time | Number of Booth Sign-Ups Per Troop           |
|------------------|----------------|--|
| Jan. 27, 7 p.m.  | Jan. 28, noon  | Two sign-ups; 1 sign up per store location   |
| Jan. 28, 7 p.m.  | Jan. 29, noon  | Two sign-ups, 1 sign up per store location   |
| Jan. 29, 7 p.m.  | Jan. 30, noon  | Three sign-ups, 1 sign up per store location |
| Jan. 30, 7 p.m.  | Jan. 31, noon  | Three sign-ups, 1 sign up per store location |
| Jan. 31, 7 p.m.  | March 9, noon  | Open until end of sale                       |

### Cookie Finder

Booth locations uploaded into eBudde are searchable by customers through Cookie Finder. Customers put in their desired zip code and Cookie Finder locates the available booths within that desired location. Remember to cancel booths in eBudde if unable to host a scheduled booth, or if the troop leaves early.

# Cookie Sales:

## Types of Cookie Booth Sales



### Traditional Cookie Booths – Approval Required

Traditional cookie booths are the traditional sales tables in front of an approved business.

- These booths are secured through service unit volunteers and are offered to interested troops through a cookie booth lottery.
- Traditional cookie booths are limited to a maximum of three girls and two adults (both must be registered and background screened).
- Connect with your service unit cookie manager if you have a location that may allow booths.

Community  
booths begin  
Feb. 7

Council partnership  
booths begin  
Feb. 14

### Drive-thru Booths – Approval Required

Drive-thru booths are held in places that allow customers to purchase cookies without leaving their vehicles.

Drive-thru  
booths begin  
Feb. 7

### Mobile Booths

A mobile cookie booth means mobile—it can be a decorated car, van, truck or even a wagon filled with delicious Girl Scout Cookies.

- Be creative and visit events happening in the community.
- Mobile booth sales can be a troop activity or done by individual girls with their caregivers.
- Because mobile booths move, do not bring tables, chairs or tents.
- Mobile cookie booths are limited to no more than 30 minutes at each location.
- **Girls and troops cannot approach any high-traffic locations (such as grocery stores, malls and universities) or any location where there is a cookie booth set up or planned.**

Mobile booths  
begin Jan. 31

# Cookie Sales:

## Types of Cookie Booth Sales



### Lemon-Ups Stand

Girls can set up a simple stand, similar to a classic lemonade stand. The stands may only be set up on residential property where the girl or a close family member (e.g., grandparents, aunts or uncles) resides and has permission to sell Girl Scout Cookies.

- The stand must adhere to local city/government ordinances and/or HOA approval.
- Cookies and/or money must never be left unattended at a stand.
- A caregiver/adult must be present to supervise.
- Lemon-Ups stands are not registered as booths and will not appear in the Cookie Finder.

Lemon-Ups  
stands begin  
Jan. 31

### You & Me Booths – Approval Required

Do you have a Cadette/Senior/Ambassador who is striving for a personal goal? Or, would she feel more comfortable on her own with support?

- You & Me booths are held at an approved booth location at which the Girl Scout, with the support of her legal guardian, markets her cookies to customers.
- The legal guardian agrees to follow specific guidelines to participate in a You & Me booth and must sign the You & Me Booth Sales Agreement prior to participating.
- You & Me booths cannot occur at Publix, Walmart, Walmart Neighborhood, Sam's Club or any mall locations. GSWCF reserves the right to modify You & Me booth locations based on safety or add locations throughout the season based on availability.
- You & Me booths are an experience for the legal guardian and one Girl Scout.
- Juliettes are not eligible to participate in You & Me booths.

You & Me  
booths begin  
Feb. 21



# Cookie Sales:

## Preparing for Cookie Booth Sales



### Cookie Booth Preparation

- Have each caregiver sign a permission slip for their daughter(s).
- Have a completed Health History form for all girls.
- Bring a card table and chairs (for adults only).
- Keep booth times age appropriate.
- Take a money box and change (about \$100 in change).
- Take an adequate supply of the best-selling cookies. Recommended minimums: 2-3 cases of Thin Mints, Tagalongs and Samoas and 1-2 cases of other varieties. Local service unit volunteers can also provide guidance on the suggested number of cookies.
- Bring display posters of service project goals.
- Bring general supplies including trash bags, pens, tape, calculators and a first-aid kit.
- Always keep money and/or money box out of sight.
- Count packages and money **BEFORE** and **AFTER** the cookie booth begins and ends. (Balance out your booth before starting another booth. Try to do this immediately after the booth event.)
- Use the Cookie Booth Sale Worksheet to maintain accurate information on the booth, available at [gswcf.org/cookies](http://gswcf.org/cookies).

