

2020 Girl Scout Cookie Program



Troop Cookie Manager

You'll show them the way. They'll have the confidence to succeed.

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Gathering Place Cookie Cupboards

- Chicago:** 20 S. Clark Street, Suite 200, Chicago, IL 60603
- Greene Wood:** U-Stor-It, 2100 Ogden Avenue, Lisle, IL unit number 1503, code *15033078#
(offsite location)
- Homewood:** 1005 W. 175th Street, Homewood, IL 60430
- Joliet:** 1551 Spencer Road, Joliet, IL 60433
- Merrillville:** 8699 Broadway, Merrillville, IN 46410
- Vernon Hills:** 650 N. Lakeview Parkway, Vernon Hills, IL 60061

SU Cookie Manager Team

Title	Name	Phone	Email
SU Cookie Manager			
SU Delivery Coordinator			
SU Booth Coordinator			
SU Rewards Coordinator			
Other Important Contact Information			
Council Product Program Team Helpline	855-456-8347, ext. 6722 (855-ILOVEGS, ext. 6722) productprogram@girlscoutsgcnwi.org		

Cookie Booth in a Bag!

Pre-order your's today.

\$75

Deluxe includes everything in the Basic plus:

Tablecloth
Pop-up Sign
Yard Sign
Banner

\$30

Basic Includes:
Cookie Totebag
3 Cookie Buttons
3 Cookie Signs
Money Pouch
Rollabana
Window Adhesive



www.shopgirlscouts.com

*Not all items shown. Artwork subject to change based on availability.

What We Stand For

The Girl Scout Cookie Program is the largest girl-led business in the world, and girls develop 5 key skills they will use for a lifetime:

1. **Goal Setting** - Girls set their own goals and contribute to setting troop/group goals.
2. **Decision Making** - Girls decide how to spend their troop/group proceeds.
3. **Money Management** - Girls tally orders, count change and budget.
4. **People Skills** - Girls interact with a variety of people and understand the importance of customer service.
5. **Business Ethics** - Girls learn how important it is to be honest, meet deadlines and properly market a product.



Girl Scout Promise

On my honor, I will try;
To serve God and my country,
To help people at all times,
And to live by the Girl Scout Law.

The Girl Scout Law

I will do my best to be
honest and fair,
friendly and helpful,
considerate and caring,
courageous and strong, and
responsible for what I say and do,
and to
respect myself and others,
respect authority,
use resources wisely,
make the world a better place, and
be a sister to every Girl Scout.

Girl Scout Mission:

Girl Scouting builds girls of courage,
confidence, and character,
who make the world a better place.

GIRL SCOUT COOKIES®
LOVED BY MILLIONS
BAKED WITH ONE PURPOSE



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



Remember to keep the new Lemon-Ups cookie confidential until January 7, 2020.

LEMON-UPS™

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon cookies baked with inspiring messages to lift your spirits ①D

Little Brownie
BAKERS®

girl scouts
 cookie program



- 100% Real Cocoa
- Real Coconut

SAMOAS®

Crisp cookies coated in caramel, sprinkled with toasted coconut and striped with dark chocolaty coating ①D

- 100% Real Cocoa
- Real Peanut Butter



TAGALONGS®

Crispy cookies layered with peanut butter and covered with a chocolaty coating ①D

- Made with Natural Flavors
- Real Peanut Butter
- Whole Grain Oats



DO-SI-DOS®

Crunchy oatmeal sandwich cookies with creamy peanut butter filling ①D

- Made with Vegan Ingredients
- 100% Real Cocoa



TREFOILS®

Delicate-tasting shortbread that is delightfully simple and satisfying ①D

THIN MINTS®

Crisp wafers covered in chocolaty coating made with natural oil of peppermint ①

- Made with Natural Flavors
- 100% Real Cocoa



GIRL SCOUT S'MORES®

Crunchy graham sandwich cookies with creamy chocolate and marshmallowy filling ①D



- NO Artificial Flavors

TOFFEE-TASTIC®

GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits ①D



The GIRL SCOUTS® name and mark, and all other associated trademarks and logotypes, including but not limited to the Trefoil Design, Girl Scout Cookies®, Thin Mints®, Trefoils®, Girl Scout S'mores® and Lemon-Ups™ are owned by Girl Scouts of the USA. Little Brownie Bakers is an official GSUSA licensee. The LITTLE BROWNIE BAKERS® name and mark, and all associated trademarks, including SAMOAS, TAGALONGS, DO-SI-DOS and TOFFEE-TASTIC are registered trademarks of Kellogg NA Co. Copyright ©, TM, © 2019 Kellogg NA Co. 051519

Wanted! Council Cookie Cupboard Manager

Do you love Girl Scout Cookies? Do you *really* love Girl Scout Cookies? Imagine yourself surrounded by cases and cases of cookies from the floor to the ceiling, interacting with volunteers, staff and Girl Scouts! It's like a Girl Scout Cookie fairyland! Sounds like fun, right?

Join the Girl Scout Cookie Team! Become a Council Cookie Cupboard Manager!

Show off those muscles! Show off those excellent customer service and computer skills! We are looking for you!

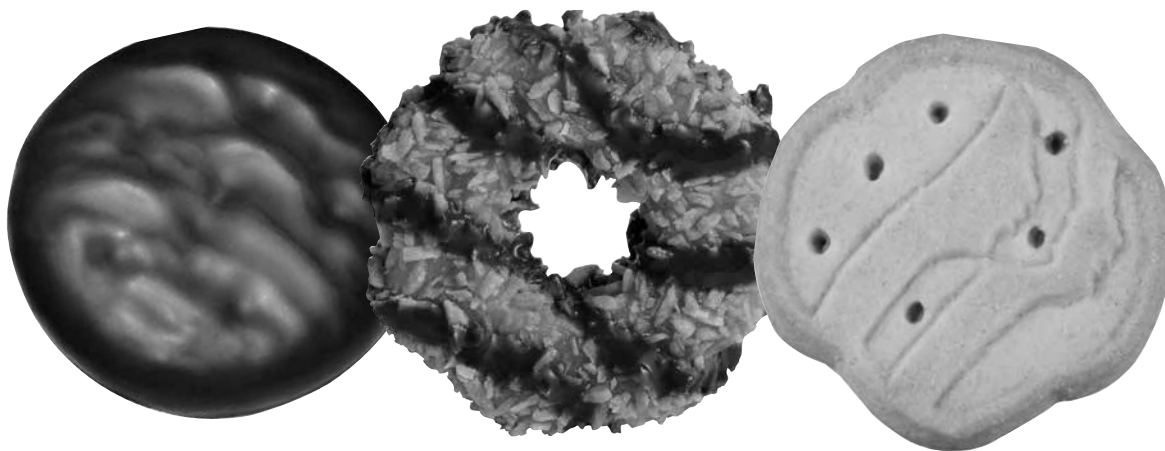
Here's what you need to know:

- It's a seasonal paid position with scheduled hours between February and April (with possible extension)
- A usual work week is Monday through Friday (8:30 a.m. - 5 p.m.) with possible weekend duties.
- You need to be flexible throughout the GSGCNWI council geography (may require travel and use of personal vehicle with mileage reimbursement)

Here's what you will do:

- Manage and oversee the cookie cupboard(s), associate with volunteers and staff and maintain paperwork and update the eBudde™ electronic ordering system
 - Set up troop cookie booth orders from eBudde for troop pick up
 - Fill Goal Getter cookie orders for volunteers when they come in
 - Keep an inventory of cupboard cookies and complete the necessary paperwork and submit cupboard cookie restock orders to appropriate team member as needed
 - Return calls to volunteers and communicate regularly with Product Program team
 - Contribute to the betterment of the Girl Scout movement and the cookie program!
- ..and so much more!

Interested? Applications open December 15! girlscoutsgcnwi.org/careers



What's New in 2020

There are new initiatives for 2020 that can help the girls' cookie success reach new heights. Here is the essential scoop you need to know.

New Cookie....Lemon-Ups! (*Shhhhh! Embargoed until Jan 7, 2020!*)

Lemon-Ups will be the name for the new lemon-flavored cookie for the 2020 Girl Scout Cookie Season from Little Brownie Bakers®. Lemon-Ups reflects the cookie's crispy, zesty flavor and the many amazing strengths of girls in the Girl Scout Cookie Program®.

These G.I.R.L. (Go-getter, Innovator, Risk-taker, Leader™)-inspired cookies are embossed with messages to lift your spirits. Each cookie is baked with something bright, inspiring and empowering to say—with a delicious taste and uplifting messages!

They're perfect for sharing, and positively fun! Each one has a message that expresses your personality or admiration for others.

Embargoed means: No social media posts

eBudde Enhancements

There are several eBudde enhancements that will help you manage the cookie program like a pro including:

- Newly designed Cookie Portal
- Digital Cookie – Girl Delivered orders are now posted to the initial order tab. Plus Girl Delivered orders appear on the sales report. You do not need to add them into eBudde this year!
- Booth Sites – Releasing booth locations just got easier! Your troop signed up for a booth site and now plans have changed. From the troop dashboard in eBudde, you can release that booth site allowing another troop the option to sign up for that site. It will also help customers to know that a troop will not be present at that location. On the waiting list for a booth site? The Booth Site waiting list will help you to know where you stand on the list of troops waiting to see if a specific booth spot will be available.
- Troop Cookie Exchange – Have cookies you wish to exchange with other troops? Post that you have available cookies by variety and see what is available from others.

eBudde™ now gives you some additional information on the Cookie Exchange page like searching for available cookies via zip code. You also have an easy way to zero out all your quantities. Remember all of the quantities are in PACKAGES.

