

2024 Girl Scout Cookie Program®

girl scouts 
of eastern missouri

Troop Cookie Manager

Quick Start Guide



Key Dates and Deadlines Checklist



Use this checklist for a quick reference on upcoming tasks and deadlines. Check items off as completed. Follow the QR code on pg. 6 or the back cover to jump to the online step-by-step guide.

December	Make sure you are a registered Girl Scout member for 2024 and your cookie manager role is assigned to you in the membership system
	Beginning Dec. 5- Complete Troop Cookie Manager Training in gsLearn or at tinyurl.com/24TCMTrain
	Discuss cookie goals with troop and how they want to use their funds
	For Junior-Ambassador troops, Girl Scouts vote whether or not to opt-out of receiving rewards
	Beginning Dec. 19- Log into eBudde and Digital Cookie accounts
	Confirm participating Girl Scouts in troop have current membership and signed product programs permission in Health History form
	Update your eBudde settings to include your troop's parent initial order deadline for January, if prior to January 28
	Host parent/caregiver cookie meeting and distribute cookie materials
	Confirm all Girl Scouts in troop show in eBudde correctly
	Sign up to join the Cookie Program Rallyhood Rally
	Check your email for updates from Product Programs team

January	Jan. 2- Digital Cookie access for Girl Scouts opens
	Jan. 6- Cookie GO Day; Girl Scouts can begin taking in person and online orders; Answer Center support available 10 am-2 pm
	Jan. 21- Last date to select reward opt-out in eBudde
	Jan. 23- View Cookie Bites Webinar: Submitting Troop Initial Order
	Jan. 26, 9 am- Troops can reserve one council-scheduled cookie booth in eBudde
	Jan. 27, 6 pm- Troops can reserve one additional council-scheduled cookie booth in eBudde
	Jan. 28- Collect cookie order cards from Girl Scouts
	Jan. 28- Parents/adults can turn off girl-delivery in Digital Cookie for their Girl Scout; Answer Center support available 4-8 pm
	Jan. 29- Deadline to enter order card packages from Girl Scouts + any extra booth cookies in eBudde and submit troop's pre-order/initial order; Answer Center support available 5-8 pm
	Jan. 29- Initial cookie pickup date & location selection due
	Jan. 29- Troop initial cookie reward orders due in eBudde
	Jan. 29- Deadline to verify/update troop bank account information in eBudde
	Jan. 29- Print/save initial order report from eBudde Init. Order tab so you're ready to distribute cookies to Girl Scouts
	Jan. 30, 9 am- Council-scheduled cookie booth open reservations (limited to 3/chain)
	Check your email for updates from Product Programs team

February	Feb. 1- View Cookie Bites Webinar: Best Practices in Cookie Money Management
	Feb. 6- View Cookie Bites Webinar: Cookie Pickup/Cupboards/Cookie Booths
	Feb. 12-18- Pick up troop's initial cookie order at selected date/time/location
	Feb. 16-18- Cookie Booth weekend
	Feb. 16- Cookie Cupboards open (GSEM cupboard opens Feb. 20)
	Feb. 23-25- Cookie Booth weekend
	Collect payments for cookies from Girl Scouts and regularly deposit into troop bank account
	Check your email for updates from Product Programs team

March	March 1-3- Cookie Booth weekend
	March 4- Look for initial cookie payment (ACH) withdrawal notice in email
	March 6- View Cookie Bites Webinar: Transferring Cookies in eBudde/Final Rewards
	March 8-10- Cookie Booth weekend
	March 8- Last day for girl-delivery option in Digital Cookie; shipping & donations continue
	March 10- Cookie Program ends
	March 11- Initial troop cookie payment (ACH) withdrawal
	March 13- Answer Center support available 5-8 pm
	March 14- Complete any cookie transfers to individual Girl Scouts
	March 14- Submit troop's final cookie reward choices; Answer Center support available 5-8 pm
	March 14- Print/save initial and final rewards reports from eBudde so you have them ready when rewards arrive
	March 17- Finish collecting cookie payments from Girl Scouts in troop and deposit into troop bank account
	March 19- Submit Troop Late Payment Report for any parent/adult who has not yet paid the troop for their cookies
	March 20- Look for final cookie payment (ACH) withdrawal notice in email
	March 27- Final troop cookie payment (ACH) withdrawal
March 30- Troop bank account deposits, as applicable, if troop is owed money from council	

April	April 22- Expected rewards shipment date
	Check your email for updates from Product Programs team

May	Look for communication from Neighborhood Cookie Manager about picking up troop's rewards
	Pick up troop rewards from Neighborhood Cookie Manager
	Distribute cookie rewards to Girl Scouts in troop

Troop Cookie Manager Role



Make Cookies A Group Effort!

We know the cookie manager role can be overwhelming for just one person. See below for suggestions on how this role can be shared among other adults in the troop. Please see color-coding for our recommendations on such divisions. All volunteers with responsibilities must be registered Girl Scout adult volunteers and be in good financial standing with Girl Scouts. All cookie volunteers for roles should complete training.

Red- Responsibilities for all cookie volunteers needing to use the systems

Green- Cookie Promoter

Blue- Money Manager

Purple- Cookie Booth Coordinator

Pink- Rewards Coordinator

- Complete required Council Troop Cookie Manager training each year
- Adhere to the established guidelines and deadlines regarding submission of orders, paperwork, product delivery, rewards and payment as established in the current program year, including reading program update messages
- Become familiar with and use eBudde and Digital Cookie technologies and promote Digital Cookie usage to Girl Scouts/families
- Receive and distribute cookie materials to Girl Scouts/families in troop
- Promote the Cookie Program, importance and benefits to troop leaders, Girl Scouts and parents/adults
- Provide Cookie Program support to Girl Scouts and families, responding to communication in a timely manner
- Collect money for product ordered from Girl Scouts/families and from cookie booths; make regular deposits in troop bank account
- Maintain responsibility for all product and payments during the Cookie Program, and complete receipts for every financial and product transaction
- Complete a Late Payment Report by deadline for all adults who have an unpaid balance; be responsible for any unpaid balance for those adults if a report is not submitted
- Reserve council-scheduled and/or troop-scheduled cookie booths
- Place and pick up pending cookie cupboard orders for additional cookies for the troop
- Make eBudde selections for rewards and submissions; distribute cookie rewards to troop in a timely manner

Getting Started in Five Easy Steps!

