2022
Girl Scout
Cookie Program

Jan. 2-March 20

Troop Guide

CLIMB WITH COURAGE

Climb into Cookies Kickoff Contest

Sun., Jan. 2–Tues., Jan 4

Girls get entered into drawings to win awesome rewards by setting up their Digital Cookie site and sending 10+ emails. Follow GSOH Product Program on Facebook to join the fun! More information can be found at ***gsoh.org/cookie-resources***!

@GSOHProductProgram

girl scouts of ohio's heartland

Cookie Lingo

ACH: Automated Clearing House

Caregiver: Parent or Guardian

DOC: Digital Order Card, how Digital Cookie appears in eBudde

ODR: Outstanding Debt Report

OpSal: Operation Salute

PGA: Per Girl Average

SUCPC: Service Unit Cookie Program Coordinator

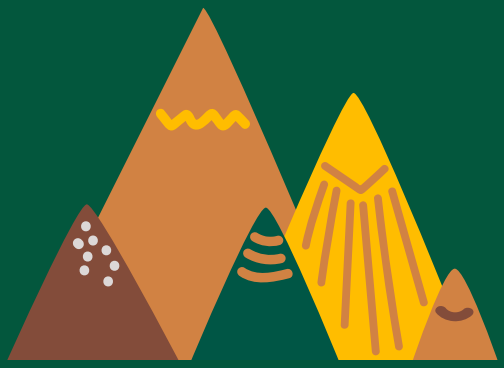
SUCBC: Service Unit Cookie Booth Coordinator

TCPC: Troop Cookie Program Coordinator

VRF: Volunteer Responsibility Form

Cookie Program Background

The Girl Scout Cookie Program is an iconic Girl Scout tradition dating back more than 100 years—all the way to 1917—just five years after Juliette Gordon Low formed the first Girl Scout troop. Today, more than 1 million girls across the United States participate in the cookie program—having fun, developing valuable life skills, and making their communities a better place every step of the way.



Welcome to the 2022 Girl Scout Cookie Program!

This Troop Cookie Guide covers everything you need to manage your troop's cookie program and it is organized into six sections:

- Getting Started, Pages 2-5: cookie basics, troop cookie program coordinator (TCPC) and parent roles, and family meetings.
- Programs, Patches and Events, Pages 6-7: patch programs, new cookie business badges, and cookie events.
- Rewards, Pages 8-11: girl and troop rewards.
- Program Details, Pages 12-19: the cookies; proceeds; how the program phases, deliveries, cupboards, Digital Cookie, and program wrap-up works.
- eBudde, Pages 20-25: step-by-step instructions on all eBudde tasks.
- Extras, Pages 26-28: contests, social media toolkit, Girl Scout shop information, and key program dates checklist.

You'll also find QR code icons throughout this guide, which you can use to link directly to additional tutorials, webinars, and details on the Girl Scouts of Ohio's Heartland website. Remember that if you need any help throughout the cookie program, your service unit cookie program coordinator (SUCPC), service unit cookie booth coordinator (SUCBC), Customer Care team, and Product Program team are here to support you!

Best wishes to you and your troop and have fun!

— The GSOH Product Program Team

Reasons to Participate

The Girl Scout Cookie Program is an important part of the Girl Scout Leadership Experience. Girls learn and grow while earning rewards and funds for their Girl Scout experiences.

The Five Skills

Goal Setting
Girls learn to trust their strengths as goal setters, both individually and with their sister Girl Scouts, developing cooperation and team building skills along the way.

Decision-making
Girls become decision makers who decide how to spend their cookie program proceeds, using critical thinking and problem-solving techniques.

Money Management
Girls become money managers and determine the real costs associated with the goals they want to achieve. They manage their participation level, gaining practical life skills and improving their financial literacy.

People Skills
Girls practice online and in-person communication skills by asking their families and communities to help them reach their goals while educating them on the importance of Girl Scouts.

Business Ethics
Girls grow to appreciate the value of responsibility and honesty while becoming entrepreneurs and running their own businesses.

Program Overview

Program Phases

Initial Order Phase – Sun., Jan. 2–Sun., Jan. 23

Girls begin taking pre-orders for cookies they'll deliver in February on Sunday, January 2 and can earn exclusive girl rewards for cookies sold during this phase.

Goal Getter Phase – Mon., Jan. 24–Thurs., Feb. 10

This short phase takes place after Initial Order ends but before cookies are delivered. Girls connect with customers they may have missed, get ready for the Booth Phase, and can earn special rewards.

Booth Phase – Fri., Feb. 11–Sun., March 20

In the final phase of the cookie program, girls deliver pre-ordered cookies and bring cookies into the community through booth sales, walkabouts, virtual cookie booths, and additional orders.

PNC FOUNDATION

A special thank you to the PNC Foundation for being our partner for the 2022 Girl Scout Cookie Program!

Ways to Participate

Discuss the different ways to participate in the cookie program with your troop and choose what ways are best for them, it might be all the ways!

- Order Taking: The tradition lives on! Girls collect orders and record them on order cards. Money is not to be collected until the cookies are delivered.
- Digital Cookie: Girls reach more customers and learn new skills through online sales.
- Cookie Booths: Troops set up shop at pre-approved locations around the community.
- Operation Salute: Customers donate Girl Scout Cookies to military personnel, veterans, and their families.
- Walkabouts: Girls load up a wagon, cart, or even a basket and walk door-to-door in residential areas. Walkabouts are a great add-on if your troop is close to their goal.
- Cookie badges: Girls can earn Cookie Business and Financial Literacy badges and Cookie Entrepreneur Family pins for every year they participate in the cookie program.
- Cookie program activities: Girls who participate in rallies, events, and the Cookie Rookie program learn ways to enhance their experiences and earn patches for their uniforms!

Who Can Participate

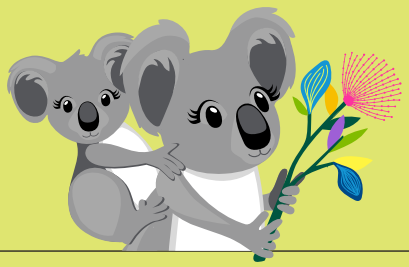
- Troops with approved leadership and no debt to council.
- All registered Girl Scouts with a signed permission slip.
- Any girls with outstanding debt may not take traditional cookie orders on an order card but may participate on Digital Cookie and at a cookie booth with their troops.
  → *Note: Caregivers with outstanding debt to council cannot handle cookies without pre-payment.*

Program Supplies

Troop Materials

Each troop receives one:

- Troop Cookie Guide
- Volunteer Responsibility Form (VRF)
- Cookie Transaction Receipt Book
- Package of Adventurefuls
- Instant rewards and Super patch flyer and tracking
- Shoe That Grows flyer
- Webinar flyer
- Cookie Events and Contests flyer



Girl Materials

Provide one per participating girl:

- Family Guide
- Permission Slip
- Girl Order Card
- Instant rewards; provide to girl once earned
- Money collection envelope
- Goal Getter Order Card

Online Resources:

- Girl Scout Cookie Program Opportunity Guide
- Cookie Entrepreneur Family Pin requirements
- Program information and patch completion forms
- And more online at ***gsoh.org/cookie-resources***

TCPC Experience

Troop Cookie Program Coordinator Role

The TCPC facilitates the troop's cookie program by communicating program deadlines and connecting the troop leadership and families with program resources, supporting the troop as they reach their goals.

As a TCPC, you are personally financially responsible for:

- **All cookies ordered through eBudde.**
  - → Be aware of the total number of cookies submitted in girl orders and doublecheck for extra large numbers before submitting.
  - → Count and sign for all cookies received.
  - → Understand that a signed delivery ticket or cupboard receipt is final and that there are no exchanges, replacements, or adjustments.
  - → Provide receipts to caregivers for all cookie inventory that is ordered and distributed.
- **All money received.**
  - → Provide receipts to caregivers for money received.
  - → Deposit all money in the troop account promptly and frequently.
  - → Take personal financial responsibility for any funds lost or stolen while in your custody.
- **All girl rewards earned by the troop.**
  - → Pick up girl rewards from SUCPC promptly.
  - → Distribute all girl rewards to Girl Scouts without outstanding debt once earned and upon receipt.

Using the Volunteer Responsibility Form

TCPCs sign a Volunteer Responsibility Form (VRF) acknowledging their role and responsibilities after completing the troop cookie training on gsLearn and before receiving their troop's cookie materials.

- Take a picture of your signed VRF to keep on your phone before giving a copy to your SUCPC.
- You will show your VRF (or a picture on your phone) when checking in at cookie deliveries and cookie cupboards.
  - → TCPCs arriving at deliveries or cupboards without proof of a signed VRF can't receive cookies.
- Use the "For Product Pickup Authorization Only" section to give another adult in your family or troop permission to pick up cookies on your troop's behalf.
  - → Both the TCPC and the volunteer being authorized to pick up will sign the form and keep a paper copy or a photocopy on their phone.
- Your SUCPC may also ask to see your VRF when picking up girl rewards after the cookie program ends.

These are some key ways to get the information you need when you need it:

- **Your Training**
  - → Troop cookie program coordinator training is available on gsLearn throughout the whole program. You can rewatch a topic whenever you need to.
  - → The Product Program team offers webinars during the program that walk you through the details and answer live questions.
- **Your Team**
  - → Your service unit cookie program coordinator (SUCPC) supports you during all phases of the program.
  - → Your service unit cookie booth coordinator (SUCBC) manages cookie booth locations in your area and can give you tips and tricks for cookie booths.
  - → The Product Program team sends emails every Friday to all TCPCs! These emails include reminders, timely tips, and links to great information.
- **Your Resources**
  - → Girl Scouts of Ohio's Heartland website has great resources at ***gsoh.org/cookieresources***. Find Digital Cookie tip sheets, marketing resources, contest information, and much more.
  - → GSOH Product Program YouTube channel has tutorial videos that teach you what you need to know in just a few minutes. Discover the tutorials at ***bit.ly/GSOHPP_YouTube***
  - → eBudde Help Tab provides how-to information at your fingertips.
  - → Our Customer Care team is available for questions at customercare@gsoh.org.