- Girl Order tab – You will be able to see the information you need more clearly on the Girl Order Tab. For example, there is an increased visibility of Digital Cookie Girl Delivered orders. Plus, you can now print the Girl Order Summary by Girl.

Digital Cookie Rewards

There are many rewards that girls can earn by participating in the online segment of the cookie program. **New!** Girls who send 30+ emails online using the Digital Cookie platform will receive the “Cookie Techie” patch. Plus, each girl who sells 40+ packages online will also receive the “Tooth Brush Cover”, 80+ packages online will receive a “Magic Washcloth” and for selling 120+ packages online will earn a “Spa Headband”. Rewards are cumulative!



Product Combo Achiever Patch

Who doesn't love patches? Girls do! Girl Scouts who sold 25+ items in the 2019 Fall Product Program and have reached the 135+ package level in the 2020 Cookie Program will earn the Product Combo Achiever Patch with both the 2019-20 Product Program mascots. The Product Combo Achiever Patch will be mailed directly to the girl in May/June 2020.

Troop Credit Card Processor

Looking for a new option to capture credit card payments while at a booth site event? We have just the tool for your troop!

The Girl Scouts of Greater Chicago and Northwest Indiana has partnered with First Data to help customers **purchase their favorite cookies via First Data's cloud-based mobile payment platform called Clover.** Clover can be used with or without a Clover device. Clover devices will be available for purchase at our Gathering Place Retail Shop. Clover devices are not required to process credit card payments. Download the Clover Go™ app (for Apple and Android users) to scan the credit card. Customers will love the ease of being able to pay for their cookie order with a credit card and troops will benefit by offering their customers a cashless option.

This year, GCNWI will be paying the credit card fees for troops using the Clover platform during our cookie program (January 1 – April 30)! No charge to troops!

The Clover Troop Credit Card Processor should only be used for customer cookie purchases (January 1 – April 30).

The Troop Credit Card Processor should only be used for customer cookie purchases (January 1 – April 30).

Troop Rewards

Two troop PGA rewards for girls! Troops with a per girl average (PGA selling as indicated on the sales report in eBudde™) of 140+ packages at the end of the program will receive the Bandana. Plus, troops with a per girl average of 160+ packages will receive the "Fashion" T-shirt (shirt size must be selected). eBudde only calculates girls participating in our program.

Troop Reward for Cookie Managers

Troop Cookie Managers, we appreciate all you do to encourage your troop during the cookie program! Your hard work makes the Girl Scout Cookie Program an exceptional experience for girls. Once again we would like to show our appreciation for your efforts. Troops with a per girl average of at least 160+ packages at the end of the program will receive a Tote Bag (2 per troop).

VIRTUAL COOKIE RALLY

Viewing parties on Jan. 11, 2020

SAVE THE DATE for the 2020 Virtual Cookie Rally

Saturday, January 11 | Broadcast will begin at 2pm

For Girl Scouts of all ages, parents/caregivers, troop leaders and service unit cookie program managers!

This cookie season, the Girl Scouts GCNWI Cookie Rally is going VIRTUAL! You are cordially invited to “join us” for a viewing party the Virtual Cookie Rally where you’ll get:

- A fun introduction to Cookie Season 2020;
- Tips and Tricks from our top sellers on how to sell cookies;
- A breakdown of all the Cookie Program Rewards you can earn;
- A secret-special message and more!

Choose Your Way to Watch

For the first time ever, you can choose how to attend the Cookie Rally!

- Enjoy the Virtual Cookie Rally from the comfort of your home;
- Host a watch party of your own with your troop or Service Unit;
- Or Join one of our Official Watch Parties!



Official Watch Parties!

**Saturday, Jan. 11, at two locations
across the council!**

10 a.m.-12 p.m.

Vernon Hills Gathering Place
650 N. Lakeview Pkwy
Vernon Hills, IL 60061

2-4 p.m.

Friendship Center
5100 Sunset Lane
Country Club Hills, IL 60478

Watch party registration will open this fall!
girlscoutsgcnwi.org/cookie-rally

Stay tuned for more details to be announced.
girlscoutsgcnwi.org/cookie-rally

Cookie Program At-a-Glance

OCTOBER—DECEMBER

- Attend cookie program training (Oct./Nov.)
- Hold troop meeting to explain program to girls/families; encourage girls to set goals (Nov./Dec.)
- Loop Site Guidelines available (Dec.)
- Dec. 1: ACH Authorization Form due
- Dec. 16: Troops access eBudde™ to view girl information

JANUARY

- Jan. 1-19: Initial order taking period/Digital Cookie opens to send emails
- Jan. 2-4: Loop Site Commitment form online submission period
- Jan. 12: Council Booth Site Sales sign up begins at 7 p.m. CST (2 time slots)
- Jan. 14: TCM can add girls into eBudde™
- Jan. 19: Council Booth Site Sales sign up (round two) begins at 7 p.m. CST (2 time slots)
- Jan. 21: Online/girl delivered sales will close at 11:59 p.m. CST
- Jan. 21: Open mic day, 12 - 8 p.m.
- Jan. 22: Open mic day, 9 a.m. - 12 p.m.
- Jan. 22: Submit troop initial cookie order and initial reward order due in eBudde™ (12pm CST)
(This is a good time to determine if you want to submit the order for booth site cookies along with your troop's initial order. Remember, 50 percent of your initial order balance will be due for ACH sweep one on March 1; or complete the ACH Adjustment Request Form before Feb. 25 to change the amount being swept on March 1.)
- Jan. 26.: Council Booth Site Sales sign up (round three) begins at 7 p.m. CST (unlimited time slots)

FEBRUARY

- Feb. 1: Troop Sales (My Sales) site sign up begins
- Feb. 3: eBudde™ transaction tab opens at 7 p.m.; troops may place cookie cupboard orders

- Feb. 7-9, 12-16: Cookie delivery (*Check with your SUCM for your pickup time and location.*)
- Feb. 10: Cookie cupboards, including Gathering Place cupboards, open for additional cookie pickup
- Feb. 10: Goal Getter program begins
- Feb. 14: Cookie Booth Sales weekends begin
- Feb. 21-23: National Girl Scout Cookie Weekend
- Feb. 25: ACH Adjustment Form due
- Feb. 28: ACH Sweep One (50% of initial order due)

MARCH

- March 22: All online sales will be stopped at 11:59 p.m. No more online sales.
- March 23: Cookie program, including Goal Getter, ends; Gathering Place cookie cupboards close
- March 23: ACH adjustment and individual collection (IC) forms due; last day to enter troop cookie transfers
- March 24: Submit troop/girl final reward orders in eBudde™; last day to opt out of rewards
- March 25: Submit service unit final reward orders in eBudde™
- March 27: ACH Sweep Two (100% of remaining balance due)
- March 31: Loop Site Day One

APRIL

- April 2: ACH Sweep Two (100% of remaining balance due)
- April 2: Loop Day Two
- April 8: Loop Day Three
- April 10: ACH Sweep for Loop Day One and Two
- April 15: ACH Sweep for Loop Day Three

MAY/JUNE

- Your SUCM will notify you when rewards are ready for pickup. Please count the rewards you receive and distribute to girls in a timely manner. Report any damaged or missing rewards to your SUCM.

Cookie Program Resources

Be sure to take advantage of the wealth of online resources available to guide you through a fun and successful Girl Scout Cookie Program.

Girl Scouts GCNWI - girlscoutsgcnwi.org/cookies-resources

Visit our site to find procedures, forms, manuals and other helpful information.

eBudde™ - ebudde.LittleBrownie.com

Your Command Center for managing the cookie sale. Order cookies, track girl activity and order girl rewards.



eBudde Troop App – The eBudde Troop App is exactly what volunteers need to manage the cookie season – wherever they are, on the go.

Digital Cookie – With the Digital Cookie® platform, the Girl Scout Cookie Program you know and love is better than ever. Fun, easy-to-use tools help you superpower your sale and go beyond the booth with online and mobile channels that make it easy for cookie fans near and far to support your sales.

Girl Scout Cookie Finder

Help friends and family locate the nearest cookie booth with this interactive app for Apple and Android!

Little Brownie Bakers - LittleBrownie.com

Find girl activities, marketing ideas, and clip art to help girls prepare for the cookie season.

Volunteer Blog - blog.LittleBrownieBakers.com

Check out the volunteer blog for exciting program resources.

Little Brownie on YouTube - youtube.com/LittleBrownieBakers

Check out this library of inspiring videos featuring real girl stories and tips for a successful program.

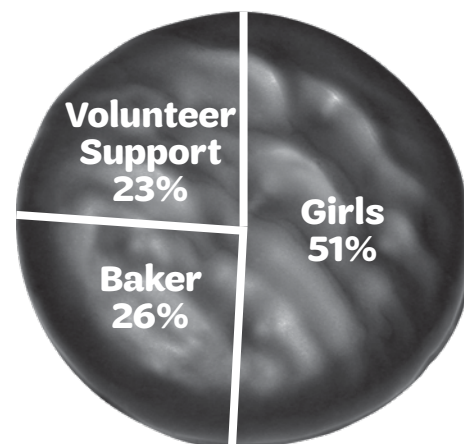
eTraining - VIPeTraining.LittleBrownie.com

Get step-by-step cookie program training whenever you'd like it!



