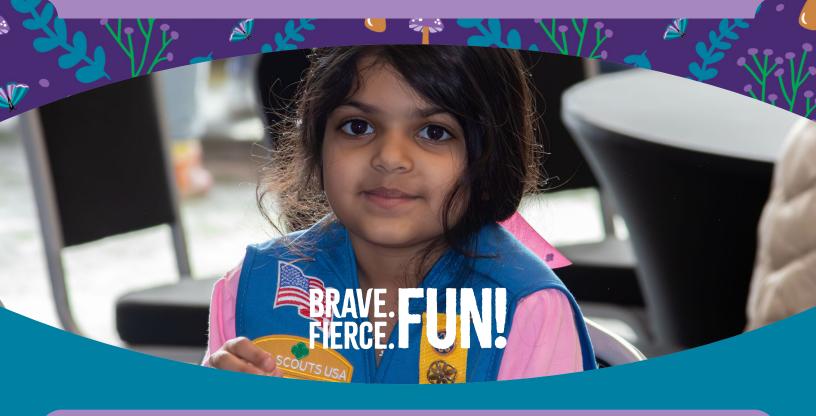
2026 Girl Scout Cookie Program • Jan. 15-March 29

# IRM Guide



# **Important Dates**



#### Monday, Jan. 12

Girl Scouts start setting up Digital Cookie sites.

Digital Cookie Family Training go.gsoh.org/cookie-family-training

## Thursday, Jan. 15

2026 Girl Scout Cookie Program begins!

#### Tues., Jan. 27

My troop's deadline to enter Initial Order card totals in Digital Cookie.

## Friday, Feb. 13-Sunday, March 29

Girl Scouts deliver cookies, collect payments & participate in cookie booths.

#### Sun., March 29

2026 Girl Scout Cookie Program ends.



#### Mon., Mar 30

Deadline to turn in final payments to council.

#### **Tues., March 31 at noon**

Deadline to enter cookie orders and select final rewards in eBudde.



## **Questions? Contact Us!**

Facebook: @GSOHProductProgram Website: www.gsoh.org Email: customercare@gsoh.org





The four sections of this IRM Cookie Guide cover everything you need to manage your Girl Scout's cookie program!

Getting Started      Managing the program + help	<b>pages 2-5</b> page 5
Girl Engagement      Rewards      Digital Cookie	pages 7-10
Program Details Initial Order Phase Picking up Cookies Ooth Phase Closing Your Program	page 14 pages 15-16 pages 17-18
eBudde Manual     Training + Setup     Submitting Initial Order     Girl Orders and Payments     Cookie Booths and Inventory     Closing	page 20 page 21 page 22 page 22

You'll also find QR codes linking directly to additional information throughout the guide. If you need any help, the Customer Care team and Product Program team are here to support you! Best wishes to you and your Girl Scout and have fun!

— The GSOH Product Program Team

## Welcome

### The Five Skills

The Girl Scout Cookie Program helps Girl Scouts develop real-world skills in five essential areas:



#### **Goal Setting**

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



#### **Decision Making**

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



#### **Money Management**

Girl Scouts learn to create a budget and handle money. **How you can help:** Build on their interest in learning to manage all facets of the cookie business, like creating a budget to fund a troop experience or figuring out the percentage of customers who chose the donation option.



#### **People Skills**

Girl Scouts find their voices and build confidence through customer interactions. **How you can help:** Ask them about new ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.



#### **Business Ethics**

Girl Scouts learn to act ethically, both in business and life. **How you can help:** Talk to them about the importance of delivering on their promise to customers.

## Cookie Lingo

**IRM:** Individually Registered Member (that's your Girl Scout!)

**TCPC:** Troop Cookie Program Coordinator (that's you!)

eBudde: System used to track orders and payments.

**Digital Cookie:** Website and app girls use to engage more

customers.

**OpSal:** Operation Salute

**SUCBC:** Service Unit Cookie Booth 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 700,000 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.

## Program Overview

## First Steps

Now that your cookie adventure is underway, here's what to do next:

- Read through your materials and reach out with questions.
- Follow GSOH Product Program on Facebook and YouTube.
- Register for webinars and put important dates on your calendar.
- Discuss the cookie program with your Girl Scout and other adults in the family and start setting goals!
- Log in to eBudde and Digital Cookie for the first time.

## **IRM Materials**

You will receive the following materials:

- This 2026 IRM Cookie Guide.
- Cookie receipt book.
- Program flyer packet.
- Order card.
- Money envelope.
- Instant Rewards: rewards that you give your Girl Scout as she earns them via reaching package goal selling levels. Check order card for full reward list.

## Ways to Participate

Help your Girl Scout choose which combination is best for them!

- **Order Taking:** Girl Scouts record orders on order cards and collect payment when cookies are delivered.
- **Digital Cookie:** Girl Scouts reach more customers and learn new skills through prepaid online orders.
- Cookie Booths: Girl Scouts set up shop at pre-approved locations around the community.
- **Operation Salute:** Customers donate cookies to military personnel, veterans, and their families.
- Walkabouts: Girl Scouts take cookies door-to-door in their neighborhoods.
- Cookie badges: Girl Scouts can earn Cookie Business and Financial Literacy badges and Cookie Entrepreneur Family pins for every year they participate.
- Program Add-Ons: Girl Scouts practice their skills and earn patches through

## **Taking Payments for Cookies**

All varieties of cookies are \$6 per package and can be paid for with cash, credit card, or check (see page 5 for GSOH check policy).

- Customers pay online when placing Digital Cookie orders.
   There is no money to collect at the time of delivery.
- All other orders are paid for when the cookies are delivered.
   Do not accept prepayment for cookies when taking orders.

## **Program Phases**

The cookie program is divided into two distinct phases, each with its own processes and rewards.

- Initial Order Phase Thurs. Jan 15- Sun., Jan 25
  Girl Scouts can earn exclusive rewards by taking preorders for cookies they'll deliver in February.
- Booth Phase Fri., Feb 13-Sun Mar. 29
   Girl Scouts bring cookies into the community through cookie booths, walkabouts, and additional orders.