Throughout the program, you'll also:

- **Communicate** due dates and program deadlines with families.
- **Encourage** girls and caregivers to set up their Digital Cookie site.
- **Respond** promptly to questions from participating families.
- **Encourage** participation in patch programs.
- **Remind** families of rules and safety guidelines.
- **Meet** deadlines established bythe council and service unit cookie volunteers.

Caregiver Experience

Caregiver's Role and Expectations

Caregivers are key to every Girl Scout's success. There's no stopping a girl when she has support, assistance, and encouragement from her family!

Each caregiver is financially responsible for:

- **All cookies ordered and received by their Girl Scout.**
  - → The TCPC will utilize eBudde to track cookies received by each girl.
  - → Cookie transaction receipt books will be used to show the transfer of cookies from TCPC to caregiver.
- **All money collected from customers.**
  - → Caregivers turn in all payments to the TCPC by the given deadlines.
  - → Any lost or stolen money is the responsibility of the caregiver who signed the girl's permission slip.

Throughout the program, caregivers also:

- **Help** their girl set up her Digital Cookie site.
- **Know** the rules and safety guidelines.
- **Model** business ethics, decision making, people skills, and safety.
- **Support** their girl's plan to connect with people in her network.
- **Have fun** together and engage the whole family in supporting their Girl Scout!

Planning a Troop Cookie Family Meeting

Family meetings are a perfect time for girls to practice goal setting while the troop's volunteers and caregivers discuss ways to support girls in reaching their goals and having a great experience.

Use the Family Meeting Guides to explain the benefits of the Girl Scout Cookie Program to families and to ensure each girl has the support she needs at home as she learns entrepreneurship skills.

Family Meeting Guides with step-by-step instructions for each program level can be found online at girlscoutcookies.org/troopleaders.

Planning the Meeting

- Work with the other troop volunteers to choose a meeting time and format.
  - → Early to mid-December is the ideal time for many troops.
- Review cookie season materials so you're ready to answer questions.
- Decide key deadlines for your troop based on council deadlines.
- Involve the girls in planning.
  - → Get input from younger girls and let them present their ideas during the family meeting.
  - → Have a planning meeting with older girls to decide who will do what and to set troop proceed goals.

Family Meeting Agenda

- Discuss the benefits of the Girl Scout Cookie Program and caregiver roles and expectations.
- Review resources and paperwork.
- Discuss ways to participate and safety during each phase.
- Review deadlines and outline how families can help the troop during the program.
- Have adults sign up to support cookie booths and other troop activities from the start of the cookie program to the end of the school year.
- Show families how to get support, provide your contact information, and collect updated contact information for caregivers.

**Tip: Setting boundaries and expectations makes the program go smoothly for everyone! Share with caregivers the best method and time to reach you in addition to your contact information.*

Patch Programs

A. Cookie Crossover Patch
Girls who created a Me2 avatar and sent 18 emails in the 2021 Girl Scout Fall Product Program and reach 275+ packages in the cookie program. Patches will be mailed directly to girls in May 2022.

B. Cookie Techie Patch
Achieve 50+ packages of cookies through the Digital Cookie platform. Will be received with final rewards.

C. Super Patch
Troop creates their own path to achieve goals and earn this patch. Given by TCPC to girls as an instant reward.

D. Goal Getter Patch
Reach 30+ packages in the Goal Getter phase, including digital and paper orders. Will be received with final rewards.

E. Booth Sales Patch
Reach 48+ packages in the Booth phase. Will be received with final rewards.

F. Bar Patches
Girls earn Bar Patches at the highest level they achieve beginning at 200+ packages. Will be received with final rewards.

G. Operation Salute
Make a difference by donating Girl Scout Cookies to the military! Achieve 10+ Operation Salute packages donated to earn this special patch. Will be received with final rewards.

H. Shoe That Grows
Participate in The Shoe That Grows philanthropic reward option. Patches will be included with the girl's final rewards in May 2022.

I. Stellar Seller
Reach 1,000+ packages of cookies to become a Stellar Seller! Girls are also invited to a Stellar Seller celebration on Saturday, May 21, 2022 at Camp Ken-Jockety.

J. Double Stellar Seller
Reach Stellar Seller level during both the 2021 fall product program AND the 2022 cookie program to be one of the elite Double Stellar Sellers! In addition to attending the Stellar Seller Celebration, enjoy an additional day of celebration in the spring of 2022 exclusively for our Double Stellar Sellers.

Programs and Events

For Volunteers

Cookie Rookie
The Cookie Rookie Kit is perfect for troops participating in their first cookie program! The kit includes cookie samples, Cookie Rookie patches, and activities along with pointers on building your troop's cookie program skills as they learn to "Climb with Courage!" Request your kit here: ***bit.ly/2022CookieRookieRequest*** or by scanning the QR code.

Cookie Rookies can ask experienced cookie volunteers some of your burning questions during a live, virtual Q&A to prepare for your first cookie program.

- Thursday, December 9, 2021 7:30–9:00 p.m.
  http://bit.ly/cookierookie-Dec9
- Saturday, January 8, 2022 10:00–11:30 a.m.
  http://bit.ly/cookierookie-Jan8

For Girls

Council Cookie Event Day
Sat., Jan. 15, 2022
Girl Scouts will complete activities to earn one of the NEW Cookie Business Badges for their grade level. These events will take place in Hilliard, Ohio. **Register on gsEvents by Wed., Jan. 5.**

- **NEW! Cookie Business Basics:** Daisies, Brownies, and Juniors will practice and polish business basics as they start their own cookie businesses by building their cookie teams, creating and practicing their pitches, and learning creative ways to connect with customers.
- **NEW! Cookie Business Beyond:** Cadettes, Seniors, and Ambassadors will join Girl Scouts of Ohio's Heartland staff and guests to take their cookie programs to the next level by exploring influencing, networking, and researching for their cookie businesses while developing business skills to use during the cookie program and beyond.

For more information about these events and other exciting details, visit ***gsoh.org/cookies***.

NEW Cookie Business Badges

Girls at every level can enhance their cookie experiences with new Cookie Business Badges! Girls can work on these badges on their own or as a troop.

- Daisies will learn to run their own cookie businesses.
- Brownies will find out how to get new customers and keep them coming back!
- Juniors will learn the secret to success is teamwork.
- Cadettes will expand their knowledge and make connections between their cookie businesses and real-world business management.
- Seniors will learn to leverage their network including their team, customers, and people who support their cookie businesses.
- Ambassadors will build marketing skills and more as they translate their skills into a resume and portfolio that they can use to prepare for the future.

Girl Rewards

Instant Rewards

As girls reach each instant reward level, the TCPC will give them the reward items, no waiting necessary!

30+ Packages
Instant Reward
"Climb with Courage"
Theme patch

60+ Packages
Instant Reward
Cookie decals

90+ Packages
Instant Reward
Koala bag tag

250+ Packages
Motivational waterbottle OR
$5 Reward card OR
The Shoe that Grows - 1/2 shoe

300+ Packages
Koala slipper socks OR
$5 Reward card OR
The Shoe That Grows – 1/2 shoe

400+ Packages
Eco koala hip pouch OR
$10 Reward card OR
The Shoe That Grows – one shoe

1,000+ Packages
Stellar Seller event May 21, 2022
at Camp Ken-Jockety.

1,200+ Packages
2022 American Girl Doll of the Year OR
Apple Airpods OR
Kelty 2-person tent OR
$100 Reward card OR
The Shoe That Grows – four pairs

Reward cards can be used for GSOH programs, camp, and Girl Scout Shop purchases, or toward Girl Scout Destinations and approved travel.

Due to availability a comparable item may be substituted for any reward item.

125+ Packages
Instant Reward
Mini adventure journal

165+ Packages
Koala bracelet

200+ Packages
Plush Koala OR
$5 Reward card OR
The Shoe that Grows - 1/2 shoe

500+ Packages
Camp cushion OR
Girl Scout uniform OR
The Shoe That Grows – one pair

650+ Packages
Beach towel OR
$20 Reward card OR
The Shoe That Grows – one pair

800+ Packages
Camp duffle and koala journal OR
$20 Reward card OR
The Shoe That Grows – one pair

1,600+ Packages
Custom Nalgene & Osprey Backpack OR
2 tickets to Zoombezi Bay OR
Fitbit Tracker OR
$100 Reward card OR
The Shoe That Grows – four pairs

2,022+ Packages
One session of GSOH resident camp OR
Animal Programs Tour at Columbus Zoo
on June 4, 2022 OR
The Shoe That Grows – 20 pairs

Other Rewards

Stellar Seller and Double Stellar Seller

Girls who reach 1,000+ packages of cookies are Stellar Sellers. They will receive a special patch and and are invited to an exclusive Stellar Seller celebration on Saturday, May 21 at Camp Ken-Jockety.

Girls who reach the Stellar Seller level during both the 2021 fall product program AND the 2022 cookie program are Double Stellar Sellers. In addition to attending the Stellar Seller Celebration, enjoy an additional day of celebration in the spring of 2022 exclusively for our Double Stellar Sellers.

Patches will be distributed to girls at the events.

The Shoe That Grows

Girls can choose to donate shoes in place of receiving rewards with The Shoe That Grows reward option. This philanthropic reward is part of the cumulative reward structure. Girls can mix and match donating shoes and picking rewards at different levels.