Recipe for Success

Girl Scout Cookies inspire girls. Experiences supported by the Girl Scout Cookie Program enable girls to build the courage, confidence and character they need to make the world a better place. Each package costs \$5. More than 74% of the purchase price stays local to ensure that each Girl Scout, her troop and our volunteers have rewarding overall experiences.



Who Benefits from Each Cookie Purchase?

Girls Ages 5 – 17 = 51%

- Access to a nationally consistent leadership development curriculum
- Local resources, programs and events developed by professional staff to augment the curriculum
- Financial assistance to remove economic hardships for girls who want to join and engage in activities
- Support for the pursuit of Gold, Silver, and Bronze Awards
- Opportunities to learn the life skills of the Girl Scout Cookie Program (or The 5 Skills)
- Maintenance and upkeep of residential camps, day camps, and properties
- Property managers to ensure maintenance, safety, and access
- Operating funds for troop activities

Adult Members, Volunteers, and Families = 23%

- Orientation and training to prepare volunteers for their roles
- Background checks and other protocols to encourage a safe environment
- Marketing resources for volunteers to promote membership
- Supplies and programming resources
- Customer service professionals available to answer questions by phone, e-mail, and in person
- Membership and event registration processing
- Data management
- Technology support for website, online training, and communication channels

What Other Ingredients Are in the Price?

Cookie Program + Baker Costs = 26%

- Cost of cookies (including market cost for ingredients) from the baker
- Transportation and storage of cookies
- Staff and temporary staff resources to support program implementation

Troop Responsibilities

Cookie volunteers are registered Girl Scout adults who honor and live by the Girl Scout Promise and Law and follow all policies and deadlines.

Troop Cookie Manager:

- Offers every Girl Scout the opportunity to participate.
- Attends service unit cookie program training.
- Ensures that every participating girl and adult is a registered member of Girl Scouts of the USA for the current Girl Scout membership year.
- Provides cookie program training to Girl Scouts and their parent/guardian.
- Instills goal setting at all levels (council, service unit, troop/group and girl).
- Arranges for the immediate distribution of all materials, products and rewards to every girl.
- Secures a signed Girl Scout Product Program Permission & Responsibility Form for each Girl Scout participating.
- Reviews all girl cookie orders for accuracy.
- Enters and submits girl cookie and reward orders in the electronic ordering system, eBudde™, by Jan. 22, 2020.
- Ensures the troop has an established bank account. Deposit all money collected into the troop bank account immediately upon receipt. If the TCM is not on the bank account, the money must be turned over to the troop leader for deposit.
- Provides accurate and timely reporting, according to established schedules, guidelines and due dates.
- Ensures that payment in full is collected, deposited and a receipt is given for all products ordered and received. If a troop does not have a TCM, the troop leader is solely responsible.
- Verifies reward orders to ensure all appropriate selections are marked, such as T-shirt size.

Troop Delivery Coordinator:

- Is responsible for pickup of the troop's cookie order, verifies, sorts and distributes each girl's order.
- Selects a delivery pickup time in eBudde™. (Your SUCM may have a different sign-up process.)
- Brings a printout of the troop order to verify case counts.
- Brings enough vehicles to accommodate the entire order in one trip.
- Be on time. Don't be early; don't be late.
- Checks in with the delivery station manager/coordinator.
- Verifies the product count as it is being loaded into their vehicle – verify the order again at home immediately before distribution to the girls.
- A receipt must be signed by the TCM and SUCM any time money and product are exchanged.
- Damaged product will be replaced; troop orders will not be modified.
- Prepares all girls' product orders before families arrive for pickup.
- Arranges a pickup schedule for girls and their families.

Troop Booth Site Coordinator:

- Monitors booth site sign-ups to ensure adherence to Booth Scheduler guidelines.
- Writes thank you letters to businesses at the close of the program.
- Signs up for booths according to printed cookie program calendar.
- Refer to “What Can a Cookie Booth Do” at girlscoutsgcnwi.org/cookie-resources.

Troop Rewards Coordinator:

- Receives all girl rewards from the SUCM.
- Inventories all items and reports discrepancies to SUCM.
- Sorts rewards by girl.
- Notifies and distributes rewards to the girls **promptly**.

Girl/Parent Training

Troop Training Steps

Before girls begin to take orders, schedule a meeting with girls and their parents to explain the program. Girls and parents should review the program options and participate in as many as possible. Share the troop goal with your girls and parents, divide your troop goal by the number of girls selling in your troop, and share the individual girl goal with the families so they know where to aim. A troop is welcome to add cases of cookies to their initial order to sell at booth sites, or additional cookies can be picked up at cookie cupboards.

At the Meeting:

- Explain why participation is important to girls.
- Generate enthusiasm and emphasize the 5 Skills that girls gain.
- Emphasize the importance of participation and how it affects the troop, service unit and our council.
- Describe Digital Cookies.
- Invite your troop to kick off the season at the council's Virtual Cookie Rally on Jan. 11, 2020.
- Stress safety and selling tips for in-person and online participation.
- Distribute the materials, review dates for taking orders and due dates.
- Explain how the Goal Getter program is another way for girls to reach their goals after the initial order.
- Collect a signed Product Program Permission and Responsibility Form from each girl. (The troop keeps these signed forms.)

Highlight Goal Setting

Explain the activity/goal posters and demonstrate how to track troop progress. Lead girls through the process of identifying activities, personal and troop/group goals. Highlight how the activities complement the Girl Scout program and fulfill financial literacy requirements for several badges in the Girl's Guide to Girl Scouting. Additional resources and activities can be found at littlebrownie.com.



How Girls Sell Cookies

Customers are just as excited as we are when it's Girl Scout Cookie season, but did you know that 35 percent of people are never asked to purchase cookies? Sometimes we expect girls to naturally know how to sell cookies. The fact is they may need some guidance from you in the selling process. Below are some ways to help your girls achieve their goals.

Selling practices vary from council to council. In our area, girls sell cookies through these channels:

Order Taking

Encourage girls to canvas their communities with buddies and adults, leaving no doorbell unring!

- Girls can take orders door-to-door at the beginning of the cookie program with their order cards.
- Girls can sell door-to-door with cookies in hand. After cookies are delivered, load up a wagon with cookies, make signs and you are ready for a neighborhood walkabout.

Digital Cookie

Customers buy more cookies when girls sell online. Girls can send friends and family to their website to order and pay for cookies online. With Digital Cookie, girls email friends and family asking for online orders. Customers place orders online, and the orders are automatically recorded in the girl's eBudde™ account.

Cookie Booths

Council Site Booths: Approved times and locations are organized by service unit volunteers with the assistance of regional volunteers; troops sign up to participate

My Sales Booths: Troops secure cookies at a cupboard and sell directly to customers at a location they secure

Loop Site Days 2020: Booths secured by the council in high-rise buildings in downtown Chicago

Workplace Orders

Girls can contact business owners or managers to request permission to take orders for cookies at a workplace. However, high-rise buildings in downtown Chicago are reserved exclusively for Loop Site Days and will be secured by the council. If you have a personal connection to a high-rise building in downtown Chicago, you may be able to secure that building for your troop's use; please coordinate that opportunity with Susan Rakis at srakis@girlscoutsgcnwi.org before Jan. 1, 2020.

Use the Internet to Market Cookies

Online social networking sites are a great place for teens (13 and older with parent permission) to ask for cookie orders. Girls may not sell cookies directly online using sites such as eBay, Craigslist, etc. Be sure girls follow the GSUSA safety guidelines for online marketing.

By Phone

Girls can call customers personally.

Gift of Caring (GOC)

If, for instance, customers say they've already purchased cookies or are on a diet, girls may encourage them to make a monetary donation to support the Gift of Caring program. Always remind customers that money donated to GOC will go toward purchasing packages of cookies for women and men in the Armed Forces and for community organizations.

Gift of Caring (GOC)

Instead of purchasing a package of cookies to take home, customers may make donations that provide cookies to women and men in the Armed Forces and their families, as well as to community organizations. The council is responsible for distribution of GOC cookies.

This year GOC will be taken three ways: on the order card in the first column, online donations through our website, and online donations through Digital Cookie™.

Online donations can be made at girlscoutsgcnwi.org/gift-of-caring. Any online donations made through the Girl Scouts of Greater Chicago and Northwest Indiana website will be entered into eBudde™ starting Jan. 27, 2020; they will not count toward initial rewards, but will count toward final rewards.

In order for troops and girls to receive proper credit for online GOC donations, the five-digit troop number and girl's name must be included in the space provided on the online donation form. Transactions are posted bi-weekly to eBudde™ and show up in the troop's DEPOSITS tab as EGOE-Electronic GOC. Transactions posted to eBudde™ prior to the end of the program may increase a girl's final rewards.

Girl donations made through the Digital Cookie™ program will count in whichever portion of the program it is placed. TCM's must NOT post any online GOC transactions. Many troop order mistakes happen here, so be careful!

Donations to Local Organizations - Troop Projects

Troops can collect packages of cookies during their booth sales and deliver them directly to a local organization of their choice, such as a food pantry, shelter, military organization, nursing home, etc. Troops participating in their own cookie donation service project are responsible for payment of the packages and delivery to their organization of choice. Packages for GOC should not be delivered to the Gathering Places.

Gift of Caring Business Support

This is a great way for a business/organization to support the military and our Girl Scouts. If a Girl Scout reaches out to a business that is willing to participate, she receives a patch and the business receives recognition from our council, as well as visibility on our website. In addition, this adds to the girl's rewards and to the troop's bottom line. For more information, visit girlscoutsgcnwi.org/cookie-resources.