## **IRM Payment Policy**

As an IRM Cookie Program participant, you will be required to submit payments to Girl Scouts of Ohio's Heartland when:

- You have received 400 packages of cookies.
  - A payment of at least 50% of the Amount Due to Council must be made before you will be able to receive additional cookies.
  - Payments from customers received through Digital Cookie will count toward this amount.
  - A Girl Scouts of Ohio's Heartland council staff member will contact you when this threshold is reached.
- March 29, when the 2026 Cookie Program is over.

More information on how to turn in payment on page 19.

## Meet the Cookies



## **Exploremores NEW\***

Sandwich cookies with chocolate, marshmallow, and almond flavored creme





Do-si-dos

Oatmeal sandwich cookies with peanut butter filling



## **Thin Mints**

Crispy chocolaty cookies made with natural oil of peppermint

Iconic shortbread cookies inspired

by the original Girl Scout recipe



## **Adventurefuls**

Indulgent brownie-inspired cookies topped with caramel flavored crème with a hint of sea salt



## Samoas

**Trefoils** 

Crisp cookies with caramel, coconut, and chocolaty stripes



## Lemon-ups

Crispy lemon cookies baked with inspiring messages to lift your spirit



## **Tagalongs**

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



## Toffee-tastic

Gluten free! Rich, buttery cookies with sweet, crunchy toffee bits

## **IRM Program Admissions**

Individually Registered Members earn program admissions based on the number of packages sold in lieu of troop proceeds. These are cumulative, like final rewards, and part of the rewards structure for individually registered Girl Scouts. Girls will continue to earn girl rewards at these levels.

Packages	Program Reward
200+	Admission for your Girl Scout and Caregiver to attend Spring Wildflower Hike on <b>May 3</b> or Wetlands Day on <b>Aug. 29</b> for DBJ
300+	Admission for your Girl Scout and Caregiver to attend The Brothers Grimm Show with CCT on <b>May 3</b> . Or Design-It! 3D Printed Plants on <b>May 17</b> for CSA.
400+	Admission for your Girl Scout and a caregiver to attend Build-It Bird Boxes on <b>Apr. 25</b> or Painting, Troops, and S'mores on <b>Apr. 22</b> or Build-A-Bear experience, where your Girl Scout can choose both the bear and outfit of her choice.
650+	Admission for your Girl Scout and a caregiver to attend Cardboard Boat Regatta on <b>June 20</b> or Mad Mud Challenge on <b>Aug. 8</b> or <b>Aug. 9</b> .
800+	Registration for Summer 2026 Family Camp session at Camp Molly Lauman or one week of GSOH Day Camp in <b>2026</b> or <b>2027</b>

# Managing Your Girl Scout's Cookie Program

As the caregiver for an IRM, you will take on responsibilities similar to a Troop Cookie Program Coordinator (TCPC). Throughout eBudde and Digital Cookie, you may see the term "TCPC" used—this refers to you in your caregiver role. You will support your Girl Scout by using these systems to ensure all cookie orders are entered and managed in a timely manner.

- **Manage** your Girl Scout's orders, inventory, payments, and plans.
- Meet deadlines set by council.
- Encourage your Girl Scout to think creatively and challenge herself.
- **Respond** promptly to questions from the GSOH Product Program team.
- **Follow** rules and safety guidelines.

# You are personally and financially responsible for:

#### All cookies ordered through eBudde.

- Reviewing all orders for errors before submitting.
- Counting and signing for all cookies received.
- Knowing that a signed delivery ticket or cupboard receipt is final and that there are no exchanges, replacements, or adjustments.

#### All money received.

- Requesting receipts for all money turned into thecouncil.
- Turning all money in to council promptly and frequently.
- Taking personal financial responsibility for any funds lost or stolen while in your custody.

#### Following the GSOH check policy.

- Only accept checks for in person sales from customers you know and trust.
- DO NOT accept checks at cookie booths.
- All checks must be made payable to Girl Scouts of Ohio's Heartland and labeled with:
  - Girl Scout's name and troop number
  - Customer's address, phone number, and driver's license number.

#### All girl rewards earned by your Girl Scout.

 Picking up girl rewards from your selected Girl Scout service center.

## Get Help Whenever You Need It

## **Your Training**



**Go to TCPCs Training** 

#### **Your Support Team**

- The Product Program team will help guide you through each step of the program. You can email them directly at productprogram@gsoh.org. Always put "IRM" in the subject line so we make sure it gets to the correct person.
- Read the Friday eBudde emails containing reminders, timely tips, and links to great information.

#### **Your Resources**

- Join GSOH Individually Registered Members on Facebook: https://www.facebook.com/groups/GSOH.IRM.
- Check out our YouTube channel for tutorials that teach you what you need to know in just a few minutes at bit.ly/GSOHPP\_YouTube.
- Find how-to information at your fingertips in the eBudde Help Tab.
- Can't find the answer you're looking for? Contact Customer Care at customercare@gsoh.org.



## **Promoting Your Program**

### **Contests**

#### **Booth Decorating Contest**

Nothing creates more excitement or draws in customers like a decorated and well-organized cookie booth!

IRM families can submit photos and photo releases for any Girl Scout pictured by **Friday**, **April 3** for a chance to win one of five \$50 reward cards.

Enter Contest: go.gsoh.org/booth-decorating



#### **Cookie Pitch Challenge**

Girl Scouts will stretch their techie skills, creativity, and people skills by creating videos for their Digital Cookie site. Individual entries will be entered in a weekly drawing for a \$25 program card.

Enter Contest: go.gsoh.org/cookie-pitch



#### **Great Job, Girl Scout Detectives**

Our cookie detectives will be roaming the council looking for exceptional cookie booths so they can reward Girl Scouts on the spot with a special patch!

#### 5 for 5

The 5 for 5 contest is a chance for customer to win five cases of cookies for every five packages they buy at a cookie booth. Girl Scouts will receive 5 for 5 tickets with unique codes to hand out and can use this contest to encourage customers to purchase more packages. We'll randomly select five winners on Mon., Mar. 9 and Mon., Mar. 30.

Remind your Girl Scouts to write their initials and troop number on their 5 for 5 tickets! The Girl Scouts whose customers are drawn as winners will receive credit for an additional 12 packages in eBudde!

## Social Media Graphics & Tools

Volunteers, girls, and families can find great resources in the Cookie Promotional Kit! You can find these and more at **gsoh.org/cookie-resources:** 

- Social media graphics
- Operation Salute resources
- Door hangers, recipe cards, and more



## **Council Shop Items**

Visit a Girl Scout Shop in Columbus, Chillicothe, Mansfield, or Zanesville to discover promotional items to enhance or celebrate your cookie program and spend \$30 or more on cookie merchandise to receive 10% off your entire purchase!