### Setting Up

- When setting up booths, do not set up a booth sale in a non-approved location. Always contact the service unit cookie manager if there are questions.
- 'Bling Your Booth' to attract customers to the booth and enter the contest.



# Cookie Sales:

## Preparing for Cookie Booth Sales



### Cookie Booth Etiquette

- All Girl Scouts must follow the rules and guidelines listed on the Caregiver Permission & Responsibility Agreement and Girl Scout Cookie Family Guide. The regulations are designed to ensure Girl Scout safety, excellent customer service and to promote a successful, fair, fun and safe cookie season.
- A minimum of two unrelated registered and background-screened adults and at least one registered girl must be present at booths, except for You & Me booths.
- Siblings or tag-a-longs may not attend any booths.
- Sell cookies for the correct price. GSWCF sells all cookies for \$6 per package. Do **not** discount prices, offer price promotions such as two for one, or sell a package for more than \$6.
- Arrive and leave on time. Please pack up five minutes before the end of the shift in order to allow arriving booth participants time to set up. *Remember to be a sister to every Girl Scout.*
- Booths should be set up a minimum of 15 feet from entrance/exit doors or remain in the location designated by the store.
- Booths at Publix locations must conclude by 7 p.m.
- Store locations cannot grant permission to stay later than the allotted time as GSWCF has agreements with corporations for specific times/dates.
- Store managers may cancel booths for any reason. If a store manager asks booth attendees to leave the store location, do so immediately. Politely thank the store manager and notify the service unit cookie manger or Product Program Department.
- Do not ask the store location to make announcements regarding booth sales.
- Girls should allow entering/exiting customers to approach them. Never approach customers as they enter/exit the store.
- Girls oversee selling the cookies. Adults are there to provide guidance and handle money for younger Girl Scouts.
- Donation jars are not allowed anywhere on or near the booth.
- 'Bling Your Booth' with posters and other items to attract customers; no graffiti.



# Cookie Sales:

## Preparing for Cookie Booth Sales



### Cookie Booth Etiquette Continued

- Do not allow girls to write on store property (walls, garbage cans, etc.).
- Girls must remain close to their booths at all times; no running around or approaching people inside the store location.
- Girl Scouts are polite and should never yell at customers to attract sales, block access to the store entrance, or employ aggressive sales techniques.
- Eating and smoking are not permitted at booth locations.
- Keep cell phone usage to a minimum and focus on customer engagement.
- Remove all trash, (including empty cookie boxes) yourself. Store trash receptacles are not for public trash or recycling.
- Before leaving the location, one girl and one adult should thank the management at the store location.

Picking up a cookie order is exciting, and there are a few steps to take to make sure everything goes smoothly.

### Consequences

If Girl Scouts and/or troops (including troop caregivers) are not participating within the established rules and guidelines, they may be penalized in one or more of the following ways:

- Verbal counseling regarding any booth-etiquette offense.
- Removal from the troop's next scheduled council-level booth location.
- Girl Scout/troop will not be allowed to hold any further cookie booths at council-level booth locations for the season.
- Girl Scout/troop will not be allowed to hold any further cookie booths for the season.

EMBRACE POSSIBILITY

### Our Responsibility

Remember, we are all responsible for the reputation of GSWCF and the value of the Girl Scout momentum. Demonstrate character and help protect the council's reputation and relationships with the businesses that support GSWCF with cookie booth opportunities.



# Cookie Sales: Girl Scout Cookie Pick-Ups



**First**, troops are responsible for counting and verifying the total number of cases received.

When in doubt, recount!

## Action steps for a smooth pickup day:

- Know exactly how many cases were ordered of each variety.
- Arrive at the scheduled pick up time.
- Make sure there are enough vehicles to load the order (see chart).
- Line up the vehicles at the same time.
- Check in and receive a pick up ticket.
- Give the pick up ticket to the loader and count cases as they are loaded in the vehicle(s).
- Sign for the order and take the receipt.

## How many cases can your car carry?

Compact Car **23**



Hatchback Car **30**



Standard Auto **35**



Sport Utility Vehicle **60**



Station Wagon **75**



Minivan **75**



Pickup Truck **100**



Cargo Van **200**



## Can I return cookies?

No. Cookies cannot be returned once they're picked up.

- Troops are responsible for counting and verifying the total number of cases.
- Troops accept financial responsibility by signing the receipts. Once receipts are signed, case counts are final and cookies are the property of that troop.
- When in doubt, recount. Wait until the case count is confirmed to sign the receipt.



# Cookie Sales: Girl Scout Cookie Pick-Ups



## Damaged Cookies

Damaged cookies are considered smashed, crushed or open boxes that make them unsellable. Always inspect cookie cases and do not accept damaged cases.