Girl Rewards Opt Out

Junior through Ambassador troops may opt out of girl rewards by submitting a Troop Opt Out Approval Form to productprogram@gsoh.org by Friday, March 11. The form can be found at ***gsoh.org/cookie-resources*** or by scanning the QR code. Troops opting out receive:

- Additional $0.05 per package sold.
- All program and theme patches earned.
- Initial order girl rewards and troop rewards if earned.

Operation Salute

Operation Salute encourages girls and community members to make a difference by donating Girl Scout Cookies to military personnel, veterans, and their families. Operation Salute rewards will be included with girls' final rewards in May.

10+ Packages
Operation Salute patch

20+ Packages
Cooling fabric bandana

40+ Packages
Reversible bucket hat

Digital Cookie

Girls earn these rewards when they reach each level of cookies sold using their Digital Cookie site. Digital Cookie rewards will be included with the girls' final rewards in May.

50+ Packages
Cookie techie patch

125+ Packages
Samoas desk mat

275+ Packages
Samoas Adventures Please hoodie

Troop PGA – An Adventure in Goal Setting

A troop's Per Girl Average (PGA) is the **total number of packages sold by the troop** divided by the **number of girls participating in the cookie program.**

- All girls with one or more packages allocated to them in eBudde are counted in the troop's PGA.
- Girls with no cookies allocated to them in eBudde are not counted.

When setting goals, PGA can be considered on its own – for example, the girls want to focus on achieving the Zoobilee level – or factored in with rewards girls want to earn.

How this can work: A troop with five participating girls and no additional bonus proceeds (see page 12) sets a goal to achieve the 165+ level to each earn matching koala bracelets.
→ The troop earns $577.50 in troop proceeds.

They evaluate their goals and realize they're just 35 packages from individually achieving the 200+ level to earn the koala plushes! So, each girl agrees to do a walkabout in her neighborhood (*results vary) and send some more emails through Digital Cookie.
→ Now, the troop qualifies for increased troop proceeds and has earned $800.
→ They've also earned a Climb with Courage T-shirt for each girl and the TCPC!

Now that they've got the hang of goal setting, they decide they want to reach the 300+ level to earn the koala slipper socks and the troop plans to do five more cookie booths (*results vary) and the girls reach out to their initial order customers to see if they need restocked.
→ The troop has now more than doubled its proceeds and has earned $1,350.
→ They've also reached the next level for increased proceeds.
→ Plus, they have earned tickets to the Zoobilee event and get dessert vouchers for each girl while there.

By adding in just a few more additional activities per girl—a walkabout and some cookie booths—they've each earned several more rewards, the troop has more than doubled its proceeds, and they've earned matching Climb with Courage T-shirts and a trip to the zoo (with free dessert!).

Troop Rewards

200+ PGA – Climb with Courage T-Shirt

Troops that achieve a final average of 200+ packages per girl at the end of the cookie season will receive a Climb with Courage T-shirt for each participating girl in the troop, as well as one for the TCPC.
**Note: If a T-shirt size is not indicated in eBudde, Daisies and Brownies will receive a youth large. All other levels will receive an adult large.*

Other qualified troop adults may purchase a T-shirt if they wish. Order information will be emailed out toward the end of the cookie program.

250+ PGA – Zoobilee Event

Troops that achieve a final average of 250+ packages per girl at the end of the cookie program will receive a ticket to attend our Girl Scout Zoobilee at the Columbus Zoo and Aquarium for each participating girl, plus volunteer tickets based on the National Standard Adult Ratio for events by Girl Scout level.

The Zoobilee event includes a day at the zoo with a fun scavenger hunt, educational activities, and giveaways. Zoobilee tickets are offered for either Sunday, May 22, 2022 or Saturday, June 4, 2022. Troops that earn this reward will select their preferred date in eBudde.

300+ PGA – Zoobilee Event Desserts

Troops that achieve 300+ PGA at the end of the cookie season will earn dessert coupons for each participating girl to use within the Columbus Zoo and Aquarium at the Girl Scout Zoobilee event.

Cookie Details

Introducing Adventurefuls!

A new member is joining the cookie family your girls and customers already know and love this cookie program—meet Adventurefuls!

Adventurefuls symbolize how Girl Scouts are always up for an adventure whether they're exploring their talents, getting to know the world around them, or "Climbing with Courage" into the cookie program! These delicious additions to the cookie line-up are brownie-inspired crisp with caramel flavored crème filling and a hint of sea salt.

Follow GSOH Product Program on Facebook and stay tuned for exciting opportunities for girls and customers to share their cookie adventures and win prizes.

Check out ***bit.ly/GSOHCookieResources*** for activities to do with your troop to help them learn about this new cookie!

Where do the funds go?

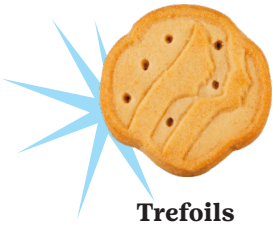
- **54%** Girl Programs & Leader Training
- **23%** Cost of Product
- **23%** Proceeds & Rewards

Thin Mints

Do-Si-Dos

Samoas

Tagalongs



Trefoils

Toffee-tastic

Girl Scout S'mores

Lemon-Ups

Adventurefuls

All Cookies are $5

Troop Proceeds

Troops earn proceeds for each package of cookies sold based on the troop's Per Girl Average (see page 11) and if they earned any bonuses.

Per Girl Average in Packages	Base Proceeds Per Package	Early Bird Bonus *Earned by troops that registered the same number of girls and volunteers as the 2021-22 membership year by June 30, 2021.*	Early Bird/On-Time Fall Participation Bonus *Earned by troops that earned the Early Bird Bonus or On-Time Bonus and participated in the 2021 fall product program.*	Fall Success Bonus *Earned by troops that reached $1,500 in combined sales during the 2021 fall product program.*	Council Cookie Goal Bonus *Earned by all participating troops if council reaches the Council Cookie Goal of 2,200,000 packages during the 2022 cookie program.*
0-199	70¢	+5¢	+2¢	+3¢	+5¢
200-284	80¢	+5¢	+2¢	+3¢	+5¢
285 and up	90¢	+5¢	+2¢	+3¢	+5¢

Initial Order & Goal Getter Phases

Initial Order Phase
Sun., Jan. 2–Sun., Jan. 23

Girls participate in two important ways.

- Order Card: Girls use order cards to take pre-orders for cookies that they deliver to customers in February.
  - → Girls reach out to family, friends, neighbors, and previous customers.
  - → Girls can go door-to-door and take their order cards to other activities.
  - → Caregivers may take order cards to their workplaces, if allowed.
- Digital Cookie: Girls personalize their Digital Cookie sites with pictures, videos, and stories to share with family and friends about their goals.
  - → Customers can select to have cookies shipped to them, to donate cookies to Operation Salute, or for the girl to deliver their cookies in February.
  - → Digital Cookie orders are automatically synced with eBudde during this phase and count toward all reward levels.

Rewards Earned During the Initial Order Phase

Initial Order rewards are earned **exclusively** during this phase of the program. Troops receive the following items at cookie delivery in February and distribute to the girls along with the cookies.

- Initial Order Girl Rewards: Girls who reach 165+ packages will earn the **koala clip-on** and those who reach 200+ packages earn a **rain poncho**.
- Initial Order Troop Reward: Troops that achieve an average of 170+ packages per girl will receive a **crossbody tote** for each participating girl.

Girls' progress during the Initial Order Phase also counts toward instant rewards and final rewards totals.

- Instant Rewards: Your opportunity to recognize each girl's success and growth immediately as she reaches 30-125+ packages sold.
- Final Rewards: Determined by a girl's final total at the end of the program, celebrating achievements all the way up to 2,022+ packages sold!

165+ Packages
Koala clip-on

200+ Packages
Rain poncho

170+ Packages
Troop PGA
Crossbody Tote

Girls focus on the following skills during Initial Order and Goal Getter:

- **Goal setting** sets them up for success in school, the workplace, and throughout their lives.
  - → Girls set personal and troop goals, deciding what levels they want to reach and how to get there.
  - → Younger girls may want to earn a specific reward while older girls might work together toward earning enough troop proceeds for their next adventure.
- **Decision making** helps Girl Scouts make all life decisions big or small.
  - → Girls decide where and when to sell cookies, how to promote their program, and what to do with their earnings.
  - → Girls work with their troops and families to decide what badges, patches, and pins they complete during the program.
- **People skills** are used throughout life as girls advocate for themselves, share their stories, and communicate expectations.
  - → Girls practice people skills as they call, email, and visit family and friends to share their goals and take orders.
  - → Girls build confidence and communication skills while sharing their favorite Girl Scout activities, recommending cookie varieties, and telling customers when cookies will be delivered.

Goal Getter Phase
Mon., Jan. 24–Thurs., Feb. 10

The Goal Getter Phase is the time between when troops submit their Initial Orders and when cookies packages arrive and the Booth Phase begins.

- Girls continue to take orders using a special Goal Getter order card and through Digital Cookie.
- All Digital Cookie and Operation Salute orders entered during this phase count toward girls' Goal Getter totals, helping them earn **exclusive** Goal Getter rewards.

Girls can participate in the following ways:

- Set goals to help reach the next reward level.
- Continue collecting orders by contacting customers they missed during the Initial Order Phase or share their Digital Cookie links.
- Hold troop or individual virtual cookie booths.
- Use tools from the Cookie Promotional Kit and from the eBudde Help Center.
- Post their goals where they can see them and update them throughout the program.
- Contact local businesses for sales and suggest they buy by the case.

Digital Cookie

What is Digital Cookie?

Digital Cookie is the online portion of the 2022 Girl Scout Cookie Program. Going digital gives girls more ways to participate and more ways to learn!

As a TCPC, you provide girls and their families the information needed to set up their Digital Cookie site and make the best use of its features. You'll track girl delivered orders, ensure they're correctly logged in eBudde and that girls have the cookies they need to fill orders.