Visit *go.gsoh.org/girlscoutshop* for more info.



# Additional Learning Opportunities

Girl Scouts think like entrepreneurs while practicing goal setting, decision making, money management, people skills, and business ethics as they run their own cookie businesses. Families can support their Girl Scout by using these activities at home to help strengthen those skills.

## Little Brownie Bakers Rally



Little Brownie Bakers has free rally activities and printables you can use to help your Girl Scout get ready for the Cookie Program. These are easy to do at home and great for building confidence.

#### **Explore them here:**

And make a QR code for families to scan that will go to this link.

https://www.littlebrowniebakers.com/Rallies

## **Cookie Rally Kits**

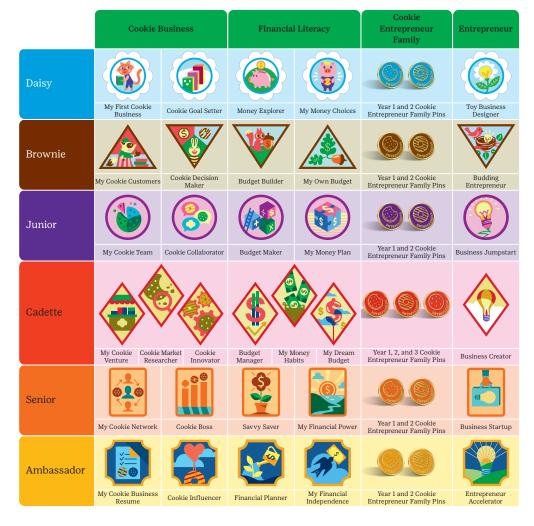
**\$5 per kit,** each kit serves one Girl Scout.

Available while supplies last in GSOH shops for Girl Scouts of all ages starting **Dec. 1**.

Each kit has supplies for one Girl Scout: a cookie rally patch, materials, and instructions for five activities.

## **Entrepreneurship Badges & Pins**

Available in GSOH shops. Girl Scouts can earn badges and pins each year they run their Girl Scout Cookie businesses and explore their own business ideas.





## **Patches**

Girl Scouts receive these patches after the program ends and display them on the back of their sashes or vests to show their successes!



#### 2026 Year Patch

Troop Choice Instant Reward



#### **Ferret Action Patch**

Sell 25+ Packages



#### **Booth Sales Patch**

Achieve 50+ packages during the Booth Phase.



#### **Bar Patches**

Girl Scouts earn Bar Patches at the highest level they achieve between 200+ and 1,000+ packages.



#### **Operation Salute**

Achieve 10+ Operation Salute packages donated to active and veteran members of the military and their families.



#### **Shoe That Grows**

Participate in The Shoe That Grows philanthropic reward option. You can select this option instead of receiving a reward beginning at the 300+ package level.



#### Stellar Seller

Reach 1,200+ packages of cookies



#### **Double Stellar Seller**

Reach Stellar Seller level during both the 2025 Fall Product Program AND the 2026 Cookie Program!



#### **Cookie Crossover**

Girl Scouts who created a Me2 avatar and sent 18 emails in the 2025 Fall Product Program plus reach 275+ packages in the 2026 Cookie Program earn this patch.

#### **Initial Order Rewards**

\*\*Earned exclusively for cookies purchased during the Initial Order phase Jan. 15-25.\*\*
TCPCs will receive these rewards at their cookie delivery in February and distribute them to Girl Scouts right away.



200+ Packages Individual Initial Order Ferret Plush Dangler



#### 180+ Packages

IRMs who sell 180 or more packages during the Initial Order phase will receive a Girl Scouts of Ohio's Heartland Beanie.

## **Instant Rewards**

Girl Scouts receive these items right away as they achieve each level, no waiting necessary!



**25+ Packages**BFF Action Patch



**100+ Packages**Window Art Kit



**Troop Choice** 2026 Bar Patch

## **Final Rewards**

Girl Scouts earn these rewards based on their total packages achieved by the end of the cookie program.



**230+ Packages**Ferret Plush or \$10 Cookie Reward Card



**300+ Packages** Crossbody Bag w/ Cookie Charms or \$10 Cookie Reward Card



**400+ Packages**BFF Pillow Set or \$15 Cookie Reward Card



**500+ Packages**Personalized Long Sleeve T-Shirt & Bracelet Hair
Tie Set or Girl Scout Uniform or Membership



**700+ Packages**Custom Retro Trucker Hat or Personalized
LED Name Sign or \$30 Cookie Reward Card



**900+ Packages**Sewing Machine & Accessory Set or Osprey
Hydration Backpack & or Choice of Field
Guide or Journal or \$50 Cookie Reward Card



**1,200+ Packages**Stellar Seller Event



## 1,600+ Packages American Girl Doll or

American Girl Doll or 2 tickets to Columbus Crew game or One session of 2026 or 2027 GSOH resident camp or \$120 Cookie Reward Card



**2,000+ Packages**Two-Person Inflatable Kayak & PFD or
Animal Encounter Experience at the
Columbus Zoo & Aquarium

## Cookie Rewards



Girl Scouts who achieve 1,200+ packages will earn an invitation to the **Stellar Seller** Celebration at the Columbus Clippers game at Huntington Park in Columbus on May 2. Each Girl Scout can bring one adult caregiver. Parking, food, and beverages will be provided.



Girl Scouts who achieve the \$1,200 level during the 2025 Fall Product Program AND reach 1,200+ packages during the 2026 Cookie Program will also earn a 2-hour Open-Air Safari Tour at The Wilds in Cumberland, Ohio, for them and a caregiver in May or June 2026.

Caregivers of Girl Scouts earning the Stellar Seller and Double Stellar Seller events will be contacted directly. Patches will be distributed to Girl Scouts at each event.

## **Reward Options**

- At most levels, Girl Scouts can choose to receive a physical reward item, donate to The Shoe That Grows, or receive a GSOH reward card.
- Help us reach our council goal of donating 125 pairs
  of shoes. The Shoe That Grows expands five sizes for
  children to wear for school, chores, or play in the harsh
  conditions in refugee camps.
- Reward Cards can be used towards GSOH memberships, programs, shops, camp, site usage, Girl Scout
   Destinations, or GSOH approved travel. Girl Scouts receive one card with the total amount they earned after the cookie program ends.