Final Gift of Caring

All GOC donations, whether they happened during the initial order or during booth sites, need to be reported and allocated at the girl level. These donations count toward the girls' rewards AND overall sales level. All donations received by the troop should be converted into GOC.



Cookie Season Safety































Ensure girls understand and follow these safety guidelines:

- **Identify Yourself**—Wear your Girl Scout membership pin or Girl Scout clothing to identify yourself as a Girl Scout.
- **Buddy Up**—Always use the buddy system.
- **Be Streetwise**—Become familiar with the areas and neighborhoods where you will be selling Girl Scout Cookies.
- **Partner With Adults**—Adults must accompany Girl Scouts when they are taking orders, selling or delivering product, and at a cookie booth site sale in any public place at all times.
- **Plan Ahead**—Always have a plan for safeguarding money. Avoid walking around with large amounts of it, and don't keep it at home or school. Give proceeds to supervising adults who should deposit it as directed by your Girl Scout council as soon as possible.
- **Do Not Enter**—Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Protect Privacy**—Girls' names, addresses and email addresses should never be given out to customers. Use a group contact number or address overseen by an adult for customers to request information, reorder or give comments. Protect customer privacy by not sharing their information except for the product program.
- **Be Safe on the Road**—Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.
- **Be Net-Wise**—Take the Girl Scout Internet Safety Pledge before going online and follow the specific guidelines related to marketing online: [girlscouts.org/help/internet_safety_pledge.asp](https://www.girlscouts.org/help/internet_safety_pledge.asp)



“Safety First”

Cookie Business Curriculum

Daisies	Brownies	Juniors	Cadettes	Seniors	Ambassadors
   	     <p><i>Inventor Badge</i></p>	     <p><i>Product Designer Badge</i></p>	       <p><i>Entrepreneur Badge</i></p>	     <p><i>Social Innovator Badge</i></p>	   

Proceeds

Troop proceeds and opportunities for girls

Troops will earn \$0.90 cents per package sold.

As a reminder, Daisies and Brownies receive \$0.90 and rewards; Juniors, Cadettes, Seniors and Ambassadors are offered a proceed option - \$0.90 per package and rewards, or \$1 per package and no rewards. **Opting out of rewards must happen prior to March 26; once final rewards are submitted, the proceed plan cannot be changed.**

Service Unit Incentive

- Service units that reach 100% of their 2020 cookie goal will receive \$0.07 per case for every case sold.
- Service units that reach 100% of their 2019 fall product and 100% of their 2020 cookie goal will earn \$0.12 per case.
- If the service unit achieves 100% of their 2019 fall product goal and 105% of their 2020 cookie goal, the service unit incentive amount is increased to \$0.25 per case sold.



Girl Rewards

All troops will be automatically opted into rewards.; if your Junior, Cadette, Senior or Ambassador troop decides on more proceeds, you must change the setting in eBudde™.

Troops who choose additional proceeds do not receive rewards except for initial and troop rewards plus patches.

Girl Rewards

Girls can earn a variety of rewards for their achievements in the Girl Scout Cookie Program. All reward offerings can be found on the cookie order card. Highlights include:

PACKAGES SOLD	REWARD (Full Details on Cookie Order Card)
500+	Party Cruise on Lake Michigan for Girl Scout and Chaperone (June 7, 2020)
750+	Cookie Shake Blanket Sack
1,000+	Spa Experience OR Pandora Bracelet & Butterfly Charm OR \$50 Cookie Dough
1,500+	Breakfast and Adventure at Brookfield Zoo for Girl Scout and Chaperone
2,020+	2 Season Passes to Great America OR New iPod touch 32GB OR Drone with HD Camera OR Pocket Projector OR \$250 Cookie Dough
3,000+	Nintendo Switch OR Play Station 4 OR X Box OR \$350 Cookie Dough
4,000+	Apple MacBook Air OR Apple iPhone X (unlocked) OR Apple iPad Pro OR \$500 Cookie Dough
5,000+	4-night round trip for 2 to Disney World OR 4-night round trip for 2 to Universal Studio Orlando

Rewards are cumulative. There are no substitutes for any of the rewards offered. If a Girl Scout cannot attend a reward experience with a specific date, she can transfer the reward to another Girl Scout. **Cookie Dough cannot be substituted.**

CEO for the Day

The five girls who sell the most cookies in our council will enjoy the opportunity to be CEO for a day which always takes place on Columbus Day. Other opportunities for COOKIE CEOs occur at various other times throughout the year as well.

Initial Rewards

In order to qualify for initial rewards, girls must have sold 125+ packages of cookies by the close of the initial order period. Girls who sell 125+ packages during their initial order will receive a “2020 Patch & Wow Charm” and girls who sell 150+ packages in their initial order will also receive a “Butterfly Journal”.

Initial order totals reported per girl must not be changed after Jan. 22, 2020. For example, if a girl reports selling 125 packages of cookies during the initial order, she must have sold a minimum of 125 packages by the end of the cookie program.

Girl Rewards

Gift of Caring (GOC) Rewards

Girls who sell 15+ packages for GOC will receive a special GOC patch. Girls who sell 30+ packages for GOC will also receive the “Butterfly Dangler”. Girls who sell 50+ packages for GOC will also receive the ”Phone Stand.” Items are cumulative.

Cookie Dough

Girls can use Cookie Dough towards annual membership dues, council sponsored activities, resident camp, GSUSA Destinations and Girl Scout merchandise from the council store. **Cookie dough cannot be used for the purchase of cookies or paying cookie debt.**

Product Combo Achiever Patch

It’s back! Girls can earn the combo patch with the 2019-20 Product Program mascots. How you ask? In order to qualify for the Product Combo Achiever Patch:

- Girls must have sold 25+ product items in the 2019 Fall Product Program AND
- Girls must reach 135+ package level at the end of the 2020 Cookie Program



Digital Cookie Rewards

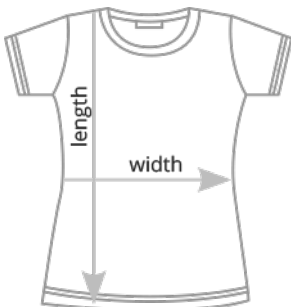
Girls who send 30+ email online through the Digital Cookie platform will receive the “Cookie Techie” patch. Plus each girl who sell, plus 40+ packages online will receive the “Tooth Brush Cover”, 80+ packages online will receive a “Magic Washcloth” plus and for selling 120+ packages online will earn a “Spa Headband.” (Items are cumulative!)

Higher Rewards

Girls who sell 1000+ packages or more will receive a letter in the mail indicating which Gathering Place they can pick up rewards i.e., Pandora Bracelet, Great America Passes, Nintendo Switch and other higher level rewards.

Troop Rewards

Troops with a per girl average (PGA selling as indicated on the sales report in eBudde™) of at least 140 packages at the end of the program will receive a “Bandana.” Plus, troops with a per girl average of 160+ packages will receive a “Fashion T-shirt”, size required. Troops with a per girl average of 160+ packages at the end of the program will receive a Tote Bag for the troop cookie manager (2 per troop).



Sizes	YS	YM	YL/AS	AM	AL	AXL	A2XL	A3XL
Body Length	21"	22"	24"	25"	25.5"	26"	28"	29"
Waist	14"	16"	17"	19"	20.5"	22"	24"	26"

The PGA is automatically calculated in eBudde™ according to the number of packages sold by the troop, divided by the number of girls selling. eBudde™ only counts the number of girls who have recorded sales, and only girls who

Girl Rewards

participate in the cookie program earn the troop reward.

Troop Reward Delivery

Troop rewards will be shipped to the SUCM/SU reward coordinator in May/June. Troops should make arrangements to pick up their reward order. Any rewards not picked up 30 days after the due date designated by the SUCM or SU reward coordinator will become property of the council, and must be returned to one of the council Gathering Places by the SUCM or SU reward coordinator. We cannot guarantee that the troop rewards will be available at the council after those 30 days. Rewards at the 1,000 package level and higher will be delivered to council Gathering Places for pick up by the parent/guardian. The family will be notified by mail when items are ready for pick up.

There are no tickets to pick up for the 500+ package level Signature Party Cruise on Lake Michigan or 1500+ packages level Breakfast and Adventure at the Brookfield Zoo.

- In the REPORTS tab of eBudde™, print out a list of the girls' initial and final reward items.
- Inventory all items received prior to separating and distributing to the girls. Track any overages, shortages or damages.



Digital Cookie Finger-Tip Facts

Digital Cookie is program developed by GSUSA in conjunction with Little Brownie Baker which allows girls to take electronic orders for cookies. Customers can order and pay for cookies online and have the option for the cookies to be directly shipped to them (shipping charges apply), have the Girl Scout deliver the cookies or donate cookies with no additional handling fees.

Important Facts

Minimum order of 4 packages of cookies for shipped orders.

Digital Cookie Orders count towards girl rewards and troop proceeds.

Special Digital Cookie Rewards can be earned: (Rewards are cumulative.):

- 30+ emails sent - “Cookie Techie” patch.
- 40+ packages - “Tooth Brush Cover”
- 80+ packages - “Magic Washcloth”
- 120+ packages - “Spa Headband”

Participation in Digital Cookie is a Girl/Family decision.

How do Girls/Parents Get Started?