Digital Cookie helps prepare girls to be leaders in a fast-paced e-commerce world. Girls experience a new level of learning, taking the five skills they have already gained and adding engaging, exciting, and interactive digital tools. Girls can customize the way they earn and learn, using technology in a whole new way and earning cool badges while they do it!

Using Digital Cookie, girls can:

- Promote their cookie business and inspire more support with more ways to sell and engage customers!
- Keep track of cookie customers because an organized cookie boss is a rock star!
- Take orders from customers using credit card payments because customers appreciate easily paying for their cookies.
- Offer customers the choice of having their cookies shipped directly to them or delivered by girls so customers near and far can support their cookie goals.
- Offer customers the chance to donate through Operation Salute.

All Digital Cookie orders count toward the girl's Instant, Initial Order, Goal Getter, Operation Salute, and Final girl rewards.

Digital Cookie Access

Volunteers and caregivers should look for registration emails on the following dates. Registration emails will come from "Girl Scout Cookies" (email@email.girlscouts.org) with subject "Register for the Digital Cookie Platform Today." Only those who've opted in to receive emails from Girl Scouts will receive this email. Please check your My GS for email preferences, to ensure that you've opted in to recieveing emails from GSOH. If you don't receive an email, please check your My GS for email preferences, to ensure that you're opted in to receiving emails from GSOH.

- **Volunteers – Friday, December 17**
- **Caregivers – Saturday, January 1 AND**

Note: If you don't receive an email, make sure to search your promotions/clutter/spam folders, then visit **https://gsoh.formstack.com/forms/digital_cookie if you still need assistance.*

Digital Cookie for Families and Caregivers Webinar

Sat., Jan. 1, or Tues., Jan. 4, 8:00–9:00 p.m.

Learn how to get started in Digital Cookie, manage girls' orders, reach more customers, and help girls learn new skills! This is a great webinar/resource to promote with families and caregivers of Girl Scouts in your troop.

Register here:
http://bit.ly/22cookies-Jan1
http://bit.ly/22cookies-Jan4

Following Social Media Safety Guidance

Girls may use the internet to share their cookie program sales links, stories, and learnings with the following guidelines:

- The Girl Scout Cookie Program is a girl-led program and online marketing and sales efforts should always be led by a girl while also being supervised by her caregivers.
- Girls engaging in online sales and marketing must review and apply the Digital Marketing Tips for Cookie Entrepreneurs and Their Families.
- Girls, volunteers, and caregivers must review and adhere to the Girl Scout Internet Safety Pledge, the Digital Cookie Pledge, the Supplemental Safety Tips for Online Marketing, and Girl Scouts' Safety Activity Checkpoints for Computer and Internet Use and Cookie and Product Sales (with the exception that they may share beyond friends and family).
- Sales links should never be posted to online resale sites (eBay, Facebook Marketplace, etc.).
- Be aware posts on Facebook containing the use of a dollar sign ($) may automatically move the post to Facebook Marketplace. To prevent this from occurring, you must disable the automated function.
- Social media ads should not be purchased or donated to promote sales links.
- Girls should consider removing their last name when using social media sites to protect their identity.

Ways to Participate in Digital Cookie

Girl Delivered — Sun., Jan. 2–Fri., Mar. 4
Customers can choose the Girl Delivered option when ordering cookies from a girl's Digital Cookie website beginning January 2. The customer enters their credit card payment information when placing their order. Customers also select what they want to do with their order if the caregiver declines the order or does not approve it in the approval time frame. The last day customers can place girl delivered orders is March 4. Caregivers must approve or decline all girl delivered orders. When the caregiver approves the order, Digital Cookie processes the customer's payment.

Shipped and/or Donated Orders — Sun., Jan. 2–Sun., Mar. 20
Customers can have cookies shipped directly to them at any time during the program. Customers pay for the cookies and shipping and handling with a credit card. These orders are added into eBudde and add to the girl's total packages sold. eBudde also records payment for the cookies.

Customers can also order cookie packages for donation to Operation Salute. Customers pay for the cookies with a credit card—no shipping and handling charges apply. Donated cookie orders pull into eBudde with payment information and add cookies to the girl's Operation Salute totals.

Troop Link — Sun., Jan. 2–Sun., Mar. 20
Troops create a Troop Link in Digital Cookie to use for shipped and donated orders. They can use the Troop Link in creative ways such as promoting online or holding virtual cookie booths. Cookies sold through the Troop Links appear on the Girl Orders tab and then are allocated to girls similarly to booth cookies.

Credit Card Processing — Fri., Feb. 11–Sun., Mar. 20
The Digital Cookie app is available in the app stores for download now. All volunteers and caregivers can access the app after they register for Digital Cookie and set up their accounts. Troops and individual girls can use the app to process contactless credit card payments when selling cookies in hand during walkabouts and cookie booths.

Girl Scouts can also use the app to view their Digital Cookie platform profiles, check their goal progress, access safety and selling tips, place cookie orders for customers, and share their site URLs via email.

TCPC and Caregiver Roles

Your dashboard shows whether a parent has registered their girl for Digital Cookie. If a Girl Scout's name doesn't appear on your dashboard, the parent has not yet registered her for Digital Cookie. You might want to reach out to those caregivers to see if they are encountering difficulties registering.

You can also see:

- If they have a live site. If the girl's site isn't live yet, you can check with the family to see if they are having any issues or need help to understand the process.
- How many emails they have sent to customers. If they have sent emails, chances are they have sales! If they haven't sent email, you can help them brainstorm who they could send emails to.
- The number of in-person delivery orders awaiting parental approval.

Your Troop Leader Dashboard is also where you will opt into creating a Troop Link for your troop.

Caregiver Approval of Orders

Caregivers should check their girl's account daily for new orders awaiting approval. Digital Cookie will send notification emails if a new order isn't approved by midnight the day it is placed.

1. Click on the View Orders Awaiting Approval button in the email.
2. Click on the Cookie Orders tab at the top of the dashboard to see what orders are pending approval. All orders needing approval will be listed including order number, number of packages, and number of days to approve.
3. Check the boxes in front of the orders you want to approve or decline and then click either Approve Order or Decline Order.

After the parent/caregiver approves the order, they will receive an email letting them know payment was received and a copy of the order. Girl Delivered orders flow into eBudde automatically during the Initial Order phase. After that date, the parent must inform the TCPC of Girl Delivered Orders.

It's encouraged to work with caregivers to set clear dates and deadlines for them to get your orders. This will help minimize your trips to your local cookie cupboard.

Troop Links

Your Girl Scouts troop can set up troop sites in Digital Cookie that enables customers looking for Girl Scout Cookies to support your troop with a girl delivered, shipped, or donated cookie order. One link will be your shipped-only link and can be added to GSOH's searchable map and GSUSA's Cookie Finder tool that goes live Friday, February 18. The second link is available for set up and use by the troop locally and within your personal networks.

Look for more information on troop links and how-to setup in the weekly cookie update emails.
See pages 22–23 for more detailed instructions on managing Digital Cookie with eBudde.

Cookie Delivery

Thurs., Feb. 10–Fri., Feb. 18

Deliveries are when volunteers pick up Initial Order Phase cookies and rewards at the time and location they selected in eBudde when submitting Initial Orders.

- Central: Mega Delivery, **Thurs., Feb. 10 and Sat., Feb. 12.**
- Regional: Multiple locations throughout council, **Mon., Feb. 14–Fri., Feb. 18.**

What to Bring

- Your Volunteer Responsibility Form (VRF) (paper copy or photo) and your driver's license or state issued ID.
- Printed Delivery Confirmation Report from eBudde. This provides a confirmation of your pickup date, time, location, and full order in cases to compare to bubble sheet we will provide you with.
- Sign with your troop number written large and bold displayed on the driver's side of the dashboard.
- Vehicles large enough to transport your entire cookie order.

How It Works

1. Checking in:
   - Arrive at your scheduled time, pull behind the last vehicle in line and remain in your vehicle.
     - → If you have multiple vehicles, wait in the designated area until everyone has arrived and can go through the line together.
   - Show your driver's license or state issued identification and VRF when greeted.
   - Receive your bubble sheet indicating the number of cases of each variety of cookies you will receive.
   - Place the bubble sheet on your dashboard in the passenger window.
   - Receive your Initial Order Girl Rewards and count them.
   - Pull forward as directed to have cookies loaded into your vehicle.
2. Receiving cookies:
   - Count each case of cookies as it is placed into your vehicle.
   - Ask loaders to slow down if they are moving too quickly. Ask for a recount if you are unsure.
   - Pull forward toward the checkout after all cookies are loaded and counted correctly.
3. Checking out:
   - Sign the bubble sheet, indicating that you received the correct number of cookie cases and girl rewards.
     - → No shortages will be replaced after the signed bubble sheet is turned in.
   - Return bubble sheet to check out volunteers.
   - Receive program flyers.
   - Exit.

Distributing Cookies to Girl Scout Families

Distribute cookies to your girls within five days to encourage prompt delivery to customers.

- Pre-schedule pickup times and share with girls' families in advance.
- Fill out a money/cookie receipt each time a caregiver picks up cookies from the troop and delivers money to the troop.
  - → Include date and names on all receipts.
  - → Caregiver receives the yellow copy and TCPC keeps the white copy.
  - → This creates a record of who is financially responsible for those cookies. Without receipts, TCPCs are responsible for the entire balance due to council.

Delivering Cookies to Customers

- Girls should have all Initial Order and Goal Getter cookies delivered by Tuesday, March 1.
  - → Girls will use their money envelopes to collect the money owed while delivering cookies.
  - → Checks should be made payable to your troop.
- Girls should give checks and cash collected to the TCPC frequently to ensure prompt deposits into the troop account.
- Customer receipts, thank you cards, and other marketing materials that can be used when delivering cookies are availablein the Cookie Promotional Kit at ***gsoh.org/cookiepromo***.