#### **Reward Cards**

To use a Reward Card to register for Council programs:

- 1 Find a program at **gsoh.org/activities** and begin registration.
- At check-out, select **Apply for Program Credits** and submit the registration.
- Once you have submitted the order, contact Customer Care at 614-487-8101 ext. 6030 or customercare@gsoh. org with your Reward Card information. \*Important: Registration is not complete, and space cannot be held until payment is applied. Registrations left unpaid will be cancelled.\*
- 4 If the Reward Card does not cover the full balance, the remainder can be paid online through your myGS account or over the phone.

Questions? Contact Customer Care at customercare@gsoh.org or 614-487-8101.

# Troop Rewards (IRMs can earn them too)

## 230+ Packages



#### **Girl Scout T-Shirts**

IRMs who sell 230 or more packages will receive one Girl Scout t-shirt. In addition, their registered caregiver will receive one t-shirt as well.

## 250+ Packages



### **Girl Scout Outing**

Individually Registered Members (IRMs) who sell 250 or more packages will receive one ticket to an IRM outing.

Their registered caregiver will also receive a ticket in accordance with required safety ratios.

Details about the outing and how to redeem tickets will be shared with IRM families at the end of the program.

## 300+ Packages





#### **Matching Theme Socks or Jumbo Snack Pack**

Individually Registered Members (IRMs) who sell 300 or more packages will receive their choice of Matching Theme Socks or a Jumbo Snack Pack. IRMs selecting the socks will receive one pair for themselves and one pair for their registered caregiver. Families choosing the Jumbo Snack Pack will receive one pack. More information on selecting and receiving this reward will be provided to IRM families at the end of the program.

# Digital Cookie

## What is Digital Cookie?

Digital Cookie is the online portion of the Girl Scout Cookie Program: helping prepare Girl Scouts to be leaders in a fast-paced e-commerce world. Girl Scouts can customize how they earn and learn, using technology in a whole new way and earning badges while doing it!

All Digital Cookie orders count toward Instant, Initial Order, Operation Salute, final girl rewards, and special Digital Cookie rewards.

#### Using Digital Cookie, Girl Scouts can:

- Promote their cookie business and inspire more support from customers!
- Offer customers the option of having their cookies shipped directly to them, delivered by the Girl Scout, or donated through Operation Salute.
- Enter their Initial Order paper order card totals.
- Use the app to accept credit card payments when delivering orders from their paper order cards, at cookie booths, or while taking in person orders.

Girl Scouts can set up Digital Cookie accounts and expand their cookie businesses online!

## **Getting Started**

#### Registration

On **Mon. Jan 12**, watch for your registration email from "Girl Scout Cookies" (*email@email.girlscouts.org*) with the subject "Register for the Digital Cookie Platform Today."

- 1 Click the Register Now button, create a password, and log in using the email address where you received your registration email.
- 2 Follow the prompts to register your Girl Scout(s).
- 3 Watch your inbox for a registration confirmation email!

# Introduction to eBudde and Digital Cookie Webinars

We'll walk you through eBudde and Digital Cookie to help you prepare for the start of the cookie program. This is ideal for first-time troop cookie program coordinators and is a great refresher for returning volunteers.

Tues., Jan. 13, 8:00-9:00pm go.gsoh.org/ebudde-webinar

## Site Set Up

- Log in to **digitalcookie.girlscouts.org** and click Set up your cookie site or the Site Setup link in the menu bar.
- Help your Girl Scout enter her sales goal and cookie story and decide if she wants to upload a photo or video of her own or use one from the Digital Cookie gallery.

#### Don't want to post a picture of your Girl Scout? Try:

- Her Fall Product Program Me2 avatar.
- A photo of the back of her vest/sash.
- A self-portrait of her as a Girl Scout.
- Click **See** your site and publish to review the site, then click **Edit** to make changes or Approve and publish.

# My Digital Cookie Information

Go to digitalcookie.girlscouts.org

Username:

Password:

Need help? Contact us at *customercare@gsoh.org* 

## Digital Cookie: Ways to Participate

## **Paper Order Card Entry**

#### Fri., Jan 23-Sun., Jan. 25

Girl Scouts use the **My Cookies** tab in Digital Cookie to enter the totals from their paper order cards to be included in the troop's Initial Order.

## Girl Delivered

#### Thurs., Jan. 15-Fri., Mar. 20

Customers prepay for cookies for the Girl Scout to deliver after cookies arrive in mid-February:

- 1 Customer selects girl delivery, enters payment information, and selects whether they want the order canceled or donated if the caregiver declines it or does not approve it within five days.
- Caregiver approves or declines the order (considering customer location, if they know and are comfortable delivering to the customer, Girl Scout and troop cookie inventory, troop deadlines for additional orders, etc.)
- Customer's payment is processed.
- Girl Scout receives cookies and delivers order.
  - Orders approved during Initial Order Phase:
     Girl Scout receives the cookies with the rest of
     her Initial Order in mid-February and delivers to
     customer by Sat., March 7.
  - Orders approved after Initial Order Phase:
     Caregiver notifies TCPC, TCPC picks up more cookies (if needed), arranges pick up with caregiver, and records the packages in eBudde, Girl Scout delivers to customer within one week of approving the order.

## **Credit Card Processing**

#### Fri., Feb. 13-Sun., March 29

Girl Scouts take credit card payments while delivering paper order card orders or taking additional in person sales using the Digital Cookie app.

## **Shipped & Operation Salute**

Customers pay for cookies shipped directly to them or donated through Operation Salute at any time during the program. These orders and payments automatically sync to eBudde.



## Initial Order Phase

#### Thurs., Jan. 15-Sun., Jan. 25

Girl Scouts use Digital Cookie and paper order cards to collect pre-orders from customers. TCPCs then combine the totals from these orders with the troop's first booth inventory to place the troop's Initial Order, which they pick up at a Cookie Delivery.

## In Person Order-Taking

- Girl Scouts reach out to family, friends, neighbors, and previous customers.
- They can go door-to-door and take their order cards to other activities they attend.
- Many Girl Scouts ask caregivers to take order cards to their workplaces, if allowed.