- Registered Girls/Girl Household will receive an email from the Girl Scout Cookie Program with the subject “Register for the Digital Cookie Platform”.
- Follow the prompts to create a password.
- Watch the “Safe Selling for Smart Cookie” video with your Girl Scout, read and accept the Girl Scout Pledge.
- Upon completion, you will receive an email to set up the Girl Scout’s Digital Cookie Store.

Refer parents to the **Digital Cookie Parent Instructions** resource available on our GCNWI website – www.girlscoutsgcnwi.org/cookieresources.

How do Troop Leaders Get Started?

Watch for your registration email from the Girl Scout Cookie Program with the subject “Register for the Digital Cookie Platform”.

- Troop Cookie Managers/Leaders will receive this email (December 14) before parents receive theirs in order to familiarize themselves with the site before parents gain access.
- If you are the parent of a Girl Scout AND a Troop Leader/Cookie Manager of one or more troops, you will not gain access to your daughter’s site until parent access opens December 16, and you will receive the parent registration email. You will NOT have to re-register when you receive that email.
- Once registered, if you have multiple roles (parent, Troop Cookie Manager/Leader), at your next login you will see a screen where you can select the role for which you want to login.
- If you select a troop role, you will be taken to the Troop Dashboard.
- No need to log out when switching roles, simply use the menu at the top of the screen.

A recorded webinar and additional tip sheets will be available on our GCNWI website – www.girlscoutsgcnwi.org/cookieresources

eBudde™ Fingertip Facts

eBudde™ is a cookie volunteer's best friend. Here is where you will order cookies, track deliveries and more. You will receive eBudde training that will make the season a snap. Here are some quick reference facts on how to use the eBudde system.

GETTING STARTED

Go to ebudde.littlebrownie.com

When accessing eBudde™ for the first time this season:

1. You will receive a welcome email on December with a **LOGIN** link on December 14th.
2. Click on the **LOGIN** link within the email.
3. On the **PASSWORD** screen, set up your new password and confirm.
4. At the **PROFILE** screen, enter the new password you set up in Step 3. Review/enter all additional information
5. Select **eBudde**.

eBudde tools are collected in tabs you'll see at the top of the page. Click each tab to execute various tasks.

Dashboard

1. Provides up-to-date information on your troop sales and posts important information throughout the program on the message board.
2. Check the dashboard regularly to keep yourself on track.

Contacts

1. Review information; click EDIT to make any necessary changes.

Settings Tab

1. Enter number of girls selling and registered (if applicable); goal in packages.
2. Mark Opt-out rewards for additional proceeds (if applicable).
3. The council will update banking information.
4. Click UPDATE to accept all changes.

Girls Tab

1. Girls will be automatically imported to eBudde™. DO NOT manually enter girls until AFTER Jan. 16.
2. After Jan. 16, enter girls's names, enter t-shirt size and sales goal in packages.
3. Click **UPDATE** to accept all changes

INITIAL ORDER

Initial Order Tab

1. Click each girl's name at the bottom of the screen, click in highlighted areas to begin entry.
2. Press the Tab key to navigate fields and enter the girl's total cookies order in packages by variety.
3. Click OK button to save changes for girl.
4. Repeat for each girl.
5. **BOOTH** - Click **BOOTH** at the bottom of screen, click in highlighted fields to begin entry. Press the Tab key to enter in boxes and variety number of cookies for booth sales. Click OK to save changes.
6. **OTHER** - Click **OTHER** at the bottom of the screen, click squares to begin entry. Press the Tab key to enter in boxes and variety number of cookies for booth sales. Click OK to save changes.
7. Review the **IMPORTED** row. These are all the Girl Delivered Cookies for the troop.
8. **SAVE** the page.

eBudde™ Fingertip Facts

- Carefully review the totals at the bottom, if correct click **SUBMIT ORDER**. Remember, you cannot change the Initial Order after it has been submitted. Contact your Service Unit Cookie Manager (SUCM) or Product Program Team to make changes.
- Click **PRINTABLE VERSION** to print a copy for your records.

Reports Tab

- Need additional information on delivery sites? Click the Reports Tab and run Delivery Stations report.

Delivery Tab

- Review and enter delivery information.
- Select time slot, if applicable.
- Click **SUBMIT MY INFO**.
- Click **PRINT** to print out a confirmation form.

Rewards Tab

- Click **FILL OUT** next to Initial Rewards Order. (if applicable)
- Click on individual girl's name to review Girl Reward Orders and click **SUBMIT GIRL ORDER**, if applicable.
- Enter or review total rewards earned.
- Click **SUBMIT REWARD ORDER** to submit your total order.

BOOTH SITE SALES

Council Sales

- Select **COUNCIL SALES** from the dropdown list.
- Find booth sales you would like to sign up for, click date and time.
- Click time slot and click **SUBMIT**.

Troop Sales

- Select **TROOP SALES** from the dropdown list (if applicable).
- Click **ADD A LOCATION**.
- Fill in information, dates, and time range.
- Click **ADD**. Request will be pending until approved or denied.

REMEMBER: Please keep Booth Scheduler in eBudde up to date with your troop's time and dates. That information powers the Girl Scouts Cookie Locator and allows customers to find you.

FINAL ORDERS

Girls Order Tab

- Update Girl Orders to include all additional packages sold and payments made.
- Click **SAVE**.

Rewards Tab

- Click **FILL OUT** next to Final Rewards Order.
- Click on Individual girls' names to review Girl Reward Orders and click **SUBMIT GIRL ORDER**.
- Enter or review total rewards earned.
- Click **SUBMIT** to submit your order.

eBudde™ Fingertip Facts

Transactions Tab

1. Click ADD A TRANSACTION.
2. Enter troop-to-troop transactions. (if applicable)
3. Enter pending order to the cupboards. (if applicable)
4. Click SAVE to save your information.

Payment Tab

1. The council will update the payment tab with any payments that have been made from the troop to the council. For example, ACH payments, Goal Getter payments, Gift of Caring payments, payments made at a council gathering place.

Sales Report Tab

1. Review final package numbers
2. Review your receipts
3. Review your Gift of Caring.
4. Review your troop proceeds.
5. Review the amount owed to the council.

Booth Site Sale Tips

Offer a Girl Scouts Gift of Caring option

During site, ask customers to donate cookies to a worthy program. Promote the option with posters and a special box (or wagon) for donated cookies.

Give away bite-sized samples

Let customers have a taste so they can try something different—they may even find a new favorite. Keep the variety's nutrition label in full view in case a customer has food sensitivities. Cost of these cookies would be a cost of doing business to the troop.

Share goals with customers

They love to hear how girls are making a difference, so encourage girls to make posters, banners or t-shirts to get the word out.

Make cookie bundles

Attach a ribbon and a handmade card for maximum impact. (Chocolate Bundle, Non-Chocolate Bundle, Top Seller Bundle, etc.)

Give away recipes

Encourage customers to try something new by offering a recipe card with every purchase of multiple boxes.

Booth Sites

How It Works

Cookie booth sites are girl-operated opportunities for customers to purchase cookies from troops. All Girl Scout levels may participate in booth sites and will gain valuable experiences in the process.

Cookie booth site sale activities provide girls opportunities to develop The 5 Skills, such as people skills, as they work with customers, and money management, as they collect payments and make change. Booth site sales also help girls reach their goals, so we encourage them to consider participation in cookie booths sites as they prepare for their Girl Scout year.

Girls, parents and other volunteers are reminded that participation in a booth site is a privilege provided to them by merchants and business owners. Everyone who participates is representing Girl Scouts of Greater Chicago and Northwest Indiana, and everyone must display proper manners and exceptional behavior and follow all merchant rules and council guidelines at all times. We should always respect authority, respect ourselves and others and leave the booth site better than we found it.

At cookie booths, girls should be able to:

- Discuss troop goals.
- Count accurate change.
- Be comfortable speaking with customers.
- Know their product.

As an adult, you should:

- Choose booth locations that are safe, secure and appropriate for girls' ages.
- Provide adequate and attentive adult supervision.
- Supervise money handling. It's always helpful to have a calculator and cash box handy!

Booth Guidelines for Troop Cookie Managers

- The SUCM/booth coordinator secures booth site solicitation permits (where necessary) allowing troops to do booth site. Request a copy of the permit from your SUCM/booth coordinator.
- High-rise buildings in downtown Chicago are reserved exclusively for Loop Sites Days and will be secured by council.
 - If you have a personal connection to a high-rise building in downtown Chicago, you may be able to secure that building for your troop's use; please coordinate that opportunity with Susan Rakis at srakis@girlscoutsgcnwi.org before January 1, 2020.
- Walmart/Sam's Club locations will be secured by your SUCM. Do not approach these stores. As approvals are received, they will be added to eBudde™. If your favorite store is not added, please respect that permission

Important Booth Dates

Council Booth Site Sign Up, at 7 p.m. (Troops may sign up for two time slots.)	Jan. 12
Council Booth Site Sign Up Round Two, at 7 p.m. (Troops may sign up for two additional time slots.)	Jan. 19
Council Booth Site Sign Up Round Three, at 7 p.m. (Troops may sign up for unlimited time slots.)	Jan. 26
Troop Sales (My Sales) Sites Sign Up Opens	Feb. 1
Booth Site Weekend 1	Feb. 14-16
Booth Site Weekend 2	Feb. 21-23
Booth Site Weekend 3	Feb 28-March 1
Booth Site Weekend 4	March 6-8
Booth Site Weekend 5	March 13-15
Booth Site Weekend 6	March 20-22
Loop Site Day 1	March 31
Loop Site Day 2	April 2
Loop Site Day 3	April 8