1. Add the Troop Cookie Manager role for your troop to your profile in MyGS
2. Complete Troop Cookie Manager Training in gsLearn or website
3. Get extra cookie materials needed from your Neighborhood Cookie Manager
4. Set up your eBudde and Digital Cookie accounts in later December
5. Tell your troop's Girl Scouts and families about the Cookie Program and how they can participate; distribute materials

Training and Support



Online Troop Cookie Manager Guide

This is your Cookie Quick Start Guide. Inside you will find all the key dates and basics of the Cookie Program. Online you'll find a full, interactive program guide complete with all the resources you need to manage a successful program for your troop including step-by-step instructions, tutorials, tip sheets and flyers for all parts of the program. Scan this QR Code here to preview and bookmark the new guide once it's available in December.



Scan here!

Troop Cookie Manager Training

Available anytime in gsLearn and vr.girlscoutsem.org/volunteercookieresources beginning Dec. 5

Cookie Rookie Webinar Series

Designed for the first-time cookie volunteer, this series will cover the basics of the cookie program

- Dates: Wednesdays, Nov. 29-Dec. 20
- Time: 6 pm
- Zoom link: zoom.us/j/93413463131
passcode: 2024rookie

Answer Center

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

Cookie Bites Webinars

Available on our website and the Eastern Missouri Cookie Manager Rallyhood Rally, these recorded webinars will cover a range of topics relevant to key parts of each program season at vr.girlscoutsem.org/cookiebiteswebinars

Virtual Office Hours

Join the Product Programs Team live to ask your burning questions about Cookies.
Date: Wednesdays, Jan. 3-March 13
Times: 4-5 PM
Location: Zoom, zoom.us/j/97474492246
passcode: 368896

Rallyhood

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

Digital Cookie Support

- Parent/Girl Help
digitalcookie.girlscouts.org/help/parent-girl
- Volunteer Help
digitalcookie.girlscouts.org/help/volunteer
- Customer Help
digitalcookie.girlscouts.org/help/customer
- Customer Order Status
digitalcookie.girlscouts.org/customer-order/orders

What's New in 2024?



Rewards and Proceeds

- Troops earn higher proceeds—up to \$1.10/pkg in two-tiered structure
- All patches (except for bar patches) are peel and stick
- Girl Scout Junior troops can now vote to opt-out of rewards
- Tiered opt-out proceeds—earn up to \$1.20/pkg
- Opt-Out should be unanimous decision by Girl Scouts in troop

Troop Per Girl Average (PGA)	Base Proceeds/Pkg	Reward Opt-Out Proceed/Pkg
1-199	\$0.95	\$1.00
200+	\$1.10	\$1.20

Digital Cookie

- Parents/adults can enter initial cookie order card packages in Digital Cookie and it will automatically transfer into eBudde for troop review and approval
- You, other troop members and customers can send digital “Cheers” to Girl Scouts
- In-hand payments can be tied to a specific cookie booth event
- Girl Scouts who used Digital Cookie in 2023 and added supporters to their customer list will have those contacts roll over to their 2024 account
- PayPal and Venmo will be accepted as forms of payment from customers in the web-based Digital Cookie ordering system. It is not yet available on the app

Training and Support

- Live Cookie Rookie Webinar series for new troop cookie managers
- Weekly, virtual open office hours with Product Programs team
- Cookie Bites Webinars will be pre-recorded and posted online for viewing
- One-stop shop for clip art, illustrations, backgrounds to support your cookie marketing efforts at [littlebrownie.com](https://www.littlebrownie.com)
- Customer support will be available on major deadline dates
- Customer support will be available after hours in cases of major program changes
- Text messages will be used in cases of major program updates when time is crucial

Cookies

- Raspberry Rally availability is paused for the 2024 season
- Cookies will arrive in local warehouses in January
- Little Brownie Bakers started baking all varieties earlier
- All Cookie varieties will be sold at \$6/pkg





Your Troop's Cookie Management Tool

eBudde is the primary cookie management software provided by our baker. This is where you will conduct your troop's cookie business activities and you are required to use it. You can use the web-based or app version. Below are some of the things for which you will use eBudde:

- Enter paper order card orders
- Submit troop's initial cookie order
- Sign up for initial cookie pick up date/time/location
- Manage cookie inventory
- Give credit to individual Girl Scouts for additional cookies given to them from the troop's inventory
- Sign up for cookie booths/add cookie booths
- Place a cookie cupboard order for extra troop cookies
- Make reward selections and submit reward order for troop



Be sure to create your login in December, when you receive your onboarding email. Then, download the eBudde app so you can do your cookie business on the go. Go directly to ebudde.littlebrownie.com and click Forgot Your Password if you don't receive the onboarding email around December 19.

eBudde tutorials available in the online Troop Cookie Manager Guide and the eBudde Help Center



2024 Cookie Lineup



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 **\$ 6**
 Approximately 15 cookies per 6.3 oz. pkg.
 U D



Lemon-Ups® NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits **\$ 6**
 Approximately 12 cookies per 6.2 oz. pkg.
 U D



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe **\$ 6**
 Approximately 38 cookies per 9 oz. pkg.
 U D