Use this guide to estimate how many cases of cookies will fit in your empty vehicle using all space except the driver's seat. Fewer cases will fit in your vehicle if another person is riding with you.

Cargo Van (seats in)
200 cases

Mini Van (seats out)
150 cases

Mini Van (seats in)
75 cases

Pick-Up Truck (full bed)
100 cases

Station Wagon
75 cases

Sport Utility Vehicle
60 cases

Mid-size sedan
35 cases

Hatchback Car
30 cases

Compact Car
23 cases

Cookie Cupboards

Cookie cupboards are locations where troops can pick up cookies for orders and booth inventory.

- Mega Cupboard: Cupboard runs during our Mega Delivery on Thurs., Feb. 10 and Sat., Feb 12. A pending order must be placed in eBudde by 9:00 a.m. Mon., Feb. 7.
- Franklin County cupboards: East, West, and North Central locations begin opening **Mon., Feb. 14 and close the last weekend of the program.**
- Regional cupboards: Multiple locations throughout council begin opening **Fri., Feb. 18** with staggered closing dates.
- You will receive a flyer listing cupboard locations and schedules during Cookie Delivery and through email.
- Join us for a webinar on how to submit cupboard orders. Scan here to register now!

Pending Orders

All cookie cupboards require pending orders in eBudde to pick up cookies. This tells the cookie cupboard how many packages of each variety you need.

Priority will be given to orders placed at least 24 hours in advance. Troops that do not submit a pending order at least 24 hours in advance risk not receiving cookies if cupboard inventory is reserved for pending orders.

Pending orders for pickup at all cupboards must be placed in full cases through **Mon., Feb. 21**.

- All cases contain 12 packages of cookies.
- **If the order submitted is less than a full case, the order will be rounded up to a full case.**
- For example: If you place an order for eight packages of Thin Mints, this will automatically be rounded up to 12 packages.

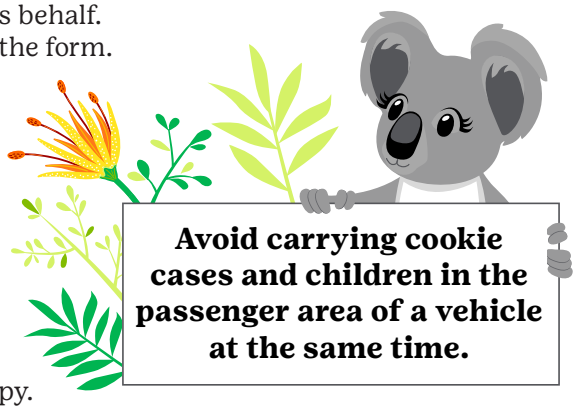
Picking Up

Only authorized adults who have signed and returned a VRF to their SUCPC may pick up cookies from a cupboard.

- We recommend all troop volunteers complete the For Product Pickup Authorization Only portion of the form in advance in case they need to pick up cookies on the troop's behalf.
  - Both the TCPC and the volunteer being authorized to pick up will sign the form.

Volunteers must bring the following to each cupboard pickup:

- A copy of their signed VRF or a photo of the signed form.
- A driver's license or state-issued ID.
- A printout of the transaction from eBudde.



Avoid carrying cookie cases and children in the passenger area of a vehicle at the same time.

Each cupboard location is unique but use the following basic process:

1. Check in with the cupboard manager and show your VRF and ID.
2. Count the cookies to ensure they match the cases and packages of each variety listed on your receipt.
3. Load the cookies into your vehicle.
4. Sign the receipt. The cupboard and the pickup volunteer each keep a copy.
5. Cupboard managers will "unpend" transactions after they are picked up and signed for.

Cookies should be distributed to girls or used at cookie booths or walkabouts as soon as possible. Troops must keep all copies of cupboard receipts with their cookie paperwork.

Customer Satisfaction

- Council does not accept returns on cookies unless there is damage to the cookies or package. Examples of damaged packages include:
  - crushed
  - sealed but empty
  - unsealed
- TCPCs will complete a **Damaged Cookie Form** when returning damaged packages to a cookie cupboard. This form can be found on our website at www.gsoh.org/cookie-resources.
- Damaged packages can be exchanged at a cookie cupboard for a non-damaged package of the same variety.

Booth Phase

Fri., Feb. 11–Sun., Mar. 20

Cookie booths are an eagerly anticipated aspect of the Girl Scout Cookie Program. Girls learn important communication skills, practice networking, and manage their own business while bringing sweet cookie treats to the public.

The Booth Phase provides many opportunities for girls and troops to increase their sales, learn the five skills, and continue their cookie program adventure. Girls work individually or together and can participate in any combination of:

- Cookie booths: Setting up fun and eye-catching tables at approved public locations, reaching new customers, and meeting goals.
- Mobile booths or walkabouts: Taking cookies on the go, charting a course through a neighborhood, and fulfilling socially distant cookie orders.
- Virtual booths: Motivating customers to help girls meet their goals by buying packages through Digital Cookie.

Cookie Booths

Cookie booths fall into three categories: Council Hot Spots, Service Unit Gems, and Troop Treasures. Signups for booths are completed in eBudde for troops.

Council Hot Spots

These locations are managed at the council level, so troops may not contact them to set up booths. The following hot spot locations will be listed in eBudde for signups beginning **Saturday, January 22 at 8:00 a.m.**

Colony Square Mall
CVS
Indian Mound Mall
Kmart
Polaris Fashion Place
Richland Mall
River Valley Mall
REI
Sam's Club
The Mall at Tuttle Crossing
Walgreens
Walmart

Service Unit Gems

These are booth locations set up by the service unit cookie booth coordinator and initially reserved for troops within each service unit. Service unit cookie booth coordinators manage signups beginning in January 2022. Troops may not contact these locations to set up booths. Ask your service unit team for more information.

Troop Treasures

Troops can secure their own cookie booth locations and add them to eBudde to be approved and included in the Cookie Locator. Service unit cookie booth coordinators will approve or deny location requests through eBudde. Please do not contact Service Unit gems or Council Hot Spot locations.

**Note: Booths cannot be held at locations that girls themselves cannot enter.*

Virtual Cookie Booths

Troops can host virtual cookie booths on social media and share their Digital Cookie troop link to collect orders. This gives girls a way to achieve their goals and connect with family, friends, and neighbors.

Note: We no longer have a partnership with Kroger. **Do not approach any Kroger stores.*

Walkabouts

Walkabouts, also known as mobile booths, can be used in place of or in addition to in-person cookie booths and virtual booths. Girls get to try something new, practice people skills and map-reading, and can purchase a fun patch to celebrate their successes!

Here's how it works:

- Chart a course through a neighborhood.
  - → Bonus: Girls can leave door hangers in the neighborhood in advance to take preorders and let people know when they are coming.
- Decorate a wagon or vehicle so cookie customers see them coming.
- Only do walkabouts when there's daylight, stay on sidewalks, and obey all traffic rules.
- Use the Digital Cookie app to take credit card payments.
- Leave behind door hangers with the girl or troop's QR code if no one answers the door.

Closing Your Program

Troops may choose to set their own deadlines to fit schedules or to achieve their goals within the following final deadlines:

- Sunday, March 20: 2022 Girl Scout Cookie Program ends.
- Monday, March 21: All money is due to the TCPC.
- Tuesday, March 22: All money must be deposited into the troop bank account and all Outstanding Debt Reports are due to council.
- Friday, April 1: Any returned checks must be made known to the GSOH Finance Department.
- Wednesday, April 6: Amount due to council is withdrawn from troop account by ACH.

Deposit All Collected Money

Deposit funds into your troop bank account immediately after receiving money for cookies.

- Use receipts to document funds received from each parent/caregiver.
- Girls should turn in checks at least weekly for prompt deposit into the troop bank account.
- All checks should be made out to the troop and have the girl's first name and troop number on the memo line.
  - → Recommend families write the customer's driver's license number on the check in case it is returned.

**Tip: Consider giving troop deposit slips to families for them to deposit cash and checks directly into the troop bank account. Ask the family to obtain three copies of the receipt from the deposit. One copy for them to keep as a receipt, one copy for the TCPC, and one copy for the troop bank signer or finance volunteer.*

Girl Debt

Do not use troop funds to pay a girl's debt if she has a balance due to the troop at the end of the cookie program.

- Print an Outstanding Debt Report (ODR) from ***gsoh.org/cookieresources***, for each girl with debt.
- Mail or email the ODR, girl permission slip, and all signed receipts to:
  Council Headquarters, postmarked by **Tuesday, March 22.**
  - → Mailing address: 1700 Watermark Drive, Columbus OH 43215
  - → Email address: finance@gsoh.org.
- Outstanding Debt Reports emailed or postmarked after **Tuesday, March 22** will not be accepted and become the responsibility of the troop to collect.
- Council will attempt to collect this debt before it is referred to collections. Referral to collections could impact credit rating and/or result in legal action.

Contact the GSOH Finance department with any questions on how this might impact the final ACH at finance@gsoh.org.

Returned Checks

Make frequent deposits to avoid checks being returned because they were not deposited promptly.

If a check written by a girl's family member or friend is returned, attempt to collect the amount owed before reporting to council. The GSOH Finance Department will forward all returned checks to collections, which may result in a state-approved fee and impact the customer's credit rating.

Otherwise, call the GSOH Finance Department at 800-621-7042 immediately upon notification from the bank or by Friday, April 1 with the following information:

- troop bank account number
- check number and amount
- girl information
- customer's driver's license number

Automated Clearing House (ACH)

ACH is a financial network allowing one bank to deposit or withdraw funds from a bank account with the owner's permission. The GSOH Finance Department will debit the troop account by ACH three separate times for funds owed for cookies the troop received.