Booth Sites

- was not received. You can assist your service unit by volunteering to help secure council booth locations!
- All Malls in and around Greater Chicago and Northwest Indiana will be secured by council. Please do not approach them. As approvals are received, they will be added to eBudde™.
 - Many businesses notify their customers that Girl Scout Cookies are coming! Once you sign up for a cookie booth, that booth site is uploaded into the Cookie Finder™ app for customers looking for cookies.
 - Customers who have smartphones can find out where neighborhood cookie booths are going to be and go expecting to get their cookies.
 - You must remain at your booth site sale for the entire duration of the hours you signed up for, so please ensure that you have an adequate amount of cookies. If you leave early, customers who found you on the Cookie Finder app might show up to an empty booth, and that's not good customer service.
 - Only plan to stay at your location for the time you are scheduled. There may be other troops that are scheduled at that location before or after you.
 - If there is a conflict or error in scheduling troops, the troop with their confirmation in eBudde™ has priority. It is important to note that conflicts among volunteers and parents is unacceptable in front of girls, the public and store management. If necessary, please call 855-456-8347, ext. 6722, for assistance.
 - If you must cancel, be sure to remove your troop from the booth slot in eBudde™. This will open up that slot for other interested troops.
 - Girls should wear Girl Scout apparel or display their Girl Scout pin on their coat.
 - Cookie booths must always be attended by two adults and no more than four girls at any given time.
 - Cookie booths must be a safe distance from high-traffic areas such as parking lots and streets.
 - Girls must remain close to their booths at all times; no running around or approaching people inside the business.
 - Bling your booth! Decorate your booth with fun posters or your goal chart and be creative with how you display your cookies. Check with business management before hanging posters on windows or in the building.
 - Wear a cookie costume! Contact your local Gathering Place to get details on how to reserve one.
 - Take away all garbage and empty cookie cases when you leave your site. Remember, Girl Scouts always leave a place cleaner than they found it!
 - Let the business manager know when you are leaving. Thank them for allowing your troop to set up a booth at their site.
 - Consider donating a box of cookies as a courtesy; a thank you note is always appropriate.
 - Most cookie booth time slots will show specific information in the notes section of eBudde™ regarding the location of the booth within the store, if it is indoors or outdoors, etc. DO NOT contact booth site businesses with questions about time slots, direct those questions to the product program team.

NEW! Troop Credit Card Processor

Looking for a new option to capture credit card payments while at a booth site event? We have just the tool for your troop!

The Girl Scouts of Greater Chicago Council has partnered with First Data to help customers to **purchase their favorite cookies via First Data's cloud-based mobile payment platform called Clover**. Clover can be used with or without a Clover device. Clover devices will be available for purchase at our Gathering Place Retail Shop. Clover devices are not required to process credit card payments. Download the Clover Go™ app (for Apple and Android users) to scan the credit card. Customers will love the ease of being able to pay for their cookie order with a credit card and troops will benefit by offering their customers a cashless option.

This year, GCNWI will be paying the credit card fees for troops using the Clover platform during our

Booth Sites

cookie program (January 1 – April 30)! No charge to troops!

The Clover Troop Credit Card Processor should only be used for customer cookie purchases (January 1 – April 30).

Council Sites

Large council booth sites are merchant locations where multiple selling opportunities are available for troops. Large council sites are secured by the SUCM with the help of SU volunteers. Please contact your SUCM if you would like to help secure booth site sale locations. Generally, booth site sales are positioned in high-traffic locations such as local food chain, department stores or “big box” stores. Troop managers and leaders may not contact large council sites.

Sign Up Instructions

- Log in to eBudde™
- Click on the BOOTH SITES tab
- Go to the drop down box and select COUNCIL SALES. Council booth site locations (by city) will be displayed.
- Click on the “+” sign next to the city
- Click on the “+” sign to select a location
- Click on the location name to display available dates and times. (Dates/times in blue are filled. Dates/times in green are available.)
- Click on the open time period to the right of the timeslot. Your troop number will be entered into the space.
- Click the SUBMIT button to reserve the time slot and click OK on the message box to continue.
- Click on the CURRENT SIGNUPS button to ensure that your troop’s booth sale locations were saved.
- To remove your troop from a time slot, follow the first 6 steps above.
- Click on time period to the right of the time slot showing your troop number. Click on the troop number to remove it from the time slot.
- Click on the SUBMIT button to reserve the time slot and click OK on the message box to continue.

My Sales

My Sales are merchant locations where a troop member may have a special connection to a site that is suitable for one troop and is NOT listed as a council booth site. Troops must use the Cookie Finder™ to determine if the site they are seeking has already been requested by another troop or is established as a council booth site. If the site is available, troops must obtain permission from the merchant first before requesting approval for the site in eBudde™. Service unit volunteers are responsible for reviewing My Sales requests in eBudde™ and will approve or deny requests. Sites may be denied if they are deemed inappropriate for girls, are already reserved by another troop, are established as a council booth site, or are a safety concern. “My Sales” may not be secured or entered into eBudde™ until Feb. 1.

Sign Up Instructions

- Access the Cookie Finder™; enter the zip code to search for your site(s) and date(s).
- If the site is not listed, contact the business manager to get approval to secure the site.
- Once the site is secured, log in to eBudde™, click on the BOOTH SALES tab, then select MY SALES from the drop down box.
- Click on ADD A LOCATION and enter all information; click ADD.
- A confirmation window will appear letting you know that your My Sales approval is pending; the SUCM

Booth Sites

approves or denies My Sales requests.

- Visit eBudde™ often to check for approvals. Do not attend a booth site until you have service unit approval. Contact your SUCM if approval has not been received within two or three days after submission.
- Sites in green indicate that the sites have been approved. Sites in blue indicate that the sites are still pending approval.

Loop Site Days

It is a Girl Scout tradition in downtown Chicago for several high-rise buildings and businesses to host cookie-selling troops in their lobbies from morning rush hour through the evening rush.

Loop Sites Sales in downtown Chicago are negotiated exclusively through the council. This is an incredible opportunity with immeasurable benefits, however it comes with a very significant commitment on the part of a troop and each participating Girl Scout and adult.

Loop Site boundaries: Morgan Street on the west, Lake Michigan on the east, Pearson Street on the north and Cermak on the south. Troops should not be setting up their own booth sites within those boundaries. If you personally know someone who owns a building/business in the Chicago Loop, please contact Susan Rakis at srakis@girlscoutsgcnwi.org as long as it is not already a participating Loop building.

If they agree to host a Loop Site Sale, your troop will be assigned to that site. The Loops Site Commitment form guidelines for Loop Site Sales will be available in December at girlscoutsgcnwi.org/cookie-resources. Online commitment forms will be accepted starting at 12 a.m. on Jan. 2, 2020, and will close at 11:59 p.m. on Jan. 4, 2020. The first 15 commitment forms received for each of the three Loop Site Sale days will be guaranteed a building. All other form submissions after the first 15 will be placed on a waiting list and troops will be assigned a building only as additional buildings commit to participate.

Loop Site Days 2020:

- March 31
- April 2
- April 8

Please Note ACH Sweep for troops that participate in Loop Site Days will be as follows:

- March 31 Loop Site Day will be swept April 10.
- April 2 Loop Site Day will be swept April 10.
- April 8 Loop Site Day will be swept April 15.

Cookie Cupboards

Guidelines

Troops will be able to pickup cookies at any of the GSGCNWI cupboard locations. Hours and days of operation vary, so please view the cupboard schedule at girlscoutsgcnwi.org/cookie-resources prior to making a cupboard pending order. eBudde™ will let troops place a pending order on any date, but this does NOT mean the cupboard will actually be open that day. In order to facilitate smooth operation for all cupboards, please review the information below.