Girl Scouts can use the My Cookies tab in Digital Cookie to enter the totals from their paper order cards instead of giving their order cards to their TCPCs to enter. TCPCs will review the submissions in eBudde and submit them with the troop's Initial Order.

## Vehicle Suggestions

Estimate how many cases of cookies will fit in your empty vehicle using all space except the driver's seat. Avoid carrying cookie cases and children in the passenger area of a vehicle while transporting large amounts of cookies.



Cargo Van (seats in)



100 cases







Mini Van (seats out)

150 cases

Mini Van (seats in) 75 cases

**Station Wagon** 

75 cases



## **Online Orders**

- Girl Scouts personalize their Digital Cookie sites with pictures, videos, and stories to share with family and friends.
- Customers can select to have cookies shipped to them, to donate cookies to Operation Salute, or for the Girl Scout to deliver their cookies in February.
- Digital Cookie orders are automatically synced with eBudde during this phase.

All cookies ordered during this phase count toward Initial Order rewards but only in-person cookies - paper order card orders and online Girl Delivered orders - will display on the Initial Order tab.

## Finalizing the Troop **Initial Order**

At the end of the Initial Order phase, TCPCs:

- Review and approve totals submitted through Digital Cookie or collect Girl Scouts' order cards and enter totals in eBudde.
- Determine if the troop is ordering any additional cookies for its own inventory to use for cookie booths or additional orders and add those cookies in full cases to the troop's Initial Order.
- Review and submit any Initial Order rewards earned.
- Select the Delivery location and time where the troop will receive the troop's Initial Order and all Initial Order girl and troop rewards, if earned.
- Arrange help with picking up cookies, including driving, counting, unloading, and distributing to Girl Scouts.

# Cookie Delivery

#### Wed., Feb. 11-Wed., Feb. 18

Volunteers pick up Initial Order Phase cookies and rewards at the Cookie Delivery they select in eBudde when submitting their troops' Initial Orders.

- Large Order pick up: Wed., Feb. 11 and Thurs., Feb. 12. Troops with the largest orders will schedule a time slot to pick up their cookies from the warehouse in Columbus.
- Mega Deliveries: Thurs., Feb. 12-Sat., Feb. 14. Available in Southeast Columbus and West Columbus.
- **Regional:** Mon., Feb. 16–Wed., Feb. 18. Available in Zanesville, Chillicothe, Mansfield, Wooster, Lucasville, Marion, Hillsboro, Newark and Lancaster.

## **How It Works**

### **What To Bring:**

- A photo ID.
- Sign displayed on your dashboard with your troop number written large and bold.
- No more than three vehicles with enough combined space to fit your entire cookie order.
   Additional vehicles will be asked to wait offsite in case they are needed.
- A buddy to ride along with you to help drive or count cookies as they're loaded.

## **On Your Delivery Day:**

- 1 Plan to get out of your vehicle dress for the weather and wear appropriate shoes.
- 2 Arrive at your scheduled time, remain in your vehicle, and show your ID when greeted.
- Receive your bubble sheet indicating the number of cases of each variety of cookies you will receive.
- 4 Receive and count your Initial Order Girl Rewards.
- **5** Count each case of cookies as it is placed into your vehicle and ask for a recount if you are unsure.
- 6 Sign the bubble sheet indicating that you received the correct number of girl rewards and cookies and return it to a volunteer at check out.

# Delivering Cookies to Customers

- All Girl Scouts should deliver Initial Order cookies by Saturday, March 7.
- Share pre-scheduled cookie pickup times with caregivers in advance.
- Complete a receipt each time cookies or money are exchanged. Include the date and caregiver name to clearly track who is financially responsible.
- Without receipts, the IRM caregiver is responsible for the full balance owed to the council at the end of the program.



# Cookie Cupboards

## **IRM Payment Policy**

Remember that IRM's follow a different payment structure and have to submit a portion of funds before receiving more cookies - refer to the IRM payment policy on page 3 for details

#### Thurs., Feb. 19-Sun., Mar. 29

Cookie cupboards are locations where troops can pick up cookies for orders and booth inventory. You will receive a flyer listing cupboard locations and schedules during Cookie Delivery and through email in February.

- Delivery Cupboards: Opportunity to pick up a second order at the largest delivery locations – both Mega locations, Chillicothe, Zanesville, and Mansfield. Pending orders must be placed in eBudde by Mon., Feb. 9 at 8:00 a.m.
- Franklin County cupboards: East, West, and Lewis Center locations are open Tues., Feb. 17 through last weekend of the program.
- Regional cupboards: Locations throughout council with varying schedules beginning Thurs., Feb. 19

## **Pending Orders**

All cookie cupboards require a pending order in eBudde indicating how many packages of each variety are needed. Pending orders submitted less than 24 hours in advance risk adjustments on the spot. All orders remain "pending" until they are signed for at a cookie cupboard.

Council staff and cupboard managers make every effort to ensure that all pending orders can be fulfilled in full. However, orders may be adjusted at the time of pick up based on current inventory. Join the GSOH Cupboard Updates Facebook group for real-time updates on cupboard conditions and inventory.

# Pending orders at all cupboards must be placed in full cases through Mon., Feb. 23.

- Orders for less than a full case will be rounded up to a full case of 12 packages of cookies.
- Example: an order for eight packages of Thin Mints will be rounded up to 12 packages.

## **Customer Satisfaction**

Council does not accept returns on cookies unless the package is crushed, sealed but empty, unsealed, or otherwise damaged. Damaged packages can be exchanged at a cookie cupboard for a non-damaged package of the same variety.

## Picking Up

Only TCPCs and any adults they authorize to sign out cookies on their behalf may pick up cookies from a cupboard.

Cupboards are at warehouses, council offices, volunteer's homes, and businesses. Each location is unique, but all follow the same basic process:

- 1 Check in with the cupboard manager and show your 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 pick up volunteer each keep a copy.
- 5 Cupboard managers will "unpend" transactions after they are picked up and signed.

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.

## **Booth Phase**

#### Fri., Feb. 13-Sun., Mar. 29

The Booth Phase provides Girl Scouts the opportunity to work individually or as a troop to increase their sales, learn the five skills, and continue their cookie program while bringing sweet cookie treats to the public. Cookie booths are an eagerly anticipated aspect of the Girl Scout Cookie Program as Girl Scouts and troops set up eye-catching tables at approved public locations.