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

Oatmeal sandwich cookies with peanut butter filling **\$ 6**
 Approximately 20 cookies per 8 oz. pkg.
 U D



Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes **\$ 6**
 Approximately 15 cookies per 7.5 oz. pkg.
 U D



Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating **\$ 6**
 Approximately 15 cookies per 6.5 oz. pkg.
 U D



Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint **\$ 6**
 Approximately 30 cookies per 9 oz. pkg.
 U



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

Graham sandwich cookies with chocolaty and marshmallowy flavored filling **\$ 6**
 Approximately 16 cookies per 8.5 oz. pkg.
 U D



Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

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



Terms to Know



ACH: Automated Clearing House; a safe, secure and quick method of electronic money transfer between bank accounts making collection of payments and reimbursement of proceeds easier for both volunteers and the council. The ACH system utilizes the bank account and routing numbers when funds are withdrawn or reimbursed. All troops in eastern Missouri must use ACH as the method to pay council for product ordered and purchased by a troop for the Treats & Reads and Cookie Programs.

CEM: Community Engagement Manager; this is a council-level staff member who provides troop support in your local community.

CCM: Cookie Cupboard Manager

Digital Cookie (DC): The platform that helps Girl Scouts run and manage their Cookie business online.

eBudde: The Little Brownie Bakers platform where volunteers must manage inventory, extra package allocations, rewards and more for Girl Scouts in their troop(s) or neighborhood.

Goal-Getter Orders: Refers to orders Girl Scouts take after the troop submits their initial order. Each troop handles these orders differently.

MyGS: A tool located online at girlscoutsem.org that is used to renew membership, update your contact information and make sure we have the correct information about all your Girl Scout volunteer roles.

gsLearn: An online learning platform for Girl Scout volunteers accessed through your login at MyGS.

Initial Order (IO): Refers to the orders (through Digital Cookie and order card) taken by Girl Scouts and submitted by the troop no later than Jan. 29, 2024. These orders are submitted by the Troop Cookie Manager and picked up by the troop in bulk in mid-February.

Little Brownie Bakers (LBB): The bakery that our council partners with to supply all our tasty cookies.

NH: Neighborhood (Girl Scout); Neighborhoods support troops in their local communities and are comprised of a team of volunteers who serve as the first point of contact for troops and volunteers in their area.

Service Unit: Alternate term for what we call a "Neighborhood." It is the term used in the eBudde platform.

NCM: Neighborhood Cookie Manager

PGA: Per Girl Average; total number of packages assigned to the troop divided by the number of Girl Scouts selling. A Girl Scout is selling if they have one or more packages of cookies assigned to them in eBudde.

TCM: Troop Cookie Manager



Digital Cookie



Let families know their Girl Scout can set up an account through Digital Cookie

Girl Scouts work with their parent/adult to share their unique cookie link via email, social media, local neighborhood sites, and at parent/adult workplaces. They can add their link or QR code to door hangers or business cards to leave behind at door-to-door sales. Digital Cookie has an app that can be used for Girl Scouts to manage their orders. It will not be active until sales begin on Jan. 6. Girl Scouts must use the web version to initially log in and set up their site though.

Your troop can set up their own troop Digital Cookie site beginning Jan. 2. Doing this will allow your troop to collect credit card payments at troop cookie booths. You can also promote the troop link and customers can pre-order cookies from the troop for booth pickup. Your troop's shipping link will also show up in the national cookie finder from Girl Scouts of the USA.

Handling Girl-Delivery Orders After Jan. 28

Some of the most frequently asked questions during Cookie season relate to girl-delivery Digital Cookie orders that come in after a troop has submitted their initial order.

We advise troops to communicate to the parents/adults that they need to treat those orders (which the parents/adults must pre-approve) like a late in-person order. This means the parent/adult must notify the troop cookie volunteer of the quantity and variety they need. The troop volunteer can then provide cookies to the Girl Scout from any extras the troop has or by securing additional cookies from a Cookie Cupboard.

Digital Cookie Tips & Tricks

- Remind parents not to approve orders they cannot deliver (i.e. out-of-town orders or strangers). As TCM, you will not receive notification of any additional girl-delivery orders for your Girl Scouts; they must let you know they need cookies to fulfill any additional orders.
- After your troop's initial order, give parents/adults a deadline each week to turn in their additional orders and set clear expectations on when you will pick up cookies from the cupboard. Remember, you also have the option to set parent/adults in your troop as designated cupboard pickup users in eBudde.
- You can request girl-delivery be turned off for the entire troop after Jan. 28; a parent/adult can turn it off for their Girl Scout in Digital Cookie after Jan. 28

Cookie volunteers should review the Girl Orders tab in eBudde throughout February-March for any transactions with a negative balance. This indicates an online, girl-delivery order that may not have been filled yet. Catching these regularly can help to ensure access to cookies to fulfill any missed orders and to ensure customer satisfaction.

Step-by-step instructions are found in your full, online TCM guide.

Cookie Money Management



Money due to council for the product the troop received is collected via ACH at two points during the Cookie Program: in March (for 1/3 of troop's initial order) and in April (for the remaining balance).

The Troop Cookie Manager or troop leader should collect and deposit cash frequently as a best practice. A Troop Late Payment Report is required for any family not paying in full by the deadline.

Track your inventory closely and make sure to keep receipts for all product given out and money received. Cookies cannot be returned at the end of the season, so make sure to use the Cookie Exchange feature in eBudde to see if another troop could use your cookies. Make regular deposits to your troop bank account when you receive payments from families and booths.

Digital Cookie Payments

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

It is strongly recommended troops use the Digital Cookie in-hand option for accepting credit card payments at booths and by individual Girl Scouts when delivering product. Council covers processing fees. Please note that cash transfer apps, such as Venmo, Cash app, Zelle, etc. are not approved payment systems for Girl Scout troop business.