General Information

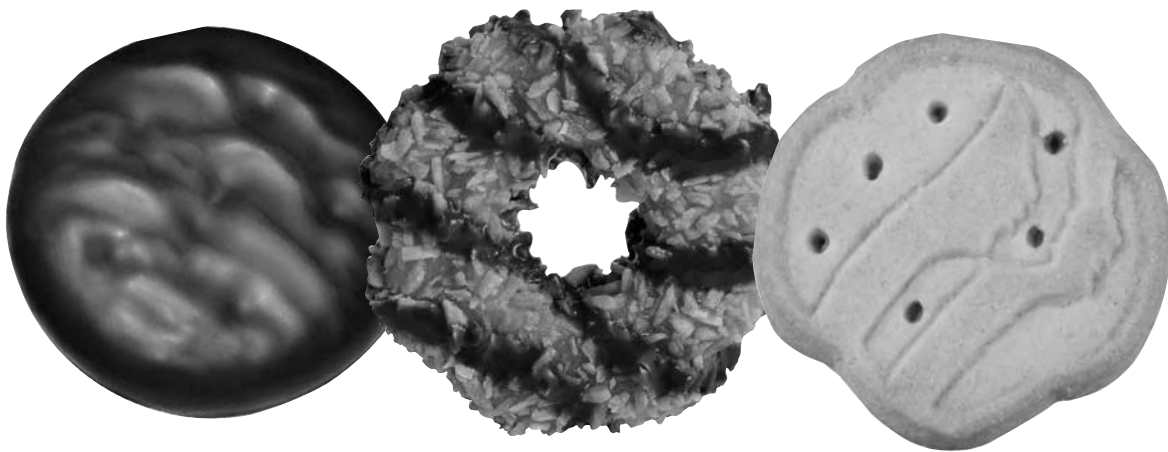
- Cupboards will open Monday, Feb. 10, 2020 through March 23, 2020. Gathering Place Cookie Cupboards will be closed on Mon., Feb. 17.
- The TRANSACTIONS tab, where you can place pending cupboard orders, will be available at 7 p.m. on Feb. 3.
- Troops may pick up cases of cookies from any cupboard location throughout GSGCNWI.
- Troops may pick up individual packages of Goal Getter cookies from Gathering Place cupboards only.
- Troops will place pending cupboard orders through eBudde™, and cupboard managers will use eBudde™ to process pending orders into completed orders at the time of troop pickup.
- Goal Getter orders should never be entered into eBudde™.
- We ask that cookie cupboard orders be placed in eBudde™ with a 24-hour advance notice. The troop account will automatically be updated in eBudde™. If a cupboard order is not placed in advance, all cookie varieties may not be readily available upon arrival at the cupboard.
- Only TCMs and leaders established in eBudde™ will be allowed to place and pickup orders from the cupboards.
 - Troops may designate a volunteer in eBudde™ to pickup cookies from the cupboard. Troop leaders and TCMs should NEVER designate themselves as a “Troop Cookie Pickup-Only User” in eBudde™ because that will confuse their status in eBudde™.
- Damaged cookies may be replaced with the same variety at Gathering Place cupboards while quantities last.
- Cookies may not be returned or exchanged for a different variety.
- Cookies can never be returned or exchanged; order carefully!
- Troops and their authorized users will be locked out of eBudde and unable to place a cupboard order if
 1. No ACH information is submitted.
 2. The February 28 ACH sweep is not successful.
- eBudde™ access will be reinstated after the ACH information is submitted and/or a payment to the February 28 ACH sweep is successful.

Cookie Cupboards

How to Place a Cookie Cupboard Order

Click on the TRANSACTIONS tab in eBudde™ to get started.

- DATE: No entry needed—the transaction date is automatically created
- PICKUP: Select the date/time that cookies will be picked up
- RECEIPT #: Automatically assigned
- TYPE: Select type of transaction
 - Normal- Transaction with no specific designation
 - Booth- Transaction is for a booth sale
- SECOND PARTY: Select “Cupboard”
 - In the drop-down menu, select the cupboard location for pick up
- PRODUCT MOVEMENT: Select “Add Product”
- CASES: Enter the number of cases you need for each variety
- PACKAGES: No entry - we fulfill orders in cases only
- SAVE/PRINT: Save transaction.



Goal Getter Program



It's back by popular demand! The Goal Getter program enables girls to fulfill orders to the package. Just follow the five easy steps below to take advantage of this convenient option:

1. Girl Scout/parent/guardian brings a cookie order to the Gathering Place cupboard, along with payment in full. (Packages sold x \$5 each).
2. All girl Goal Getter orders count toward girl rewards and troop proceeds. In order for the girl to earn the Goal Getter patch, a Goal Getter order must be a minimum of 15 packages in one transaction.
3. These cookie orders must be processed at Gathering Place cupboards; they cannot be processed at volunteer cupboards.
4. The Chicago Gathering Place cupboard is open 9 a.m. - 4 p.m., Monday through Friday. All other Gathering Place cupboards operate 9 a.m. - 5 p.m., Monday through Friday, and 9 a.m. - 3 p.m. on Saturdays.
5. Product program staff will credit the girl's order and payment in eBudde™; this should not be done at a troop or service unit level.



Girl Allocations

In order to ensure that *every package* of cookies is accounted for, allocations are an important part of your responsibilities as a TCM. Even if a troop is opting out of rewards and higher proceeds, cookie allocations ensure each girl earns the highest number bar patch (100+).

As the TCM, you should record all girl payments in the GIRL ORDERS tab of eBudde™ to properly account for the amount due from each girl. eBudde™ tracks each girl's financial responsibility and helps make your troop collections that much easier.

Understanding Girl Troop View

- **Girl Totals:** This line displays all the cookies that have been allocated to the girls. The goal is to ensure that the overall girl total matches the troop order.
- **Troop Order:** This line includes all the packages of cookies your troop has received for initial order, troop-to-troop transactions, cupboard pick-ups, GOC, etc. This is the total number of packages that your troop is responsible for and updates throughout the cookie season.
- **Difference:** This line indicates whether you still have cookies to allocate to girls (a negative number) or if you have over-allocated the troop order (a positive number). The goal is that your difference is zero (0) by the end of the cookie program. As you allocate packages of cookies to the girls, this total will be updated.

How to Allocate Cookies

- Start in the GIRL ORDERS tab of eBudde™
 - Here you can allocate packages sold beyond initial order, meaning cookie booth sales and GOC donations
- Enter a girl record by clicking on a girl's name
- Select ADD TRANS
 - Add comments, packages sold in each category and the payment
- Select OK and then SAVE

Cookie Delivery

Cookie delivery will take place Feb. 7-9 and Feb. 12-16. Your SUCM or SU delivery coordinator will communicate the details to you. Troops pickup at the designated delivery site. In preparation for the delivery, you will need to take a total count of your initial order to determine how many vehicles are needed to pick up the troop order. Have your vehicles empty and ready to be loaded.

Service Unit Delivery Station Sites

- TCMs must verify the troop's order at the delivery site. Bring a printout of the troop order to verify case counts.
- A receipt must be signed by the TCM and the SUCM stating that the troop order was received in its entirety.
 - If the order was not received completely, the missing cases must be noted on the receipt by the SUCM. The SUCM is responsible for locating the missing cases.
 - Once the receipt is signed, no corrections will be made.

Cookie Delivery

Drive-Through Delivery Sites

- A minimum of two volunteers per vehicle is required.
- One volunteer stays in the vehicle to drive.
- One volunteer verifies the case count BEFORE it is loaded into the vehicle.
- A receipt must be signed by the TCM and the SUCM stating that the troop order was received in its entirety.
 - If the order was not received completely, the missing cases must be noted on the receipt by the SUCM.
 - Once the receipt is signed, no corrections will be made.

Product Distribution to Girls

- Sort each girl's order before you schedule a pickup time for the girls.
- Prepare a receipt for each girl.
- Girls and their families must verify the order and sign a receipt stating that the order was filled completely and accurately.
- Give the family the yellow copy of the receipt.
- Once the receipt has been signed and the product is in the family's possession, the parents agree that the order has been filled correctly and in its entirety; no corrections will be made.
- A receipt should be filled out and signed by the Troop Cookie Manager and the parent. The girl and her family are responsible for product distribution and payment collection from their customers and payment in full for all product received from the TCM.

Cookies by the Carload

Use this guide to approximate how many cases of cookies will fit in your vehicle. The amounts assume the car will be empty except for the driver and uses all space except the driver's seat. Safety Note: Avoid carrying cookie cases and children in the passenger area of a vehicle at the same time.

Once a vehicle has been loaded and a receipt has been signed, the signer is responsible for that order. The SUCM must note any and all discrepancies before the receipt is signed.

Car Type	Number of Cases
Compact Car	23
Hatchback Car	30
Mid-Size Sedan	35
Sport Utility Vehicle	60
Full-Sized Station Wagon	75
Full-Sized Van (with seats)	75
Pick-up Truck (full bed)	100
Full-Sized Van (seats in)	200

Returns & Exchanges

There are no returns or exchanges on any cookies. Damaged cases/packages will be replaced through the Gathering Place cupboards for the same variety only. All cookies ordered by the troop will be the troop's responsibility.

Damaged means:

- Crushed packages or cases
- Sealed but empty packages
- Packages returned by a customer for any reason

Troop-to-Troop Transfers

Troop-to-troop transfers are entered in eBudde™ by the troop who is “transferring away” the cookies.

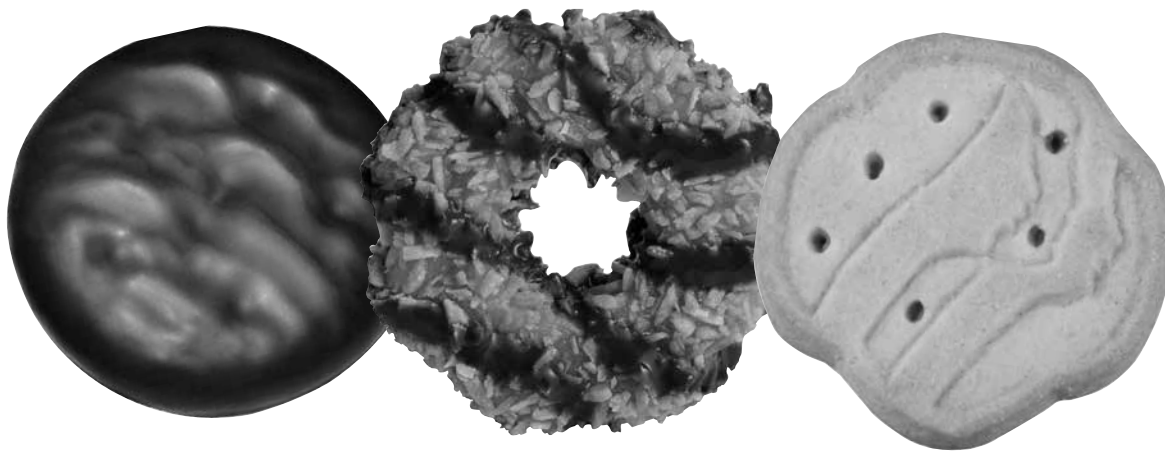
Guidelines

- An agreement must be made between the two troops prior to the cookie transfer.
- The council will not be responsible for any discrepancies between troops regarding troop transfers.
- All troop transfers must be entered into eBudde™ a minimum of one week PRIOR to the final ACH sweep. No exceptions. If they are not transferred in time, it will be up to the two troops doing the transfer to work out the cookies/payment on their own.