### Damaged Cookies – Initial Order (IO)

- If cookies are damaged at the IO pickup, contact GSWCF to report the damaged case. This must be reported within 48 hours of the IO pick up. GSWCF will coordinate with you to exchange the cookies with the warehouse.

### Cookies Damaged – Pending Orders

- Warehouses cannot accept a damaged package (box), but they can accept a full damaged case – if the full case is considered damaged.
- Damaged cases must be returned to the warehouse where the cookies were picked up. Damaged cookies cannot be returned to a mobile cupboard.
- A damaged package can be exchanged through a damaged cupboard. Damaged cupboards are operated by SU volunteers.

### Cookies Damaged – Customer

- A customer complaint about damaged cookies should be directed to the phone number on the side of the cookie box.

## Take stock and restock!

Deciding how many packages to order for booth sales isn't an exact science, but here are average sales per cookie variety\* to give an idea of how many to order.

|             |     |
|-------------|-----|
| Thin Mints® | 26% |
| Samoas®     | 19% |
| Tagalongs®  | 14% |
| Trefoils®   | 8%  |
| Do-si-dos®  | 8%  |

|                     |    |
|---------------------|----|
| Lemon-Ups®          | 7% |
| Adventurefuls®      | 9% |
| Girl Scout S'mores® | 6% |
| Toffee-tastic®      | 3% |

*\*Based off 2024 sales.*

## Storage of Cookies

Do not store cookies in a car, direct sunlight, a garage, on a cement floor, porch, patio nor in any warm place, or a location where animals, bugs or water can get to them. Remember, you are responsible for these cookies even if they get wet, melt from heat or otherwise cannot be sold.

## Return Policy

There is no return or exchange policy on any cookies. Troops and caregivers who sign for cookies cannot return or exchange them to the troop or to the cupboards/council.

# Cookie Sales:

## Cookie Cupboard Guidelines



GSWCF cookie warehouses/cupboards are paperless. All troops, regardless of chosen cookie warehouse/cupboard pick up location, enter a pending order for all additional cookie pick ups. All troop pick ups **are signed for electronically via eBudde login before leaving cupboard location.**

**Troops must submit a pending order for all additional cookie pick ups. To submit a pending order:**

**Step 1:** Log into eBudde.

**Step 2:** Click “Transactions” tab.

**Step 3:** Click “Add a Transaction” and complete the required steps on the Cookie Transaction form:

### Date

- **Pick up:** Select date and time of pick up
- **Type:** Select “Normal”
- **2nd Party:** Select “Cupboard”
- **Product Movement:** Select “Add Product”
- **Variety:** Enter the desired quantities of cookies in cases only

**Step 4:** Review order, and make any changes (eBudde totals the information, but please verify for accuracy).

**Step 5:** Double check “Pending Transaction” is showing under the “Transactions” tab.

**Remember:**  
cookies must be ordered in cases. There are 12 packages in a case.

### How far in advance do troops need to enter pending orders?

**Main Warehouse/Cupboard Locations:** Troops must enter pending orders at least 24 hours before pick up. Any warehouse specifics are outlined in eBudde for the delivery agent.

**Mobile Cupboard Locations:** Troops must submit a pending order 48 hours before the scheduled pick up in order for it to be processed and added to the delivery truck.

**Add ‘Troop Pick up Only Users:’** Troops can add any adults who will be picking up cookies from a cupboard to eBudde. Troop cookie managers and troop leaders with eBudde access can also record the information.

- A ‘Troop Cookie Pick up Only User’ can be a caregiver or other adult in charge of picking up product from a cupboard.
- Troop leaders and cookie chairpersons should **NOT** add themselves to this user type.
- This user can **ONLY** sign for cookies received at a cupboard.

# Cookie Sales:

## Cookie Cupboard Guidelines



### What if a troop over-ordered product?

If a product is over-ordered, notify the service unit cookie manager immediately. Waiting until the end of the sale makes it much more difficult to find someone who needs the product, and it is most likely too late for anyone to help. Other options include:

- Post on eBudde under the Cookie Exchange Tab.
- Encourage girls to set a higher goal (booth and additional sales, door-to-door, etc.).
- Talk with the girls about contacting businesses that would be interested in donating cookies for the troop's Hometown Hero project.
- Set up additional booths to sell the inventory. Troops can even set up booths after the end date of the sale. Booths after the end date are **not** permitted at any council partnership-level booths. Review the list of council partnership-level booths to ensure after season booths do not occur at these locations. Troops should not count on being able to host cookie booths after the season is over.
- Contact other troops in your area to see if they need extra products or if they would be willing to swap.

### Cookie Exchange

#### What is the Cookie Exchange tab?

The Cookie Exchange tab is a great way to post extra cookies in eBudde and see what cookies other troops have available.