Reward Opt-Out Troops

Junior, Cadette, Senior and Ambassador troops are eligible to opt-out of receiving rewards and receive extra proceeds instead. Multi-level troops that include Daisies or Brownies are not eligible to opt-out. Individual Girl Scouts in opt-out troops are still eligible to earn patches, Troop PGA Reward event, Trefoil Rewards and any rewards at the 1,000 level and higher. Opting-out is a unanimous decision of all Girl Scouts selling in the troop and they must sign the opt-out form (available in online cookie manager guide) which the troop maintains for its records. Once the troop has voted and signed, the troop volunteer **MUST** select opt-out in their eBudde settings **NO LATER THAN Jan. 21**. We cannot make changes on a troop's behalf after initial order submission.

Money Tips

ALWAYS make sure your Girl Scouts' parent/adult has signed the product programs permission section of the annual Girl Health History/Permission Form before any product is ever given to them. This means they acknowledge responsibility for taking care of the product and turning in money for product to the troop. In instances of non-payment by a family, turning in a Troop Late Payment Report to council protects you and the troop's funds. Having that signed permission slip is very important for this process.

ALWAYS use receipts each time you give cookies to a Girl Scout and each time you accept money for cookies from a Girl Scout for the troop. We provide receipt books for this purpose.

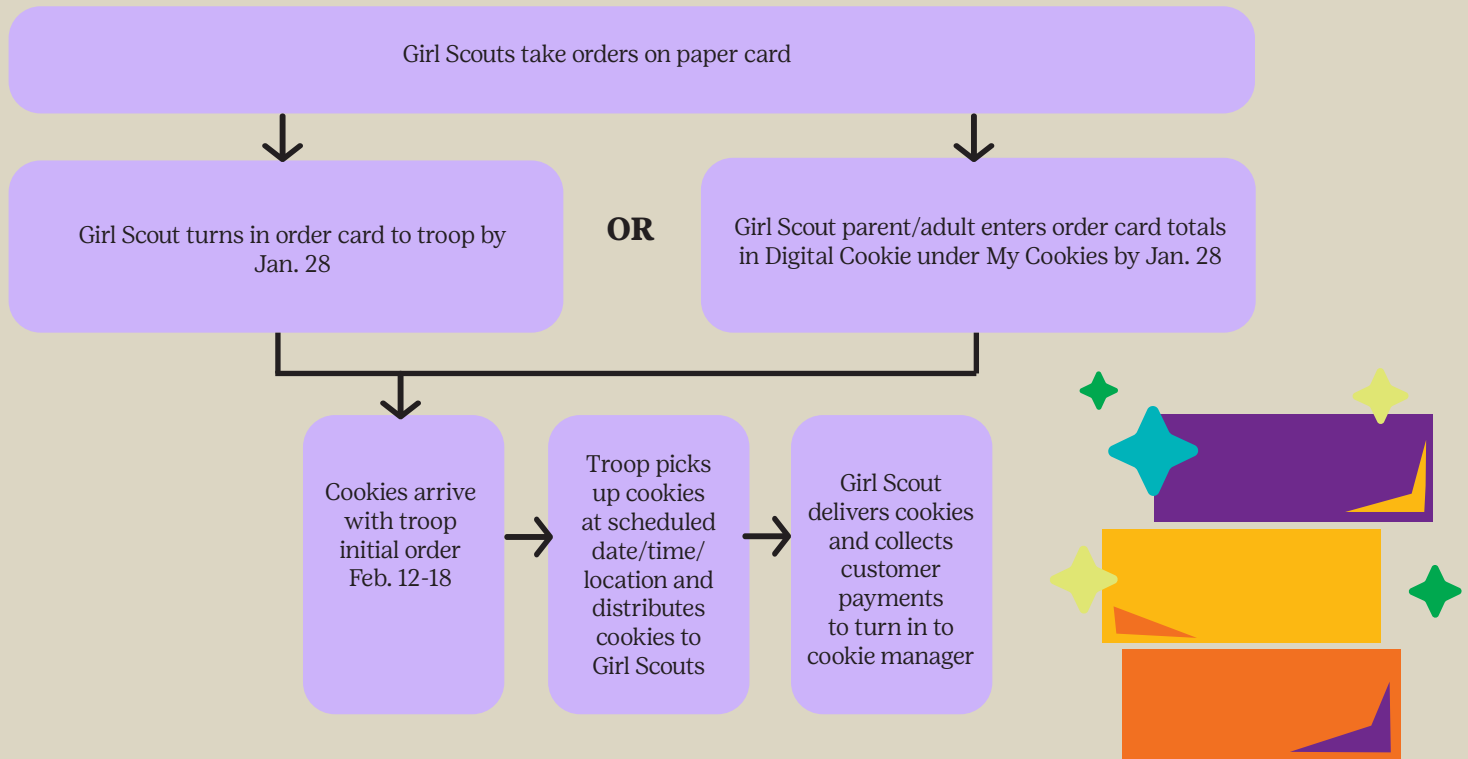


Cookie Order Taking Options

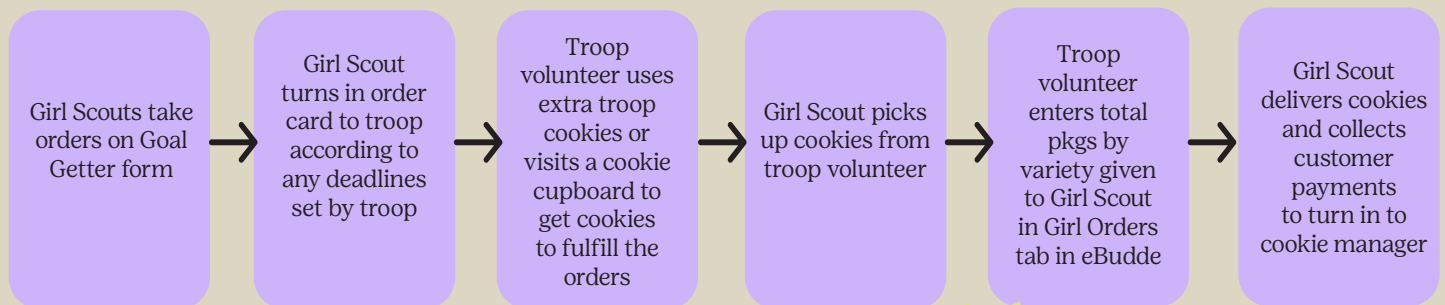


Girl Scouts can participate in the Cookie Program using the in-person order card and goal-getter sheet and/or the online Digital Cookie platform. Please see below for the general flow of order to fulfillment for each option.