## **Types of Cookie Booths**

## Council Hot Spots

These locations are managed at the council or national level, and volunteers may not contact them to set up booths. eBudde Signups begin **Sat., Jan. 24**, **at 8:00 a.m.** 

- Colony Square Mall
- Easton Town Center
- Indian Mound Mall
- Polaris Fashion Place
- Richland Mall
- River Valley Mall
- The Mall at Tuttle Crossing
- Sam's Club
- Walmart
- JOANN
- Lowe's

## Service Unit Gems

Service Unit Gems are popular locations within each service unit, such as chain stores and local businesses not set up at the council level. Service unit cookie booth coordinators secure these booths and hold signups for troops within the service unit before making them available to all troops in eBudde. Your SUCBC will share the process for your service unit.

## 3 Walkabouts

Walkabouts allow Girl Scouts to practice people skills and map-reading.

- 1 Chart a course through a neighborhood.
- Decorate a wagon or vehicle, so cookie customers see you coming.
- 3 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.
- **5** Leave behind door hangers with the Girl Scout's or troop's QR code if no one answers the door.

## Troop Treasures

Troops may secure their own cookie booths at locations they have a personal relationship with, such as their schools, community events, places of worship, or businesses owned by immediate family members, within these guidelines:

- Troops must secure prior approval from their SUCBC or the GSOH Product Program team before any volunteers or caregivers approach a location to request to hold a booth there.
- SUCBCs will evaluate whether the location is appropriate for a troop booth based on:
  - ▶ If it is reserved as a Council Hot Spot or SU Gem.
  - Proximity to other booth locations.
  - ▶ If it is an establishment that minors can enter.
  - If they or another volunteer from the service unit has already contacted that location.
- SUCBCs may require that booths at locations not owned by the immediate family of troop members are made available to other troops in the service unit as well.
- Troop booths must be submitted in eBudde at least five days in advance for SUCBC to approve or deny.

This process is critical to respecting the relationships service unit volunteers have cultivated in the community and ensuring that community partners and businesses are not being contacted by multiple troops or asked to extend booth opportunities they've already denied or limited. Contact the GSOH Product Program team at productprogram@gsoh.org to discuss exceptions and special circumstances.

## Cookie Stands

Girl Scouts can hold booths in the yards or driveways of their homes without requesting prior approval. These booths are a great opportunity for Girl Scouts to plan, promote, and decorate a booth that inspires their neighbors to help them meet their goals. **Cookie stands or "lemonade stand"** booths should not be added to eBudde to avoid publicly posting a Girl Scout's home address.

## **Booth Phase**

## **Preparing for Cookie Booths**

Sales at a two-hour cookie booth can range from 100-250 packages, depending on the day, time, and location. How engaged your Girl Scouts are in talking to customers also plays a big part! Talk to your Service Unit Cookie Booth Coordinator and other volunteers in your service unit about booth locations in your community when preparing for cookie booths. Then evaluate your troop's current cookie inventory to determine how many packages of cookies you'll need and your plan cupboard orders accordingly.

### Sample inventory for a 2-hour booth at a busy location:

Thin Mints	36-48
Samoas	36-48
Tagalogs	24-36
Do-si-Dos	24-36
Adventurefuls	15-20

Exploremores	15-20
Trefoils	15-20
Lemon-Ups	10-12
Toffeetastic	5-10
Total	180-250

#### **Did You Know?**

When a troop signs up for a booth or adds a troop treasure in eBudde, it's added to the Cookie Locator so that customers can find it when they search for booths in their area! **Find instructions for signing up or releasing a booth in eBudde on page 26.** 

## **Booth Rules**

Remember that for many customers, a cookie booth may be the only time they interact with Girl Scouts all year! To prepare, have your troop discuss what it means to model the Girl Scout Law and be a sister to every Girl Scout.

- 1 Arrive on time with all your supplies and decorations.
- 2 Wear Girl Scout uniforms or other clothing that identifies you as Girl Scouts.
- 3 Girl Scouts must participate in setting up/cleaning up, engaging customers, filling orders, and taking payments.
- A Girl Scout must always be present at a booth. Plan for shorter or overlapping shifts if breaks are needed.
- Booth participants may not chew gum or eat while at a booth.
- 6 Booths must be pet-free and smoke-free.
- Be courteous of booth hosts, neighboring businesses, and other troops.
- Take all empty cases, trash, and supplies with you when you leave. Do not use nearby trash cans.

## Make a checklist of everything you need to bring.

- ☐ A table and cash box.
- Cash for change.
- ☐ Pens, clipboards, and booth tracking forms.
- □ Tablecloth or other decorations.

- Signs for marketing your cookies.
- ☐ 5 for 5 and credit card signage.
- ☐ Trash bags.
- Phone charger.

Check eBudde a few hours in advance to confirm your booth assignment and check for any specific rules for that location, including door locations. **Release booths in eBudde if the troop is unable to attend.** 

# Closing Your Program

## Mark Your Calendar!

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

- Sun., March 29: 2026 Girl Scout Cookie Program ends.
- Mon., March 30: All money is due to council.

# Managing Remaining Cookie Inventory

Evaluate your remaining inventory to plan how to use it and if any additional cookies are needed for outstanding orders:

- Check cupboard closing dates and schedules and plan pickups accordingly
- Use the Cookie Exchange and troop to troop transfers to post unneeded cookies for other troops.

## **Financial Procedures**

Use the Sales Report tab in eBudde to find the Amount You Owe Council at the end of the cookie program – this is the total value of all cookies your Girl Scout received to sell minus any Digital Cookie payments made by customers.

A check or money order for this amount must be mailed to Council Headquarters or dropped off in person to the closest service center by **Mon., March 30.** 

- If payments are not received, the Product Program team will contact you first by email and then by phone, before passing on your information to the GSOH Finance Department.
- All girl rewards and program admissions will be held until all payment is received.
- Lack of payment may result in legal action.

All checks/money orders to be made out to Girl Scouts of Ohio's Heartland.

#### Mailing address:

Council Headquarters, Attn: Meg Dinan 1700 Watermark Drive Columbus, OH 43215





## eBudde Manual

eBudde is the system used to track girls' individual sales, payments, and rewards. Access eBudde online (desktop or mobile) at *https://ebudde.littlebrownie.com* or through the eBudde app.