#### If posting extra cookies

- Enter the number of extra packages (boxes) of the varieties.
- Click "Update Pkgs to Exchange."
- Remember to update after cookies are transferred to other troops. Or, if there are no more to offer, click "Remove My Offering."

#### If looking for cookies

- Click on the drop-down arrow to the side of the cookie variety to see the troop number, how many they are offering, the service unit name and contact email information.

### Return Policy

There is no return or exchange policy on any cookies. Troops and caregivers who sign for cookies cannot return or exchange them to the troop or to the cupboards/council.

# Cookie Sales:

## Finances-How the Cookie Crumbles

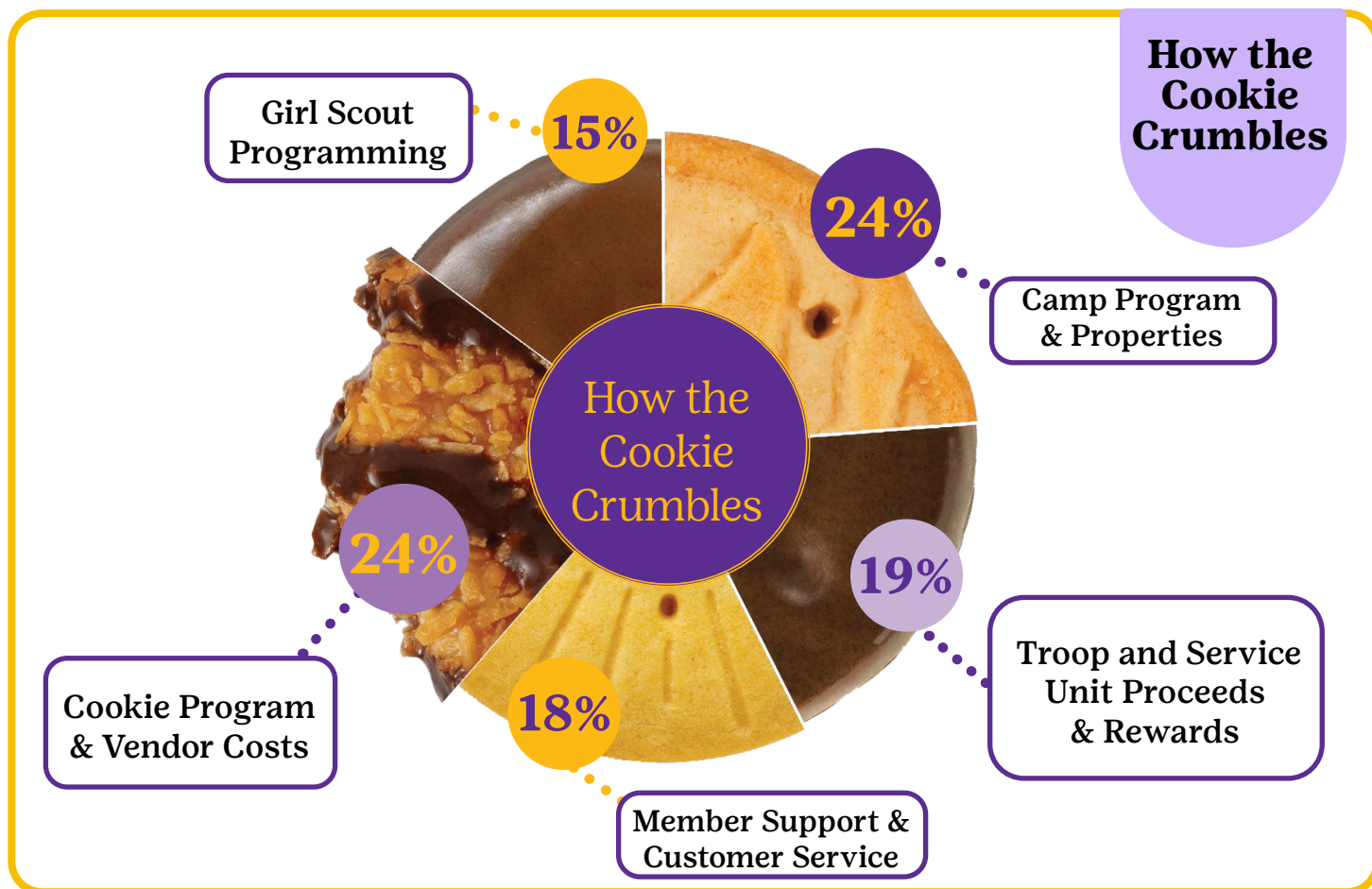


All (100 percent) Girl Scout Cookie proceeds stay within our council, Girl Scouts of West Central Florida (GSWCF). The Girl Scout Cookie Program not only gives girls funds for the troop, but it also supports all our services to volunteers, caregivers and girls. Proceeds from the cookie program also help maintain our camp facilities and properties so they are not only adventurous but also safe for our girls.