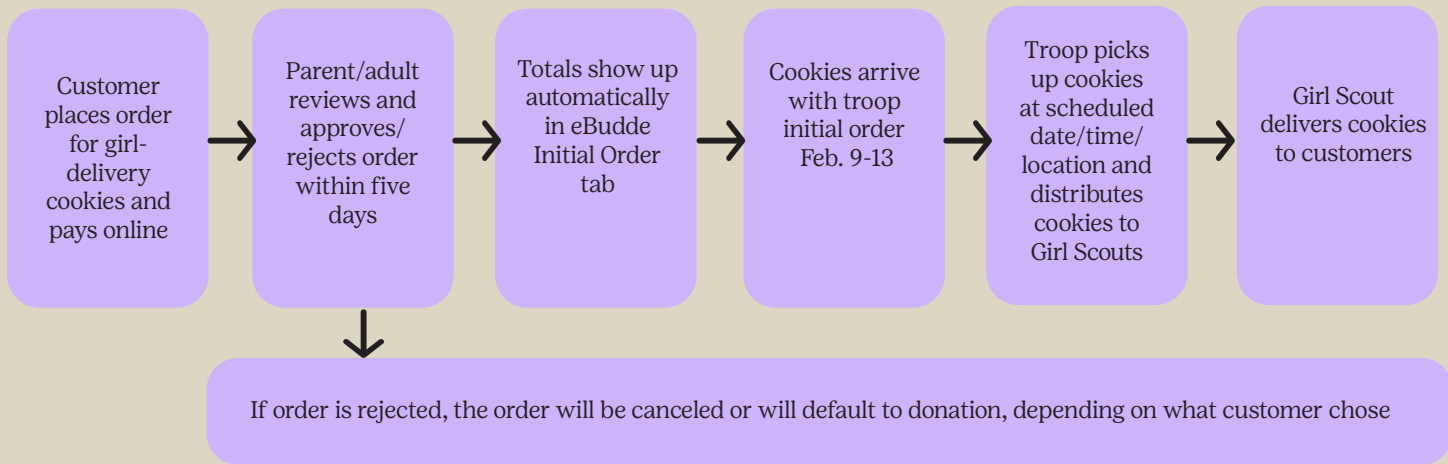
Cookie Order Card (for pre-orders in person Jan. 6-28)



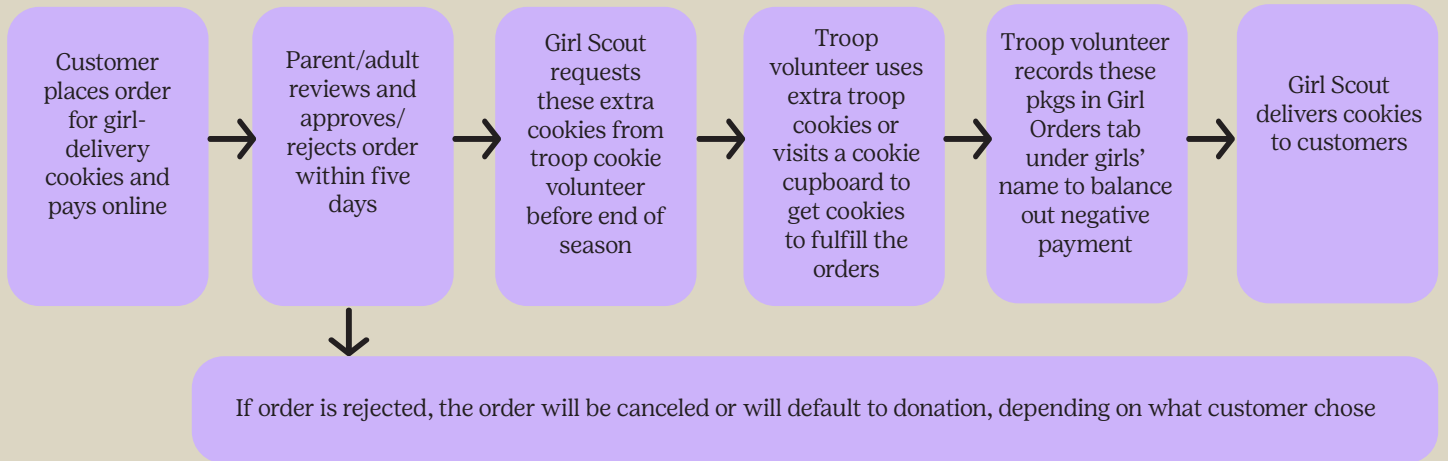
Goal Getter Sheet (in-person orders Jan. 29-March 10)