## **Training**

The following pages contain step-by-step instructions for using eBudde. You can also view or participate in eBudde demonstrations by checking out our webinars and tutorials:

# Introduction to eBudde and Digital Cookie Webinar

We'll walk you through eBudde and Digital Cookie to help you prepare for the start of the cookie program. This is ideal for first-time troop cookie program coordinators and is a great refresher for returning volunteers. **Tues., Jan. 13**: **go.gsoh.org/ebudde-webinar** 

#### **YouTube Tutorials**

Check the GSOH Product Program YouTube channel for detailed tutorial videos on using eBudde throughout the cookie program. *http://bit.ly/GSOHVideos* 

#### **Initial Login**

We'll walk you through eBudde and Digital Cookie to help you prepare for the start of the cookie program. This is ideal for first-time troop cookie program coordinators and is a great refresher for returning volunteers.

- 1 You'll receive an eBudde welcome email after your SUCPC adds you as a volunteer in eBudde.
  - \*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.
- Click the link and set your password. Confirm and click Change My Password.
- 3 Enter your personal profile information. All profile fields are mandatory except for Address Line Two. Enter current password. Click Update Profile.
- Click on the eBudde icon.

## eBudde Manual: Submitting Initial Order

Initial Orders include cookies for which Girl Scouts have received committed orders during the Initial Order

Phase, including all Digital Cookie girl delivered orders to date.

## **Submitting Cookie Order**

- Click the Initial Order tab.
- 2 Locate the Girl Scout's name and check whether her order is flagged as **No Order, Review Parent IO,** or **Saved.** 
  - No Order the Girl Scout's caregiver has not entered her order in Digital Cookie and the TCPC has not manually entered her order.
    - Remind the caregiver to enter her Girl Scout's paper order card totals in Digital Cookie by Sun., Jan. 25 at 11:59 p.m.
    - ▶ If the caregiver does not enter her Girl Scout's totals by the deadline, the TCPC will manually enter her order card totals by clicking on her name and entering the total packages by variety from her order card.
    - ► Enter Operation Salute cookies in the OpSal box. The troop does not receive these physical packages they will be delivered by council.
    - Do not enter Digital Cookie girl delivered orders they are automatically added to your order for this phase of the program.
    - Click Save.
  - Review Parent IO the Girl Scout's caregiver has entered her paper order card totals in Digital Cookie.
    - ▶ Click on the Girl Scout's name to view her order.
    - Make any necessary changes by entering new totals in the box next to each cookie variety.

- ► The PIO = note next to each variety will show the totals her caregiver originally entered in Digital Cookie, for your reference.
- Click Save.
- Saved the Girl Scout's order has been approved or manually added and no action is needed.
- Review or enter each Girl Scout's initial order until each participating Girl Scout shows as Saved.
- Review extras and add additional packages.
  - Initial Orders are placed in full cases of 12 packages each. The Extras line will display the number of extra packages that your troop will receive as orders are rounded up to full cases.
  - Optional Click **Booth** or **Other** to add additional packages your troop will use for booth sales or other additional orders.
  - Packages added to these lines will contribute to the troop's Initial Order PGA and will be received with all other Initial Order cookies at Delivery but do not count toward any individual Girl Scout's initial rewards.
- Click Submit Girl Scout IO.
  - You can save and edit as many times as needed, but you can only submit your order once. After you submit, you will not have access to change any order information.
  - This order now appears on the Girl Orders tab under each Girl Scouts' individual totals.

## **Choosing Delivery Site**

- Olick the **Delivery** tab.
- 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.
- 3 Select if you will be picking up for more than one troop.
- Choose delivery station.
- Choose a pick up time and lane (if applicable).
- 6 Click Submit.

If you do not choose a delivery location, one will be selected for you. You must pick up at the assigned location and time.

## Submitting Initial Reward Order

eBudde will calculate the Initial Order rewards based on each Girl Scout totals.

- Click the Reward tab.
- 2 Click **Fill Out** next to **Initial Order Girl Reward Order.**
- Click Submit.

## **Confirming Delivery Signup**

- Click the Delivery tab.
- 2 Click View Confirmation.
- 3 Review your cookie order and pick up details, including the estimated number of vehicles needed to transport your order.

## eBudde Manual

## **Recording Orders and Payments**

After the Initial Order phase, the Girl Orders tab is used to allocate cookie packages from the IRM's inventory to the Girl Scout so they receive credit for Digital Cookie orders, booth sales (if applicable), and any additional orders.

Each order entered for an IRM on the Girl Orders tab in eBudde deducts from the number of unallocated packages. This appears as a negative number at the bottom of the Girl Orders tab and reflects what eBudde shows as the IRM's current inventory. If an IRM does not have enough unallocated inventory for the order being added, a cookie cupboard pick-up or a troop-to-IRM transfer may be required before the order can be entered.

#### **Cookie Booth Sales**

- Click the Booth Sales tab.
- Click Record Sale.
- Enter the total packages of each variety sold at the booth.
- 4 Enter the total number of **Operation Salute** donations made at the booth in the Operation Salute box.
- Enter the total dollar amount of credit card payments received through Digital Cookie at the booth in the **Digital** Cookie Payment box.
  - eBudde will assume the rest of the payments were taken as cash and credit each Girl Scout appropriately.
- 6 Click Go to Distribute.
- 7 Check the box next to the name of each Girl Scout who participated in the booth.
  - Click **Distribute** to divide the packages and payments evenly amongst them.
  - Use the drop-down arrows next to each Girl Scout's name to manually distribute packages, if needed.
- 8 Click Save.

#### **Payments**

Recording Girl Scout's payments in eBudde will adjust their balance owed to reflect what remains to be paid.

- 1 Click the Girl Order tab.
- Click the Girl Scout's name.
- 3 Click +Payment.
- Record the date, method of payment, and your initials in the **Comment** box. For example:
  - Feb. 10 \$250 check MP
  - 3/12/2026 \$150 cash JM
- Record the total amount paid in the Paid box.
- 6 Click Save.

#### **Additional Orders**

After the Initial Order phase, use this process to record any cookies distributed to Girl Scouts to fill orders that didn't occur at cookie booths.