Every dollar of the membership dues goes to GSUSA. This helps to cover the cost of fundamental services supporting the Girl Scout movement such as accident insurance, technology improvements, program development, research, training and resources on a national level. GSWCF does not retain any portion of the membership dues.

Cookie proceeds support GSWCF troops and support GSWCF in the following ways:

- **GSWCF's Investment in Girls** (programs, four camps, volunteer trainings and member services)
- **Direct Girl Proceeds & Rewards** (including troop and service unit proceeds)
- **Cost of Cookie Program & Vendor Costs** (packaging, transportation, warehouse and training)







## Caregiver Related

- Caregivers must complete the online Caregiver Permission & Responsibility form for every participating girl. Do not give sales materials to a girl if the caregiver has not submitted a Caregiver Permission & Responsibility form.
- Set up specific dates to meet with caregivers throughout the cookie season to collect money.
- Until comfortable with the caregiver's payment patterns, limit the number of cookies taken. GSWCF encourages troops to only allow caregivers to check out 100 (\$600) boxes of cookies, if they are not pre-paid.
- Collect payments for outstanding balance **before** issuing more cookies to caregivers.
- Troops are only allowed to submit outstanding caregiver balances of no more than \$600.
- Use receipts every time a caregiver picks up cookies and/or turns money in to the troop. Troops should provide caregivers with a receipt for cookies issued and the amount of money received.

## Cookie Payment

- Customers pay when the product is **delivered**. Unless they are ordering online, they should not be asked to pay for a product before it's delivered (except for Gift of Caring/Hometown Heroes items, which can be paid for when ordered if customer is not ordering additional cookies).
- Girls/caregivers should never be asked to pay for product when picking it up from the troop. Exceptions may be considered if there is a prior history of outstanding debt. In this case, please contact the Vice President of Product Program, at 813-281-4475.
- Troops must decide if they will accept checks and communicate this to the caregivers. If accepted, checks should be made out to the troop and deposited into the troop account.
- Troop leaders accept responsibility for fees associated with checks returned for non-sufficient funds (NSF). Troop funds are not allowed to pay for fees.





## Troop Responsibilities

- Troops are responsible for entering troop-to-troop cookie transfers in the eBudde system in a timely manner since they will affect the troops' financial obligation to GSWCF. Only one troop needs to enter the transfer into eBudde.
- Troops should allow time for the deposits into their troop bank account to clear to avoid NSF fees.
- Troop leaders are responsible for any fees associated with declined withdrawals or NSF. Troops authorize GSWCF to repeat electronic (ACH) payments that fail for any reason within five business days.
- Troops must have all funds in the troop bank account **before** ACH sweep dates.

## ACH Related

- ACH invoices will be emailed to the troop leader and troop cookie manager one week before the ACH sweep date.
- A one-time, one week deferment for the first or second ACH sweep may be requested. Troops cannot ask for a deferment on the final ACH sweep.
- The final ACH sweep from the troop account for the amount due to council, minus outstanding caregiver balances submitted on time, occurs March 27. **No exceptions will be made.**
- Failure to have sufficient funds for the final ACH sweep date does not grant a troop extension from GSWCF. Troops with unpaid funds will be subject to collection efforts (which may include collection agencies). Troop cookie managers with unpaid balances will not be allowed to volunteer until full payment is made.
- If a credit is due to a troop, GSWCF will use the banking information provided to credit or return any monies due to the troop on March 27.





### Outstanding Caregiver/Parent Balance

- Troop cookie managers must notify caregivers in writing regarding shortages in funds, making sure to include the due date for all outstanding funds. Ensure communications are timely to the caregivers.
- Troops can only submit outstanding caregiver balances up to \$600.

If caregivers' funds are still outstanding at the end of the sale, the troop cookie manager must complete the online Outstanding Balance form located at [gswcf.org/cookies](https://gswcf.org/cookies) on the 'Cookie Volunteers' tab and upload pictures of the following:

- Signed caregiver Permission & Responsibility form
- Receipts signed by the caregivers for products received
- Copy of receipts for funds paid
- Copy of the delinquent notification letter or email

These items MUST be received via the online form no later than March 17.

### Counterfeit Bill

- If notified by the bank of a counterfeit bill found in a troop's cookie deposit, a Counterfeit Bill Report must be requested from the bank and sent to the Product Program Department as soon as possible.
- The amount of the counterfeit bill will be deducted from the amount due to the council.
- Please note that the bank will retain the counterfeit bill and deduct the amount from the deposit.

### Stolen Product or Money

Troops should take measures to ensure the safety and security of the product and funds.