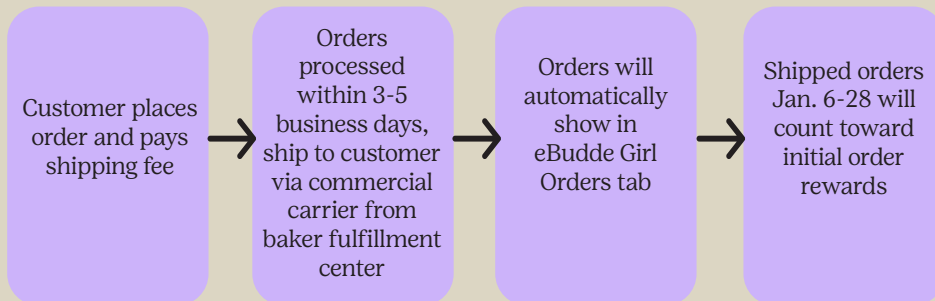
Digital Cookie Girl Delivery (Jan. 6-28)



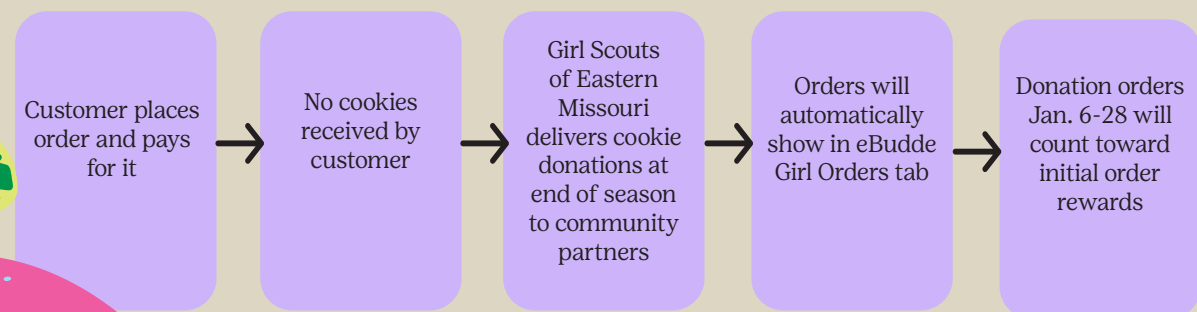
Digital Cookie Girl-Delivery (Jan. 29-March 8)



Digital Cookie Direct Shipped Orders (Jan. 6-March 10)





Digital Cookie Donation Orders (Jan. 6-March 10)



Cookie Booths and Donations



Participation Method	What It Means	When It Happens
<p>Cookie Booths</p> 	<p>Your troop can choose to do in-person or virtual cookie booth sales to earn additional proceeds and help the troop members reach their goals, give opportunities to market cookies in a different way and engage Girl Scouts who may not be able to participate in other ways. Troops can sign up in eBudde for a council-scheduled booth site, or you can contact a business in your neighborhood to set up a booth.</p>	<p>Reserve council-scheduled booths starting Jan. 26. Find instructions about signing up for cookie booths, the rules for each round of scheduling in eBudde and information on finding and submitting your own booth in the full online Troop Cookie Manager guide.</p> <p>Cookie booths begin Feb. 16.</p>
<p>Project Thank You</p> 	<p>Project Thank You (PTY) is the council-wide donation program that allows customers to donate Girl Scout Cookies to our non-profit partners at the USO of Missouri and Operation Food Search. Project Thank You orders from the “Cookie Packages Donated” line on the order card should be entered in eBudde on the PTY line.</p> <p>All donation orders through Digital Cookie automatically go toward the Project Thank You program.</p>	<p>Project Thank You donations are available to customers online, at booths and through the order card.</p>

Packages and Cases: How Many Cookies?

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

How to Get Cookies	Tips and Tricks
<p>When you submit your initial order, your order automatically rounds up to full cases of any given variety (12 packages/ case). This means your troop will likely have some extras and can use those extras at cookie booths. Some troops also choose to order booth extras during their initial order so they do not have to go to a Cookie Cupboard before their first booth weekend.</p> <p>Have questions about rounding up or ordering extras in your initial order? Reach out to your Neighborhood Cookie Manager.</p> <p>If you do not have extras from your initial order, you can pick up cookies from a Cookie Cupboard. Cookie Cupboards open Feb. 16 (the GSEM Cupboard opens Feb. 20).</p> <p>Not sure how many packages you need at your booth? Check out Rallyhood or Marvelous Mentoring to get tips from other troops or ask your Neighborhood Cookie Manager for guidance!</p>	<p>Cookie booths require a minimum of two Girl Scouts and two registered adults, maximum of four Girl Scouts and two registered adults per shift.</p> <p>Council-scheduled booths include partners like Schnucks, Dierbergs, Walmart, Sam's Club, PetSense, JoAnn, Walgreens, The Magic House, Lowe's and GNC. These booth partners should not be contacted by individual troops for booths; certain locations may not be available.</p> <p>Know of a great cookie booth location in your neighborhood? Check the full Troop Cookie Manager guide for booth requirements before contacting a local business, and make sure to report your booth as a Troop Booth in eBudde this year.</p> <p>When your Girl Scouts participate in booth sales, they become eligible for a booth sales patch! Girl Scouts who have 1+ packages reported as booth sales in eBudde will receive the patch. Make sure to use the "record booth sales" function in eBudde or check the "Bth" box when creating a girl transaction to ensure eligibility.</p>
<p>Project Thank You cookies are delivered from Council inventory directly to the partners—no need to pick up physical packages to fulfill your Project Thank You donations!</p>	<p>Talk to your Girl Scouts about including Project Thank You in their elevator pitches to customers.</p> <p>Consider a donation drive or a donation specific goal for your troop.</p> <p>Girl Scouts can earn Project Thank You rewards—check out the order card for more details</p>



Cookie Cupboards



A Cookie Cupboard is your troop's source of extra cookies, whether for a booth, for Digital Cookie girl-delivery orders after initial order, or for Goal-Getter form orders. Individual packages and full cases of cookies can be ordered and picked up at these locations Feb. 16-March 12 for booths and additional girl-delivery orders. Individual cupboards set their open days and times. The GSEM Council Cupboard operates 10 am-5:30 pm M-F, and some Saturdays from Feb. 20-March 15. Any changes to cupboard locations will be communicated in weekly Product Programs emails.