- 1 Click the **Girl Orders** tab.
- Click on the Girl Scout's name.
- 3 Click +Order.
- Record the date, type of order, and your initials in the Comment box. For example: Payment box.
  - Feb 10 Additional Orders MP
  - 3/12/2026 Digital Cookie JM
- 5 Record the total number of packages.
  - OpSal Packages ordered for Operation Salute.
  - Booth Packages sold from walkabouts or individual girl cookie booths
  - Other Packages from additional orders, Digital Cookie girl delivered orders, etc.
- 6 Record any cash or check payments submitted with the Girl Scout's order in the Paid box.
- 7 Click Save.
- 8 Use the **Switch to Girl** drop down to view a different Girl Scout's record or click Cancel to return to the troop summary screen.

## **Cookie Inventory Management**

### **Placing Cupboard Orders**

Cupboard managers fill orders in the order received. Submit at least 24 hours in advance and join the GSOH Cupboard Updates Facebook group for details: **www.facebook.com/groups/gsohcupboards** 

- Click the Transaction tab.
- 2 Click +Add.
- 3 Select a cupboard and enter a pick uptime and date.
- Enter the number of packages needed by variety.
- 5 Click Save.
- 6 Verify a pending transaction on the **Transactions** tab.

## eBudde Manual

### **Transferring Cookies to Another Troop**

The receiving party must enter the transaction in eBudde.

- Click the Transaction tab.
- 2 Click +Add.
- 3 Click **Troop.**
- Enter the troop number providing the cookies and the date and time.
- Enter the number of packages received by variety.
- 6 Click **Save.**
- Verify that your troop shows a pending transaction on the Transactions tab.

## Cookie Booths

### **Signing Up for Cookie Booths**

- Click on the Booth Sales tab.
- 2 Click Sign up for a Council Booth.
- 3 Select the area you would like to hold a booth sale.
- Select the store and location.
- Select the date and time range.
- 6 Click on your preferred time and then click **Submit**.

## **Checking Your Booth Sign Ups**

- 1 Click on the **Booth Sales** tab.
- Select your booth sign up to view more details or click Email Signups to have a report of your troop's signups emailed to you.

## **Finding a Specific Booth**

- 1 Click the **Find Free Slots** button from the **Booth Sales** tab.
- 2 Fill in the business name, address, and booth date/time.
- 3 Click Email xlsx.

### **Releasing a Booth**

- 1 On your **eBudde Dashboard**, locate the **Calendar** box on the right side of the screen.
- Click the red Release button under the booth you want to release.
- Click OK to confirm.

## **Closing Your Program**

### **Finalizing Girl Scout Orders and Payments**

Verify that all troop transfers, booth sales, orders and payments have been recorded correctly. Be sure to check:

- 1 That Girl Scouts have received credit for all Digital Cookie orders.
- That all cookies in the troop's inventory have been allocated.
  - The **Difference** line on the **Girl Orders** tab should be 0.
  - A negative number indicates the number of unallocated cookies.
- 3 That all packages and payments have been allocated away from the troop link (if used).

### **Selecting Final Rewards**

Use permission slips to submit each Girl Scout's reward choices by noon **Wed.**, **April 1.** 

- 1 Click the **Rewards** tab.
- 2 Click Fill Out on the Final Rewards Order line.
- **3** Each girl participating in the cookie program will be listed with the total number of rewards earned.
  - Red "size/catalog selection needed" = Girl Scouts with action needed.
  - Green "size/catalog selection needed" = Girl Scouts whose reward choices are complete.
- Click on each Girl Scout's name, enter her reward choices and sizes as indicated, and click Submit Girl Order.
- **S** Review your **TROOP ORDER**, listing all rewards to be received by your troop.
- **6** Enter your volunteer T-shirt sizes and select your preferred troop outing date, if earned.
- Click Submit Reward Order.

### **Troop Sales Report**

Click the **Sales Report** tab to view a summary of the troop's cookie program including the proceeds level and any additional proceeds earned, all payments received by the troop through Digital Cookie, total proceeds earned, and the "Amount due to council" that will determine the final ACH amount on **Mon., April. 13.** 

The sales report is also a required component of the Troop Finance Report. At the end of the cookie program, download the sales report for your records or to give to the troop bank account signers if you are not one.





## January

#### **Mon., Jan. 12**

☐ Caregiver access to Digital Cookie begins.

#### Thurs., Jan. 15

- ☐ 2026 Girl Scout Cookie Program begins.
- ☐ Kickoff Contest Begins.

#### **Sat., Jan. 24**

Cookie booth location signup in eBudde available at 8:00 a.m.

#### **Sun., Jan. 25**

☐ Initial Order phase ends.

#### **Tues., Jan. 27**

- ☐ 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**

#### Mon., Feb. 9

Delivery Cupboard orders must be submitted in full cases and due in eBudde by 9:00 a.m.

#### Wed., Feb. 11-Sat., Feb. 14

☐ Mega Delivery and Large Order Pickup.

## Fri., Feb. 13

☐ Booth Phase begins.

#### Fri., Feb 13-Sun., Feb. 15

☐ National Girl Scout Cookie Weekend.

#### Mon., Feb. 16-Wed., Feb. 18

☐ Regional Cookie Deliveries.

#### Thurs., Feb. 19

- ☐ Franklin County Cookie Cupboards open.
- ☐ Regional Cookie Cupboards begin to open.

#### Mon., Feb. 23

☐ Cookie cupboard orders can be picked up in individual packages.

## March-April

#### Mon., Mar. 2

\$1 per package from the Initial Order minus payments received through the Initial Order deducted from troop account by ACH.

#### Fri., Mar. 20

☐ Final day for Girl Delivered orders in Digital Cookie.

#### Mon., Mar. 23

\$2 per package from Initial Order minus payments received by March 12 deducted from troop account by ACH.

#### **Sun., Mar. 29**

☐ 2026 Girl Scout Cookie Program ends.

#### Mon. Mar 30

☐ Deadline to turn in final payments to council.

#### Wed., April 1

☐ TCPC submits Outstanding Debt Report to the GSOH Finance department by 11:59 p.m.

## After the Program

#### Mon., April, 13

Amount due to council deducted from troop bank account by ACH.

#### **April-May**

☐ TCPCs receive final rewards from SUCPC, distribute to Girl Scouts, and report any missing or damaged rewards.