- In the case that funds/products are stolen, a copy of the theft documented in a police report is due to the council.
- The incident must be reported to the homeowner's insurance company to make a claim.
- The troop's volunteer/caregiver remains financially responsible for funds due.

# Cookie Sales:

## Finances–Troop Budget and Proceeds



### Troop Budget and Activities

The Girl Scout Cookie Program is a girl-led program. The amount of leading, of course, depends on the level of the troop. Troop cookie proceeds can support the cost for much, if not all, of a troop's activities, uniforms, supplies and materials.

### **First – Determine troop expenses for the upcoming year at the beginning of the cookie program.**

Girls will develop their ability to set goals, make decisions and learn how to manage money. Some important questions for girls to consider include:

- Will we need any new uniforms or uniform pieces?
- Is there a need for new Journeys, badges or patches?
- Do we have a service project picked out?
- Do we want to go camping?
- What supplies or materials do we need for this year's projects?
- Will we raise funds for Early Bird registration next year?
- Do we have any other expenses?

### **Next – After the troop's expenses are established, girls can determine how many cookie boxes the troop needs to sell to reach its goal.**

Example: Troop members determine they need \$1,300 for uniforms, camping and earning badges and or patches.

Troop proceeds are \$0.88 per box (at the lowest level)

$$\$1,300 \div \$0.88 = 1,478$$

Troop must sell 1,478 boxes to raise \$1,300.64

### **Remember – Booth assignments of cookies**

- Girls participating in booth sales will also reduce the quantity needed to be sold by Girl Scouts on an individual basis.
- Cookies sold at booths are done as a group and should be applied to each girl individually at that booth sale.
- Troops divide the total number of boxes sold at the booth by the number of girls who helped at that booth.
- More information on troop finances and budgeting can be found in Volunteer Essentials: Managing Group Finances.

# Cookie Sales:

## Finances–Troop Budget and Proceeds



### Troop Proceeds

- Troop proceeds are based on a per-girl-average (PGA) of girls selling with a chance for troops to earn greater proceeds with a higher PGA.

### Requirements

- Troops must have a minimum of five girls registered for MY25, three of those girls must be participating with at least one of the girls unrelated to the other girls. This is to ensure the council is complying with tax requirements related to its nonprofit status.
- For troops that do not meet this minimum, the participating Girl Scouts will be classified as Juliettes for the cookie program and will receive council credits instead of troop proceeds.

### eBudde

- eBudde automatically calculates troop proceeds, adjusting for PGA.
- Troops must enter all cookies that are picked-up and give girls credit in eBudde in order for troop proceeds to be determined correctly.

### Opting Out of Rewards

- Girl Scout Junior, Cadette, Senior and Ambassador (J/C/S/A) level troops can opt out of rewards to receive additional proceeds.
- All girls in a J/C/S/A troop must agree as a whole troop to opt-out of rewards, complete and submit the opt-out of rewards form by the deadline date.
- Troops who opt out will not receive general rewards. They can still earn patches, the troop reward and Gift of Caring rewards and attend the Super-Seller event.
- Multi-level troops with girls who are Daisies or Brownies do not qualify to opt-out of rewards.





# Cookie Sales:

## Finances–Troop Budget and Proceeds



### Troop Bonus

Troops that excel in the 2025 Cookie Program by meeting the following requirements will receive an additional \$0.03 per box sold:

- Hold a parent meeting
- Set a troop goal and enter it into eBudde on the settings page
- Have five registered girls
- Provide bank information to council by Jan. 24, 2025
- Have at least 75% of registered girls selling
- Have a 375 PGA of girls selling
- Donate at least 36 boxes to Gift of Caring (HTH does not count towards this requirement)
- Complete all ACH sweeps on time with no deferments
- Ensure that at end of the season all cookies are assigned to girls (no unassigned cookies left in eBudde troop account) by March 17
- Ensure all reward choices are entered into eBudde for girls by March 17.

### Submitting for Troop Bonus

- Troops that believe they qualify for the troop bonus must complete the online JotForm at [gswcf.org/cookies](https://gswcf.org/cookies) by March 17, 2025.
- The Product Program Department will verify troops that submit the form.
- Troops qualifying for the bonus will receive the funds via ACH direct deposit into their troop account by April 30.

### Service Unit Bonus

- Service units receive a share of the proceeds at \$0.05/box sold in their service unit.
- This provides service units with additional funds to serve girls and volunteers in their region.
- These critical funds can be used toward any support initiatives for the members of each service unit—from funding encampments to providing start-up money to new troop leaders to community-sponsored events and more.

| Troop PGA     | Troop Proceeds | Additional Earnings  | Troop Bonus   |
|---------------|----------------|--|---|
| Less than 250 | \$0.88/box     | Troops (J/C/S/A) that choose to opt out of rewards earn an additional \$.05 per box. | Troops that meet specific bonus requirements can earn \$.03 additional per box. |
| 250-224.99    | \$0.90/box     |  |   |
| 325 or more   | \$0.92/box     |  |   |

# Cookie Sales:

## Finances– Troop Budget and Proceeds



### Juliette (Individually Registered Girls) Council Credits

Juliettes earn council credits when they sell cookies!