Instructions

Click on the TRANSACTIONS tab in eBudde™ to get started.

- Select ADD A TRANSACTION
- DATE: No entry
- PICKUP: No entry
- TYPE: Select “Normal”
- SECOND PARTY: Select “Troop”
- TROOP NUMBER: Enter the five-digit troop number of the troop receiving the cookies being transferred
- PRODUCT MOVEMENT: Select “Remove Product”
- CASES/PACKAGES: Enter the number of cases and/or packages you are transferring for each variety
- SAVE



Automated Clearing House (ACH)

GSGCNWI uses ACH electronic funds transfers for the Girl Scout Cookie Program. The ACH system uses the troop's bank routing and account numbers to identify the accounts to be credited or debited. This safe, secure system through which funds are "swept" or electronically transferred, helps make the collection of payments easy for volunteers like you and the council.

Sweep Amounts

The first sweep amount is calculated as 50 percent of a troop's cookie balance when the initial order is placed. The remaining balance is withdrawn during the second ACH sweep.

ACH Sweep One Example:

Total Troop Sales	= \$500 (100 packages x \$5/package) includes DOC orders processed before initial order placement
<u>Troop Proceeds</u>	= -\$90
<u>DOC payments dated before 1/25/20</u>	= -\$20
<u>Council Proceeds (total amount owed)</u>	= \$390
ACH Sweep One	= \$195 (50 percent of "Council Proceeds")

You can quickly and easily check your balance due in the SALES REPORT tab of eBudde™.

Understanding the Sales Report

- **DOC payments** will be labeled DOC SHIP or DOC DLVR-these payments are deducted from the amount the troop owes council.
- **Total Pkgs Received:** The total line accounts for the number of packages your troop is responsible for and updates throughout the cookie season.
- **Total DOC Pkgs Received:** The total line accounts for the number of packages your troop received through Digital Online Cookie orders.
- **Total DOC Charity Pkgs Received:** The total line accounts for the number of Gift of Caring packages your troop received through Digital Online Cookie orders.
- **Total DOC Delivered Pkgs Received:** The total line accounts for the number of packages your troop received through Digital Online Cookie orders that were earmarked as Girl Delivered.
- **Total Troop Sales:** This line reflects the total packages received times \$5 per package.
- **Troop Proceeds:** This line shows what proceeds the troop has earned to-date in the current cookie season.
- **Council Proceeds:** This line is the remaining balance that the troop is responsible for paying.
- **Deposits Made:** This section displays all successful payments made to the council, whether it was through ACH sweeps, Goal Getter transactions or payments made in-person.
- **Amount You Owe to Council:** This is the amount that will be swept from your troop account through ACH. Payments toward this amount owed can also be made at any Gathering Place.



How to Handle Money

Girl Monies

- All participating girls must be registered with GSUSA and have a signed Girl Scout Permission and Responsibility Form turned in to the TCM prior to participating in the cookie program.
- Girls may accept cash and/or checks made payable to “Girl Scout Troop xxxxx-GCNWI” as payment for cookies. Girls should only accept preprinted checks with the issuer’s address.
- Cookie funds should be collected from girls and safeguarded by parents immediately. If the money and/ or product is stolen, a police report needs to be filed and the council needs to be notified immediately.
 - Additionally, the loss needs to be reported to your private insurance carrier. Ultimately, the individual who lost the money/product is financially responsible to the council. Cookie funds should be submitted for deposit to the TCM immediately in their original form (cash and/or customer checks), promptly and frequently. Parents must NEVER deposit cookie funds into their personal bank accounts. A receipt must be filled out and signed by the TCM and the girl/parent any time money and product are exchanged.

Troop Monies

- Every troop must submit a new ACH Authorization Form every year. Troop information changes frequently and we must have the most current bank information in the system prior to the ACH sweep. No exceptions! Please use the online ACH form found at girlscoutsgcnwi.org/cookie-resources.
- Troops will be permitted to submit one (1) request to adjust the ACH Sweep 1 to accommodate late girl payments on the first ACH Sweep.
- Troops must pay the entire balance due with the second ACH Sweep. In the event of an outstanding girl balance, you MUST submit an ACH Adjustment form and Individual Collection (IC) form for that girl.
- Troops that transfer cookies to another troop must enter the transfer into eBudde™ a minimum of one (1) week prior to the last ACH Sweep.
- Troops that do not enter their troop-to-troop transfers by the deadline will be responsible for monetary transactions between troops.
- Troops and all of their authorized eBudde users will be locked out (or remain locked out) of eBudde after first ACH sweep if:
 1. They have not submitted their banking information.
 2. They return NSF in the first sweep
 3. Their sweep returns because of invalid account informationTroops and all of their authorized eBudde users will be reinstated in eBudde if they make a payment equal to the Feb. 28 sweep or a follow up sweep 2 weeks later is successful.

Returned Checks

Troops will be reimbursed for customer NSF check charges only; bank charges to the troop due to lack of funds in the troop account when payment is due will not be refunded. Troops must fill out and submit a Returned Check Fee Reimbursement Request Form within seven days of receipt. The form can be found at girlscoutsgcnwi.org/cookie-resources.

Collection and Delinquency Issues

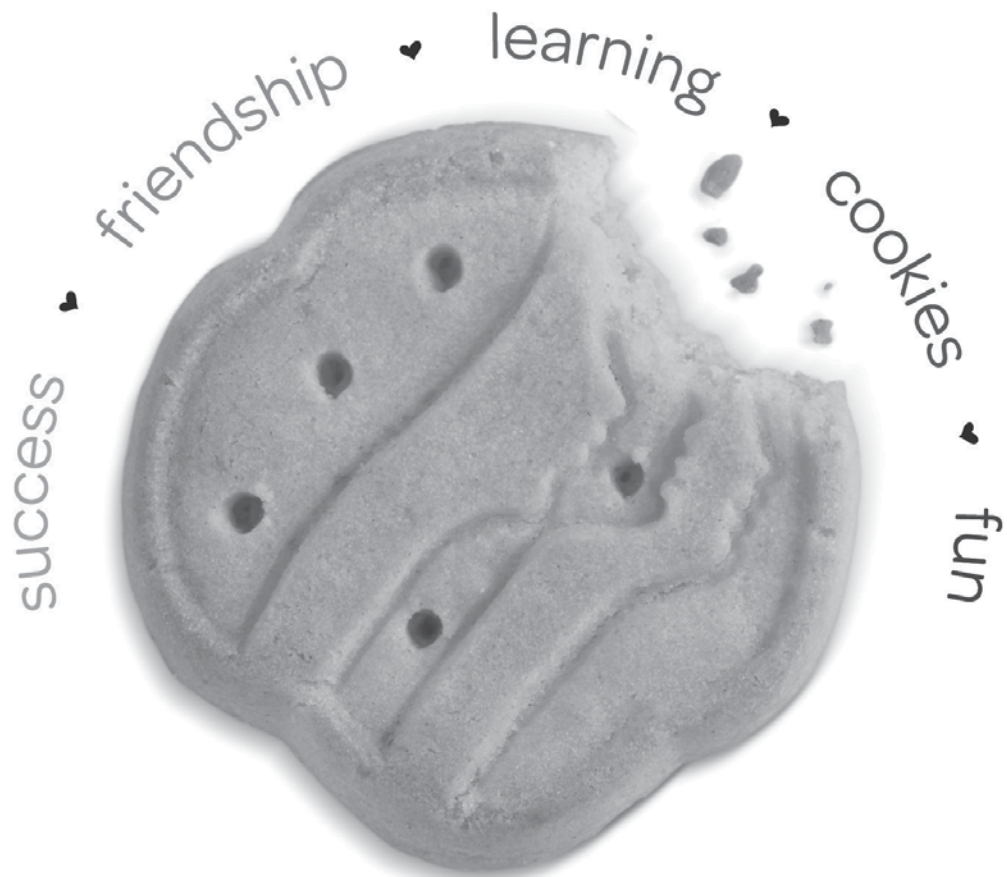
- Troops should never pay for a girl delinquency; service units should never pay for a troop delinquency. If the service unit or troop pays for a delinquency, the council cannot reimburse for the money owed to the service unit or troop.
- If a girl has placed an initial order but has not paid the troop for that order, additional cookies should not be given to that girl until the initial order is paid. If a troop gives additional cookies to that specific girl before

How to Handle Money

- the initial order has been paid for, the Council will not accept an IC form for that girl's open cookie balance.
- Troops may not submit another IC form for a girl's open cookie balance if the girl was reported as delinquent in previous year.
 - IC forms for girl delinquencies and TC forms for troop delinquencies must be submitted by March 23.
 - In the event that a volunteer has a bad debt, the council will attempt to make contact three times. After three attempts have been made, the volunteer will be sent to collections and released of their volunteer position. In the best interest of our girls, volunteers and the council at-large, GSGCNWI reserves the right to prosecute if the troop has an unpaid balance.
 - Troops or parents that have a balance with the council will be sent to collections after June 1, 2020. No payment plan will be offered.

SAFETY FIRST





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