- **Monday, March 7:** $1 per package from Initial Order minus any payments received by the council through the Initial Order Phase. If the ACH amount would have been less than $50, your troop won't have money withdrawn.
- **Monday, March 21:** $2 per package from Initial Order minus all payments received by March 12 (including the March 7 ACH if applicable). If the ACH amount would have been less than $50, your troop won't have money withdrawn.
- **Wednesday, April 6:** Amount you owe council, as shown on Troop Sales Report in eBudde.

It is extremely important to have all payments deposited early and often, and to report returned checks and ODRs by due dates, as they will affect the amount you owe council.

Banks usually have a processing time before money becomes available for withdrawal. Plan accordingly to ensure money is available in your account.

Using eBudde

eBudde is the online system used to track girls' individual sales, payments, and rewards and manage your troop's orders.

Check the GSOH Product Program YouTube channel for detailed tutorial videos on using eBudde throughout the cookie program.

Initial Login

Step 1: Receive welcome email with login link. Will receive after SUCPC adds you as a volunteer in the eBudde system.
**Tip: Check your spam folder if you did not receive the login email. The link expires seven days after it is sent. Email productprogram@gsoh.org if your link expires.*

Step 2: Click the link and set your password. Confirm and click **Change My Password.**
Step 3: Enter in your personal profile information. All profile fields are mandatory except for Address line two. Enter current password. Click **Update Profile**.
Step 4: Click on the **eBudde** icon.

Troop Dashboard

You will see the Dashboard tab every time you log into eBudde. It will show you important messages from the Product Program Department and has a checklist for tracking activity in eBudde. You can print the information on the tab for reference if needed.

Troop Setup

Step 1: Click the **Settings** tab.
Step 2: Click the **Edit Settings** button.
Step 3: Enter your **Troop Goal** (in packages).
Step 4: Click **Update**.
Step 5: Click the **Girls** tab.
Step 6: Add each girl's sales goal, set girls' T-shirt sizes (if known), and make any edits to caregiver emails.
Step 7: Click **Update**.

All registered girls will be automatically uploaded into eBudde weekly. TCPCs are not able to add girls to the eBudde troop roster. Contact your SUCPC if you are missing any registered girls in your eBudde troop roster.

Introduction to eBudde and Digital Cookie Webinars

Tues., Dec. 14, 2021 and Thurs., Jan. 6, 2022
8:00 – 9:00 p.m.
We'll walk you through the different tabs in eBudde so that you feel prepared for the start of the cookie program. We'll also cover how to get Digital Cookie set up for your troop and how both systems work together. This is ideal for first-time troop cookie program coordinators and is a great refresher for returning volunteers as well.

Register here:
http://bit.ly/22cookies-Dec14
http://bit.ly/22cookies-Jan6

Jan. 6

Dec. 14

Join us for a webinar to learn more about eBudde and Digital Cookie. Scan here to register now!

Submitting Initial Order

Initial Orders include cookies that girls have received committed orders for during the Initial Order Phase as well as all Digital Cookie girl delivered orders.

Complete the following steps:

Step 1: Click the **Initial Order** tab.
Step 2: Click on each girl's name. Squares will appear at the bottom of the screen where you will enter the order from the girl's order card.
Step 3: Tab through the columns entering package orders by variety. Each variety has its own column.
**Note: Enter Operation Salute cookies in the OpSal column. These packages will be delivered by council. The troop does not receive these physical packages.*
Step 4: Click **OK** on the bottom right side of the screen.
Step 5: Click **Save** at top of the screen.
Step 6: Repeat process for each girl.
Step 7: Click **Submit Order**. You can save and edit as many times as you need to, but you can only submit your order once. After you submit, you will not have access to change any order information.

Initial Orders are placed in full cases. There will be a number in the line that reads Extras, which is the number of packages that your troop will receive as extra packages are rounded up to full cases.

Choosing Delivery Site

Step 1: Click the **Delivery** tab.
Step 2: Select if someone from your troop is picking up or if someone from another troop will be picking up your troop's cookie order. If another troop is picking up this troop's orders, then steps 3-6 don't apply.
Step 3: Select if you will be picking up for more than one troop.
Step 4: Choose delivery station.
Step 5: Choose a pickup time and lane (if applicable).
Step 6: Click the **Submit My Info** button at the top of the screen. The system will confirm that your delivery information was updated.

Submitting Initial Reward Order

After the troop Initial Order is submitted, the TCPC will submit the Initial Order rewards. Initial Order rewards are the girl rewards for each girl who reaches predetermined levels during her Initial Order. eBudde will calculate and populate the Initial Order girl rewards based on the number of packages of packages that your troop will receive as orders are rounded up to full cases.

Initial Order girl rewards are received at cookie delivery. Troops that choose to opt out of final rewards still earn the Initial Order girl rewards and troop rewards.
**Tip: Check the sales report in eBudde for PGA Selling to determine if girls have earned troop rewards.*
Step 1: Click the **Reward** tab.
Step 2: Click **Fill Out** next to **Initial Order Girl Reward Order**.
Step 3: Click **Submit**.

Confirming Delivery Signup in eBudde

Step 1: Log into eBudde and click the **Delivery** tab.
Step 2: Click **View Confirmation**.
Step 3: Print this report and bring it with you to your cookie delivery.
**Note: If you did not choose a delivery location when you submitted your Initial Order, one was selected for you. You must pick up at the assigned location and time.*

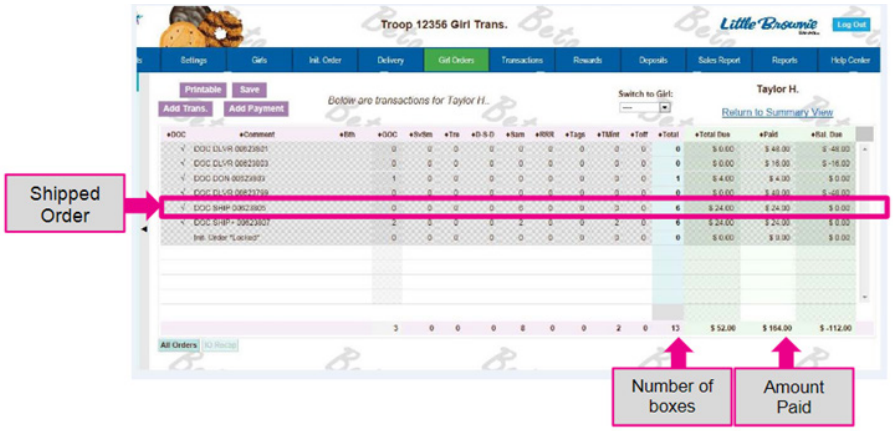
Entering Goal Getter Orders

Only orders entered by 11:59 p.m. on Sunday, February 13 count toward Goal Getter rewards. A cookie cupboard order may need to be placed before you can add an order for a girl.
Step 1: Click the **Girl Orders** tab.
Step 2: Click on the girl's name.
Step 3: Click the **Add Transaction** button.
Step 4: Green boxes will appear across the bottom of the screen.
Step 5: Record the total number of packages in the **Other** or **OPSAL** column.
Step 6: Repeat for each girl.
Step 7: Click **OK**.

Digital Cookie in eBudde

Shipped and Donated Orders

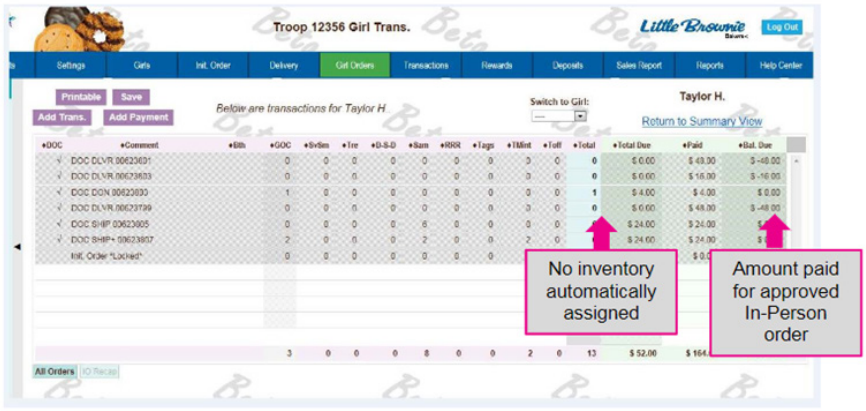
You can look in eBudde on the **Girl Orders** tab to see how many packages each girl has sold. You will also see a credit for the full amount paid for those orders and you will notice the amount as a deposit in your Deposits tab as well as on the **Sales Report** tab.



Goal Getter and Booth Phase Girl Delivered Orders

When caregivers approve girl delivered orders during the Goal Getter Phase, only the payment information will pull over into eBudde. The TCPC must place a cookie cupboard order to fill the order and then allocate these cookies to her in eBudde and arrange for the girl to pick them up. Once the parent approves the order, the amount the customer paid will show as a credit on the **Girl Orders** tab for that girl.