Please visit the Cupboard Locations map on your eBudde dashboard to find specific location information, including address, email and phone. Having your eBudde app available can help you find a cupboard when you are out and about at a booth and away from your computer. Cupboard order instructions may be found in the online Troop Cookie Manager Guide.

Tips and Information

- All cookies a troop receives, whether initial order or cupboard pickup, are the financial responsibility of the troop; they may not be returned; please only order what you know your troop can sell
- Cupboards generally receive restocks later in the week. They tend to be low on stock after booth weekends. During the last couple weeks of the program, inventory is lower to avoid excess cookies once the program has ended.
- To assist with inventory planning, pending orders should be placed earlier in the week for pickup later in the week; try to avoid placing orders with pickup times more than a week out
- Some cupboards turn off all cookie varieties for orders while they await their restock; check cupboard notes in eBudde for updates
- Once you place a pending cupboard order, you will not receive communication from the cupboard to confirm your order availability. While inventory should be available, it is not a guarantee your order will be waiting for you. A pending order is like a tentative order and it's required to secure your pickup appointment
- Please pick up cookies at your scheduled time and respect the cupboard manager's posted hours and communication preferences. Remember, they are volunteers, too!
- Pending orders that are not picked up within 24 hours after the scheduled time will automatically be canceled unless other arrangements have been made with the cupboard manager
- Cookie Cupboards are not for picking up initial troop orders
- If council announces any cupboard inventory limitations, this means troops have that limit TOTAL, not per cupboard.

Name	Address
Joyce Trost	5435 Crestside Ln., St. Louis 63128
Natalie Walker	5922 Enright., St. Louis 63112
Mandy Franke	924 Harmony Ridge Ct., St. Peters 63376
Melania Covey	3342 Simeon Bunker St., St. Charles 63301
Gail Meyer	3527 Dix Ave., St. Louis 63114
Mary Anne Hughes	14 Chaminade Dr., Creve Coeur 63141
Jeff Miller	914 Courtland Pl., Ballwin 63021
Marni Ziegler	1065 Canisius Ln., Florissant 63031
Kaylee Monroe	10291 Woodland Rd., Festus 63028
Shanna Hart	4742 Flat River Rd., Farmington 63601
Carolyn Pickel	563 Lemonwood Dr., Ballwin 63021
Robin Ackermann	349A Stafford St., Washington 63090
Kim McDaniel	722 Dorson Cir., Sullivan 63080
Sarah Pearman	101 Brookview Way Dr., O'Fallon 63366
Laura Castaneda	19 Lippizan Rd., St. Peters 63376
Nicole Marshall	2901 Breezewood, Kirksville 63501
Teresa Turgeon	29912 205 th St., Canton 63435
Deb Ziebarth	105 Sunset Hills Dr., Macon 63552
Tammy Riley/ Tawni Ivers	201 N. 3rd Street, Ste. 100, Hannibal 63401
Karen Diamond	390 Santa Cruz Dr., Moscow Mills 63362
GSEM Council Cupboard	2300 Ball Dr., St. Louis 63146

Initial Troop Cookie Pickup



Below are the dates/locations available to troops for scheduling their troop initial order pickup. You must select a location and time slot right after you submit your initial order. Slots are first-come, first-served. eBudde will automatically allot a certain number of slots to accommodate your troop's order. You will need to find a date/location where you can fit in your total time slots. To ensure best use of resources, where possible, please select time slots adjacent to those already chosen instead of leaving long time gaps.

Troops must pick up their initial order cookies at their chosen date/location in eBudde, unless otherwise arranged. Pickup sites do not have extra cookies on hand for troops not scheduled. The cookies that you pick up on your scheduled date WILL ONLY include the cookies showing on your Initial Orders tab in eBudde.

Tip: When distributing these cookies to your Girl Scouts, only give them what shows up for their name in the Initial Orders tab in eBudde. If a parent/adult says they are owed more because of Digital Cookie orders, wait to fulfill those additional orders until you have given all members their initial order cookies so you can determine what you have as extras and what you need to pick up at a cookie cupboard.

Troops in District 11 Neighborhood 2, District 18 Neighborhood 3 and Districts 15, 16, 17 will be contacted by their Neighborhood Cookie Manager about cookie pickup schedule and location. Troops in Districts 15, 16, 17 should expect cookie delivery as early as Feb. 9. Troops in these areas should select their Neighborhood Cookie Manager in the delivery site drop down; no date/time need be selected.

Monday, February 12	
Cord N American Warehouse, 63045	7:30 am-5:30 pm
University City TBD, 63130	7:30 am-5:30 pm
Westside Missionary Baptist Church, 63136	7:30 am-5:30 pm
Walmart Troy, 63379	7:30 am-5:30 pm
Lowe's Wentzville, 63385	7:30 am-5:30 pm
A-Mrazek Moving Systems, 63122	7 am-5:30 pm
Walmart Fenton, 63026	7:30 am-5:30 pm

Tuesday, February 13	
Cord N American Warehouse, 63045	7:30 am-8:30 pm
Westside Missionary Baptist Church, 63136	7:30 am-5:30 pm
Lowe's Maplewood, 63143	7:30 am-5:30 pm
Lowe's Wentzville, 63385	7:30 am-5:30 pm
A-Mrazek Moving Systems, 63122	7 am-5:30 pm
Walmart Fenton, 63026	7:30 am-5:30 pm

Wednesday, February 14	
A-Mrazek Moving Systems, 63122	7 am-5:30 pm
Maple Valley Shopping Center, Farmington, 63640	7:30 am-5:30 pm
Walmart Festus, 63070	7:30 am-5:30 pm