- Credits are distributed by the Product Program Department to Juliettes, which are also referred to as Individually Registered Girls.
- Caregivers receive an email from GSWCF informing them of the total amount of council credit their Girl Scout earned. The email is sent after the program concludes and all money is collected from caregivers.
- Council credits can be used for membership, summer camp, programs, events, destinations (through GSUSA destination expenses or travel conducted with EF Tours or Explorica) and items in the Girl Scout Store.
- Any girl with an outstanding balance due will not receive council credits or rewards until the full balance due is paid.
- For questions regarding council credits or assistance using council credits, please email [info@gswcf.org](mailto:info@gswcf.org) or call 813-281-4475.

### Processes & Procedures

- The Juliette's adult sponsor (Juliette cookie manager) attends training with other troop cookie managers and is required to sign an agreement. The Product Program Department issues the Juliette's cookie manager a unique Juliette number for eBudde purposes.
- The Juliette's cookie manager manages the Girl Scout by entering orders into eBudde, distributing the cookies, depositing all collected money into the council's account using the bank account information provided, and orders the Juliette's rewards. Please note: No proceeds are kept by the Juliette cookie manager or the girl(s). Proceeds are earned by troops.
- Any Juliette with an outstanding balance due will not receive council credits or rewards until the full balance due is paid.



# Cookie Sales: Finances–Troop Budget and Proceeds



## Council Credits Distribution

Council credits are based on a range of cookie sales. Girl Scouts earn the highest level of council credit achieved (see chart) for the highest number of packages sold. Council credit is not cumulative.



## Council Credit Chart

| Boxes           | Council Credit |
|-----------------|----------------|
| 12-35 boxes     | \$14           |
| 36-71 boxes     | \$20           |
| 72-107 boxes    | \$41           |
| 108 -143 boxes  | \$62           |
| 144 -179 boxes  | \$82           |
| 180-215 boxes   | \$103          |
| 216-251 boxes   | \$123          |
| 252-287 boxes   | \$144          |
| 288-323 boxes   | \$164          |
| 324-359 boxes   | \$185          |
| 360-395 boxes   | \$205          |
| 396-431 boxes   | \$226          |
| 432-467 boxes   | \$246          |
| 468-503 boxes   | \$267          |
| 504-539 boxes   | \$287          |
| 540-575 boxes   | \$308          |
| 576-611 boxes   | \$328          |
| 612-647 boxes   | \$349          |
| 648-683 boxes   | \$369          |
| 684-719 boxes   | \$390          |
| 720-755 boxes   | \$410          |
| 756-791 boxes   | \$431          |
| 792-827 boxes   | \$451          |
| 828-863 boxes   | \$472          |
| 864-899 boxes   | \$492          |
| 900-935 boxes   | \$513          |
| 936-971 boxes   | \$534          |
| 972-3,500 boxes | \$554          |

# Cookie Sales:

## Finances–Payment Options



In addition to accepting credit card payments directly from customers through Digital Cookie, GSWCF offers troops two other ways to collect credit card payments at no cost to the troop:

- Clover Go - Customer payments should go through the Clover Go app
- Cheddar Up - Parent payments can be collected with Cheddar Up

### **Clover Go**

- Clover Go is an app that allows troops to set up girls (with a caregiver's assistance) to accept credit card payments directly from customers.
- Clover Go customer payments go directly into the troop bank account.
- Clover Go is not to be used to collect caregiver payments.

### **Time period to use Clover Go**

- Clover Go can only be used for customer payment during product programs between October and March.
- Authorized dates for the Girl Scout Cookie Program are Jan. 3-March 30.
- GSWCF pays all fees associated with Clover Go for product program customer purchases during the product program season.
- Any troop that abuses the system will be charged all fees associated with the transaction(s), plus an administrative fee.

### **Clover Go Training**

- GSUSA is no longer providing Clover.
- GSWCF is offering this service and working with the vendor to develop the process.
- Training will be offered through gsLearn when it's available.

### **Cheddar Up**

- Cheddar Up is an easy online tool for troops to collect payments from caregivers.
- Cheddar Up is free for troops to use.
- Convenience fees associated with processing the payment are passed on to the caregiver.

### **Using Cheddar Up**

- Troops create an online collection form to make it easier to collect payments from caregivers.
- Money collected from caregivers through Cheddar Up is transferred into the troop's bank account.
- Visit [gswcf.org](https://gswcf.org) for information about how to sign up for Cheddar Up.