Note: During the Goal Getter and Booth Phases, eBudde does not assign girl delivered cookies to the girl. You will need to allocate cookies to her on the **Girl Orders tab. You may need to pick up more cookies from a cupboard to allocate additional cookies to her. We recommend when assigning cookies under the **Girl Orders** tab that you utilize the comment field to label with the date you received the order or gave the cookies to the Girl Scout as appropriate. This will help with organization and tracking of order fulfillment.*

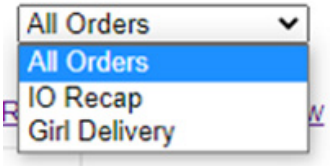


Viewing Digital Cookie Girl Orders in eBudde

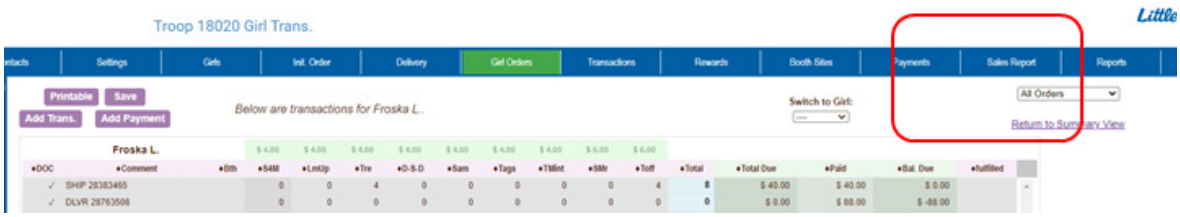
Viewing All Orders

To view all orders for a girl, click on the **Girl Order** tab. Click on the name you wish to view orders for. Then select the **All Orders** drop-down box. This allows you to see the girl's records in three different views. This will ensure all packages are allocated and help if there are questions from caregivers.

The **All Orders** drop-down box is located in the upper right-hand corner of the girl's screen. **All Orders** is the default that you will see so you can see all the girl's records including Digital Cookie, booth records, payments, and any record keyed in by you.



All Orders:



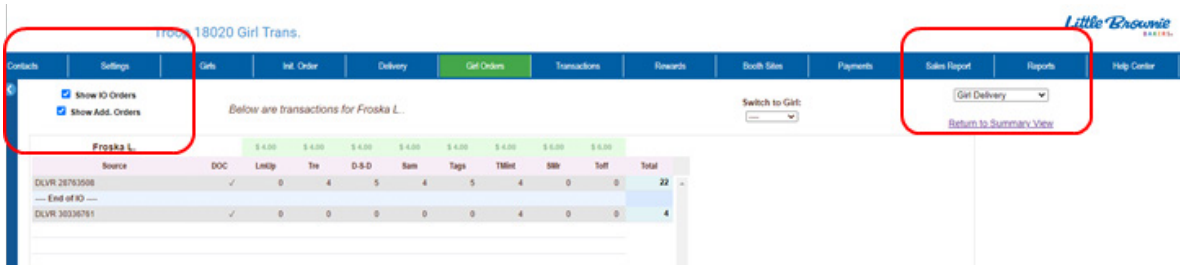
Viewing Orders from Initial Order

Under the same Girl Orders tab, you can adjust the drop-down box from **All Orders** to **IO Recap**. This will show you by girl Digital Cookie orders that came in until the troop submitted their Initial Order. There is a switch to girl feature and you can use a drop-down menu to view another girl from your troop.

Viewing Girl Delivered Orders

Under the same **Girl Orders** tab, you can adjust the drop-down box from **All Orders** to **Girl Delivery**. This will allow you to view all parent approved girl delivery orders from Digital Cookie. You can even select the check boxes on screen to filter and just view orders from after the Initial Order Phase.

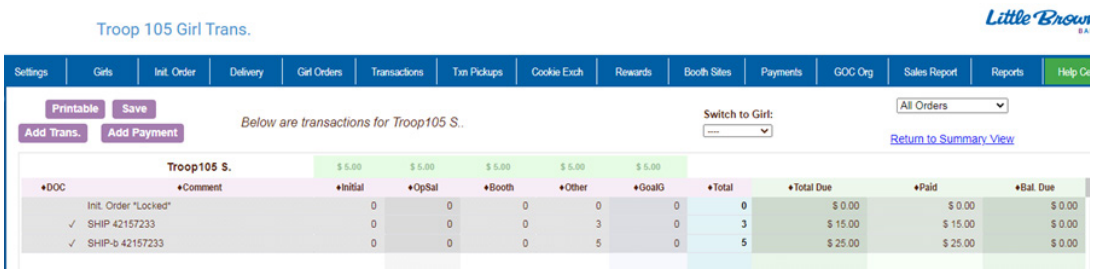
**Note: This is useful in determining if a girl delivered order was brought over automatically in Initial Order or if you need to add it.*



Allocating Packages Sold from Troop's Digital Cookie

An important part of wrapping up your program is to properly allocate any sold packages to credit girls toward earned rewards. If the troop has sales through your troop Digital Cookie link, please allocate those packages and payment away from that "troop girl" in eBudde.

Allocating Packages Away from Troop Link



Step 1: Click the **Girl Orders** tab.
Step 2: Click on the troop girl's name (i.e.-Troop105 S.)
Step 3: Click the **Add Transaction** button.
Step 4: Green boxes will appear across the bottom of the screen.
Step 5: Under the comment, list troop girl allocation and a date.
Step 6: Under the Other column, enter a negative transaction to remove the total of the sold packages.
Step 7: Under the **Paid** column, enter a negative transaction to remove the funds being applied as sold to the "troop girl."
Step 8: Click the **OK** button on the bottom right or hit **Enter**.
Step 9: Click the **Save** button on the top left.

Allocating Troop Link Packages to Girls

Step 1: Click on the girl's name that you wish to allocate these packages under the **Girl Orders** tab.
Step 2: Click the **Add Transaction** button.
Step 3: Under comment, list troop link and date of allocation.
Step 4: Click the **OK** button on the bottom right or hit **Enter**.
Step 5: Click the **Save** button on the top left.

Cookie Booths in eBudde

Signing Up for Cookie Booths

Step 1: Click on the **Booth Sites** tab.
Step 2: Select the **Council Booth Sales** from drop-down menu.
Step 3: Click on the **plus sign** (+) next to the area you would like to hold a booth sale.
Step 4: Choose the store and location by clicking the plus sign next to it.
Step 5: Choose the date and time range.
Step 6: Click on your preferred time and then click **Submit**. You will receive a message that your time is reserved.

Checking Your Booth Sign Ups

Step 1: Click **Current Sign Ups** from the **Booth Sites** tab.
Step 2: Verify your booth assignments in the pop-up window.
Step 3: Check for door assignments and any special instructions!

Releasing a Booth

Step 1: On your e**Budde Dashboard**, locate the **Calendar** box on the right side of the screen.
Step 2: Click the red **Release** button under the booth you want to release.
Step 3: Click **OK** to confirm.
Step 4: Your booth signup is now canceled.

Finding a Specific Booth

Step 1: Click the **Free Slots** button from the **Booth Sites** tab.
Step 2: Fill in:
- business name
- city
- date
- time

Step 3: Click **Get Report**.

Submitting a Troop Treasure

Step 1: Choose **My Sales** from the drop-down list from the **Booth Sites** tab.
Step 2: From the left window, click **Add Location**.
Step 3: Fill in the business information with address and contact information for the business.
Step 4: Click **Add**. Your booth is submitted and is pending approval and will appear on your **My Sales** list.
- Blue = pending approval
- Orange = denied
- Green = approved

Placing Cupboard Orders

Step 1: Click the **Transaction** tab.
Step 2: Click **Add a Transaction**. A new cookie transaction window will appear.
Step 3: Choose the following information from the drop-downs:
- Type = Normal
- 2nd Party = Cupboard
- Choose the Cupboard Name (the city in which it's located)
- Product Movement = Add Product

Step 4: Click **Pickup** and choose the pickup date and time and click **Done**.
Step 6: Fill in the number of packages needed by variety.
Step 7: Click **Save/Print** to save the transaction and print the transaction receipt to take with you to the cookie cupboard for pickup. If you are not printing immediately, click **OK**. Click the **Save** button in the top left of the screen to save the transaction.
Step 8: Verify that your troop shows a pending transaction on the **Transaction** tab.

Transferring Cookies to Another Troop

A Cookie Transaction Receipt must be completed any time cookies are moved between troops and each party must retain a copy for their records. The receiving party is responsible for entering the transaction in eBudde.

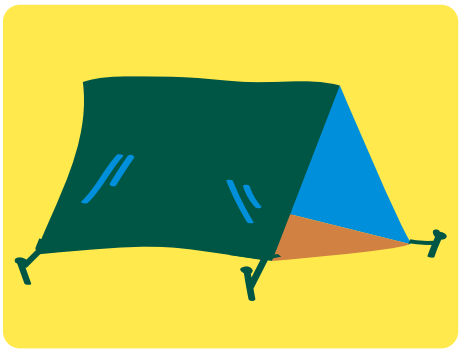
Step 1: Click the **Transaction** tab.
Step 2: Click the **Add Transaction** button. A new cookie transaction window will appear.
Step 3: Choose the following information from the drop-down boxes:
- Type = Normal.
- 2nd Party = Troop.
- Troop Number = Troop number of the providing troop.
- Product movement = Add product.

Step 4: Fill in the number of packages received from the other troop.
Step 5: Click **OK**.
Step 6: Click the **Save** button on the top left of the screen.
Step 7: Verify that your troop shows a pending transaction on the **Transaction** tab.
**Note: The troop will show an increase in cookies and money due.*

Allocating Girl Orders

Step 1: Click the **Girl Orders** tab.
Step 2: Click on the girl's name.
Step 3: Click the **Add Transaction** button.
Step 4: Green boxes will appear across the bottom of the screen.
Step 5: Record the total number of packages in the appropriate column.
- OpSal
  → Record cookies ordered for Operation Salute.
- Booth
  → Record cookie packages sold and appropriate dollar amount sold at cookie booths.
- Other
  → Record any additional orders submitted by girls.

Step 6: Click the **OK** button on the bottom right or hit **Enter**.
Step 7: Click the **Save** button on the top left.



Recording Girl Payments

Step 1: Click the **Girl Order** tab.
Step 2: Click the girl's name.
Step 3: Click the **Add Payment** button.
Step 4: Green boxes will appear across the bottom of the screen.
Step 5: Record the date and method of payment in the green comment box.
Step 6: Record the total amount paid in the **Paid** column.
Step 7: Click the **OK** button on the bottom right or hit **Enter**.