Friday, February 16	
Cord N American Warehouse, 63045	7:30 am-5:30 pm
University City TBD, 63130	7:30 am-5:30 pm
Chesterfield Mall, 63017	7:30 am-5:30 pm
A-Mrazek Moving Systems, 63122	7 am-5:30 pm
Grant's Farm, 63123	7:30 am-5:30 pm

Saturday, February 17	
Cord N American Warehouse, 63045	7:30 am-5:30 pm
Westside Missionary Baptist Church, 63136	8 am-1 pm
A-Mrazek Moving Systems, 63122	7 am-4:30 pm
Fox C-6 Service Center, 63010	7:30 am-3 pm
Friendly Temple, 63112	10 am-noon
Washington West Elementary School, 63090	7:30 am-5:30 pm

Sunday, February 18	
Schnucks, 63109	11 am-4 pm
Hillsboro Courthouse, 63050	11 am-3 pm
A-Mrazek Moving Systems, 63122	11 am-4 pm

Cookie Contests



Own Your Magic Online for Digital Cookie (individual Girl Scout)

Girl Scouts who set up and publish their Digital Cookie site between Jan. 2-7 will be entered to win daily prizes. Publish early—the more chances to win. Winners will be notified directly and announced on Facebook.

Brighten Our Booth Contest (troops)

Do your Girl Scouts have a creative cookie booth idea? Show us your stuff! Submit a photo of your troop's cookie booth by each week's deadline during booth season. Booths will be evaluated based on their creativity, Girl Scout branding and cookie placement. Look for contest details later this season in your eBudde messages from Product Programs.

Cookies for a Year (customers)

Reward loyal customers! Customers can complete the online form one time for every five packages of cookies purchased to be entered to win a free year (52 boxes) of Girl Scout Cookies. More information and resources in the online TCM guide. Make sure your troop knows about this promotion, which can help them meet their goals.



Best Practices



Before the Cookie Program Begins

- Talk with your Girl Scouts about setting goals for themselves and for the troop.
- Discuss what goals your troop has for next year—are you planning a big trip or a service project? How can the cookie program support your goals?
- Set clear expectations and guidelines for parents/adults about deadlines to turn in order cards, how many booths your troop will run and how to contact you.
- Ask for parent/adult volunteers to assist with other parts of the cookie program, i.e. coordinating cookie booths, cupboard runs, initial order pickup. Create a sign up system for them to volunteer (any adults helping with Girl Scout activities need to be registered members and background checked).

During the Initial Order Period

- Encourage Girl Scouts to set up a Digital Cookie account, even if they don't plan to market online. Their adult can enter paper order card packages for the initial order, and it will transfer automatically to eBudde for you
- Avoid using your troop's initial order cookies for customers as your booth cookies to ensure more prompt delivery of cookies to customers
- Consider ordering extra cookies with your initial order if you are doing a cookie booth Feb. 16-18. This will ensure you have your cookies without having to visit a cupboard so early.

During Goal-Getter and Cookie Booths

- Distribute the Goal-Getter Order forms after the initial order period is over, along with instructions on how you want them to communicate those orders to you
- Starting Feb. 9, Girl Scouts will have the option to use the Digital Cookie In Hand payment feature through the app when delivering order card orders to customers. Taking credit card payments through the Digital Cookie app means payments are automatically communicated to council and show up in eBudde!
- Set clear expectations and guidelines for parents/adults about deadlines to turn in additional orders and payments. Remember, these orders, even from Digital Cookie, will not automatically appear in eBudde and you may need to pick up packages from Cookie Cupboards. Let parents know if there is a certain day of the week you are willing to make cupboard pickups, or set trusted parents as pickup users in eBudde to allow them to pick up cookies.
- Keep the Cookie Program girl-led—set realistic expectations for your Girl Scouts based on their age level and involve them in every part of the program. Show your Girl Scouts how to make change at booths, help them practice their sales pitches and encourage them to talk to customers.
- Troops should never sell cookies to another troop that needs certain varieties for booths or fulfilling orders. Inventory between troops should always be transferred using the eBudde troop transfer transaction.

Thank you for your commitment to nurturing girl ambition—your role as Troop Cookie Manager is crucial in the coming months for a successful 2024 cookie season and for building the skills that will last her a lifetime. We appreciate you!



Media Inquiries

During the Girl Scout Cookie Program, troops are occasionally approached by reporters from television, radio, newspapers and online media for interviews and photo opportunities. Be sure you understand what they are interested in covering before agreeing. If you are approached by the media in a crisis or uncertain situation (such as being solicited for your Girl Scout opinion on potentially controversial topics), please DO NOT make any statements to the media. Instead, contact the Council communications team immediately at kdaleen@girlscoutsem.org.

Taking Care of Your Product

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



Questions? Contact Your Cookie Support Team!

Neighborhood Cookie Manager (NCM)

Name: _____

Email: _____

Phone: _____

girl scouts 
of eastern missouri

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



Scan for the online
Troop Cookie Manager Guide!

Need Help?

- Contact your Neighborhood Cookie Manager
- Girl Scouts of Eastern Missouri Answer Center: answercenter@girlscoutsem.org or 314.400.4600
- Digital Cookie Customer Order Support: digitalcookie.girlscouts.org/help/customer
- Weekly Girl Scouts Product Program Message emails sent from Council that provide important news, reminders and instructions
- Cookie Bites Webinars: vr.girlscoutsem.org/cookiebiteswebinars
- Cookie Manager Rallyhood site: rallyhood.com/39880, connect with other volunteers
- Product Programs Weekly Virtual Office Hours, Wednesdays, Jan. 3-Mar. 13, zoom.us/j/97474492246; Passcode: 368896