# Cookie Sales:

## Finances-ACH Procedure and Information



GSWCF uses Automated Clearing House (ACH), a network for electronic payments either to debit or credit a troop's bank account for funds due or refunded for product programs.

### How does ACH work?

- Troop leaders (the signer on troop bank account) must complete the ACH Authorization section included in the Troop Product Manager Agreement.
- Troop orders are not placed without troop bank account information being added into the eBudde system.
- GSWCF's Accounting Department uses the troop bank account information entered into eBudde to initiate the ACH withdrawal (or "sweep") of the "Amount due to Council" on set dates.

### ACH Sweep Info

- The GSWCF Accounting Department conducts three electronic transfers from the troop bank accounts to the council account.
- Please allow 24-48 hours for these to process.

### ACH Due Dates

- Feb. 20: First ACH Sweep, \$2.00 per pkg, for total of all cookies picked up by Feb. 9
- March 6: Second ACH Sweep, \$1.75 per pkg of all cookies picked up by Feb. 23
- March 27: Final ACH Sweep, ALL remaining balance owed to council minus outstanding caregivers

Troops may ask for a one-time one-week deferment for the **first** or **second** sweep ONLY.







## What is a deferment?

- A deferment is a one-week postponement of the ACH sweep and can only be requested one time during the cookie season.
- If the deferment is approved, the follow-up ACH will be scheduled **for the following week**.
- A troop is **not** eligible for a troop bonus when a deferment is requested.

## ACH Deferment Request Due Dates

Feb. 17: First ACH Sweep Deferment Request

March 3: Second ACH Sweep Deferment Request

## Requesting a deferment

- Deferments must be submitted by the above deadlines and will be reviewed and approved by the Vice President of Product Program.
- Troops will be notified if their deferment is approved.

The following are acceptable reasons for a deferment request:

- Parents not paying in a timely manner
- Booths canceled by store location
- Checks returned for insufficient funds
- Stolen products/money (must be accompanied by a police report)
- Counterfeit bills received

Troops not making their bank deposit on time is **not** an acceptable reason for a deferment.

Deferment forms submitted after posted deadlines will not be accepted.



# Cookie Sales: Finances-ACH Procedure and Information



## ACH FAQs

### **Does my troop have to use ACH sweeps?**

Yes, troops must use ACH sweeps to participate in the Girl Scout Cookie Program. Each troop must verify their troop's bank account information in the eBudde system. Troops must have bank information submitted to participate in the cookie program.

### **What if my troop does not place a Starting Inventory Order?**

The ACH sweeps are based on all cookies picked up at cookie cupboard/truck locations by dates specified.

### **What if my troop has an overpayment to council?**

All overpayments of \$5 or more will be refunded via ACH sweep on March 27.

Communicate with parents regarding Girl Scout Cookie Program expectations and the dates when cookie money is due to the troop.





## GSUSA

Girl Scouts of the USA offers resources on [girlscoutcookies.org/troopleaders](https://girlscoutcookies.org/troopleaders).

- Girl Scouts of the USA Resources
- Digital Marketing Tips and Tools for Cookie Entrepreneurs and Families
- Supplemental Safety Tips for Online Marketing
- Safety Tips for Girl Scout Cookie™ Entrepreneurs
- Cookie Program Family Meeting Guides
- Troop Leader Resources
- Virtual Cookie Booth Guide
- Cookie Family Connection Guide

## GSWCF

Visit the GSWCF cookie website for resources, including Volunteer Essentials and Safety Activity Checkpoints, to support your Girl Scouts during their cookie season: [gswcf.org/cookies](https://gswcf.org/cookies)

## Additional Websites

### Cookie Resources

- [littlebrowniebakers.com/girl-scouts-cookies](https://littlebrowniebakers.com/girl-scouts-cookies)
- Cookie Season Resources
- Rally Guide and Activities
- Clip Art & Illustrations
- Digital Marketing
- Print Materials

### Badges

- [girlscouts.org/cookiebadges](https://girlscouts.org/cookiebadges)
- [girlscoutcookies.org/entrepreneurfamily](https://girlscoutcookies.org/entrepreneurfamily)

### Digital Cookie®

- [girlscouts.org/digitalcookie](https://girlscouts.org/digitalcookie)

### Digital Marketing Tips

- [girlscoutcookies.org/digitalmarketingtips](https://girlscoutcookies.org/digitalmarketingtips)

# Have an exciting cookie season!



**Please contact the GSWCF Product Program Department with any questions.**

Kim Buettner, Vice President of Product Program

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813-281-4475

[info@gswcf.org](mailto:info@gswcf.org)