Selecting Final Rewards

Use girls' permission slips to submit each girl's reward choices by noon Tuesday, March 22.
**Note: Girls in troops opting out of rewards still receive patches and troop rewards.*
Step 1: Click the **Rewards** tab.
Step 2: Click the **Fill Out** button on the **Final Rewards Order** line.
Step 3: Each girl participating in the cookie program will be listed under **GIRL ORDERS**.
- Red "size/catalog selection needed" = girls with action needed.
- Green "size/catalog selection needed" = girls whose reward choices are complete.

Step 4: Click on each girl's name, enter her reward choices and sizes as indicated, and click **Submit Girl Order**.
Step 5: Review your **TROOP ORDER**, listing all girl rewards to be received by your troop.
Step 6: Enter your volunteer T-shirt size and select your preferred Zoobilee date, if earned.
Step 7: Click **Submit Reward Order**.

Contests

Girl Contests

Bling Your Booth

Your Girl Scouts can earn prizes and show that they are the most creative cookie entrepreneurs around by letting their innovative sides soar during the 2022 Bling Your Booth Contest! Nothing will generate more excitement and attract more customers to your booth like a blinged out cookie booth!

Submit photos of your booth and you can win! $50 reward cards will be awarded to the top five booths and one $250 reward card will be awarded to a grand prize-winning booth! Submit photo entries by Friday, March 25, 2022 to productprogram@gsoh.org.

2021 Bling Your Booth contest winner!

Digital Cookie Video Contest

The Digital Cookie Video Contest gives Girl Scouts the opportunity to stretch their techie skills, creativity, and people skills by creating a promotional video for their Digital Cookie site. Videos are a great way to promote your young entrepreneurs' online businesses! See gsoh.org for more information.

All individual submissions will be included in a weekly drawing for a $25 program card for the duration of the 2022 cookie program with winners announced every Friday from January 2 to March 20. All troop entries will be included in a monthly drawing the last Friday of January, February, and March for the troop to receive a $75 reward card.

Great Job, Girl Scout

Girl Scouts of Ohio's Heartland will have cookie detectives roaming the council looking for exceptional cookie booths. If girls are spotted at an exceptional booth, they will be rewarded on the spot with this fun patch!

Customer Contests

5 for 5

Customers will receive a contest entry for a chance to win five cases of cookies for every five packages they buy! The Product Program department will announce five randomly selected winners twice throughout the duration of the contest. Entries to the contest must be received by 11:59 p.m. EST on March 1, 2022 or March 20, 2022. You will receive flyers at delivery and can pick up more at cookie cupboards.

Tips:

- Offer cookie suggestions by grouping together five packages of related items. (Example: Offer a "Peanut Butter Lover's 5-Pack" containing only packages of Do-si-dos and Tagalongs.)
- Display five cases of cookies near the 5 for 5 promotional flyer you can find in the Cookie Promotional Toolkit to generate excitement.

Promotions

Girl Scout Shop

Our GSOH Girl Scout Shops can help support your 2022 Girl Scout Cookie Program with these fun promotional items. Visit one of our locations to see what will make your cookie selling skills stand out!

Locations: Columbus, Chillicothe, Mansfield, and Zanesville. Contact Customer Care at 614-487-8101 or send an email to customercareteam@gsoh.org for shop hours at each location. You can also scan the attached QR code to find out more!

Items we have available for purchase:

- cookie carts
- yard signs
- buttons
- magnets
- notepads
- bank bags
- tote bags
- cookie banners
- tablecloths

These fun items will be available while supplies last!

The shops also have fun patches available to support your program, beginning **Monday, December 6, 2021.**

- National Girl Scout Cookie Weekend: Show everyone your girls "Climb with Courage" during National Girl Scout Cookie Weekend, **Friday, February 11–Sunday, February 20, 2022**.
- Cookies on the Go: Participate in a week of selling cookies on the move during Walkabout Week, **Monday, March 7-Sunday, March 13, 2022**.
- Cookie Star: Take the Girl Scout Cookie Program to new heights and develop an entrepreneurial mindset while practicing the five skills! Find the steps to earn this patch and report guidelines on the GSOH website. Report forms must be turned into the GSOH shop before purchasing these patches.

Cookie Promotional Kit

Get ready and start promoting Girl Scout Cookies this year!
Troop volunteers, girls, and families can find great resources in the Cookie Promotional Kit:

- social media graphics
- Operation Salute resources
- door hangers, recipe cards, and more

You can find these and more at ***gsoh.org/cookie-resources***.

Important Dates

Check off each date as it passes!

December

Thurs., Dec. 2, 2021
- ☐ Start Your 2022 Cookie Adventure! webinar http://bit.ly/22cookies-Dec2

Thurs., Dec. 9, 2021
- ☐ Cookie Rookie Chat http://bit.ly/cookierookie-Dec9

Tues., Dec. 14, 2021
- ☐ Introduction to eBudde and Digital Cookie webinar http://bit.ly/22cookies-Dec14

January

Sat., Jan. 1, 2022
- ☐ Caregiver access to Digital Cookie begins.
- ☐ Digital Cookie for Families and Caregivers webinar http://bit.ly/22cookies-Jan1

Sun., Jan. 2, 2022
- ☐ 2022 Girl Scout Cookie Program begins.

Sun., Jan. 2, 2021–Sun., Jan. 23, 2022
- ☐ Girls take Initial Orders.

Sun., Jan. 2, 2022–Fri., Mar. 4, 2022
- ☐ Girl delivered period of Digital Cookie.

Tues., Jan. 4, 2022
- ☐ Digital Cookie for Families and Caregivers webinar http://bit.ly/22cookies-Jan4

Thurs., Jan. 6, 2022
- ☐ Introduction to eBudde and Digital Cookie webinar http://bit.ly/22cookies-Jan6

Sat., Jan. 8, 2022
- ☐ Cookie Rookie Chat http://bit.ly/cookierookie-Jan8

Thurs., Jan. 13, 2022
- ☐ Cookie Program Q&A webinar http://bit.ly/22cookies-Jan13

Sat., Jan. 15, 2022
- ☐ Cookie Business events

Tues., Jan. 18 or Thurs., Jan. 20, 2022
- ☐ Submitting Initial Orders and Scheduling Booths webinars http://bit.ly/22cookies-Jan18 and http://bit.ly/22cookies-Jan20

Sat., Jan. 22, 2022
- ☐ Booth Phase location signup in eBudde available at 8:00 a.m.

Mon., Jan. 24–Thurs., Feb. 10, 2022
- ☐ Girls participate in Goal Getter Phase.

Tues., Jan. 25, 2022
- ☐ TCPC enters troop Initial Order and Initial Order girl rewards into eBudde by noon.
- ☐ TCPC selects delivery location and time in eBudde by noon.

February

Thurs., Feb. 3, 2022
- ☐ Taking Your Cookie Adventure to New Heights webinar http://bit.ly/22cookies-Feb3

Mon., Feb. 7, 2022
- ☐ Mega Cupboard orders must be submitted in full cases and due in eBudde by 9:00 a.m.

Tues., Feb. 8, 2022
- ☐ Submitting Goal Getter and Cookie Cupboard Orders webinar http://bit.ly/22cookies-Feb8

Thurs., Feb. 10 and Sat., Feb. 12, 2022
- ☐ Mega Delivery and Mega Cookie Cupboard.

Fri., Feb. 11, 2022
- ☐ Booth Phase begins.

Mon., Feb. 14, 2022
- ☐ Franklin County Cookie Cupboards open.

Mon., Feb. 14–Fri., Feb. 18, 2022
- ☐ Regional Cookie Deliveries.

Thurs., Feb. 17, 2022
- ☐ Cookie Program Q&A webinar http://bit.ly/22cookies-Feb17

Fri., Feb 18–Sun., Feb. 20, 2022
- ☐ National Girl Scout Cookie Weekend

Fri., Feb. 18, 2022
- ☐ Cookie Cupboards outside Franklin County begin to open.

Mon., Feb. 21, 2022
- ☐ Cookie cupboard orders can be picked up in individual package quantities.

Tues., Feb. 22, 2022
- ☐ Taking Your Cookie Adventure to New Heights webinar http://bit.ly/22cookies-Feb22

March

Mon., Mar. 7–Sun., Mar. 13, 2022
- ☐ Walkabout Week.

Mon., Mar. 7, 2022
- ☐ $1 per package from the Initial Order minus payments received through the Initial Order automatically deducted from troop account by ACH.

Thurs., Mar. 10 or Tues., Mar. 15, 2022
- ☐ Closing Your Cookie Program webinars http://bit.ly/22cookies-March10 http://bit.ly/22cookies-March15

Fri., March 11, 2022
- ☐ Opt Out forms due

Sun., Mar. 20, 2022
- ☐ 2022 Girl Scout Cookie Program ends.

Mon., Mar. 21, 2022
- ☐ $2 per package from Initial Order minus payments received by March 12 (including the March 7 ACH if applicable) automatically deducted from troop account by ACH.

Tues., Mar. 22, 2022
- ☐ TCPC allocates cookie orders, girl payments, and final Girl Rewards order into eBudde by noon.
- ☐ TCPC emails Outstanding Debt Report paperwork to the GSOH Finance department by noon.

April–May

Wed., Apr. 6, 2022
- ☐ Amount due to council automatically deducted from troop bank account by ACH.

April–May
- ☐ TCPCs receive girl rewards from SUCPC and distribute to their girls.

Wed., May 4, 2022
- ☐ Last day to report missing or damaged girl rewards to SUCPC.

SUCPC Contact Info

Name: _____ Best time to reach: _____

Phone: _____ Email: _____