

2025 Cookie Program Service Unit Guide



Thank you!

With every Girl Scout Cookie sold, today's girls are becoming tomorrow's leaders—and this couldn't happen without you. Your hard work and dedication help girls have new adventures and life-changing opportunities.

There's no limit to what Girl Scouts can achieve with your help. Thank you so much for all you do to make the Girl Scout Cookie Program happen.

Council Communications, Program Materials, and Training

PLEASE NOTE: The information in this guide, program materials, and training are as up-to-date as possible at the time of publishing. However, as guidelines and information change leading up to and through the program, updates will be communicated through eBudde, *Cookie Bytes*, and gswpa.org.

Use this guide as a supplement to the *2025 Troop Cookie Manager Guide*.

Council Communications

As the service unit cookie manager (SUCM), you are responsible for coordinating the cookie program for the troops in your service unit and are the first contact for troop support.

We'll communicate updates to you through the following channels:

- *Cookie Bytes*—as a SUCM, you agree to not unsubscribe
- Email
- Text messaging (*optional*)
- gswpa.org

You're responsible for reading and following the content provided in these communications.

Questions?

Contact council's customer care at 800-248-3355 or cookies@gswpa.org. When contacting us, please clearly identify the service unit and/or troop number in question.

Program Materials

You'll receive cookie program materials from Little Brownie Bakers in mid-November for service unit use and distribution to troops within the service unit. Disseminate the troop and girl program materials according to the 2025 roster.

Service Unit Materials

Be sure to keep the following items for your use during the cookie program:

- 2025 Troop Quick Start Guide (print) and 2025 Troop Cookie Manager Guide (digital)
- quick-pick bubble forms
- receipt books
- sample cookies—Each service unit receives one cookie sampler for service unit use and one package of Girl Scout S'mores to distribute to each troop, unless you are keeping all packages to use at a service unit cookie rally.

Troop Materials

- jumbo envelope to pack troops' materials
- 2025 Troop Quick Start Guide
- receipt book
- one package of Girl Scout S'mores per troop (unless you are keeping all packages to use at a service unit cookie rally)

SU are sent a limited number of Operation: Sweet Appreciation (OSA) box wraps to give to troops requesting one for booth sales.

Girl Materials

- *2025 Family Guide*/permission form
- Girl Order Card—only one per girl, please
- Goal Getter Order Card
- money envelope

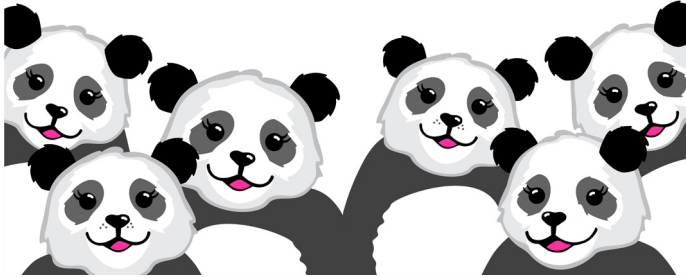
Need extra materials? Select materials are available to download at gswpa.org/cookieseller and the eBudde Help Center.

For materials not available from these websites, please contact customer care at 800-248-3355 or cookies@gswpa.org.



Training

Council provides a pre-recorded general overview of the SUCM role. If you're new to this role, you should watch this training before attending/watching the new season's training. Council will provide live training outlining the new season's updates and changes. If you're unable to attend the live training, a recorded version will be available.



Train Your Troops

As the SUCM, you coordinate the Girl Scout Cookie Program at the local level. Training the troops in your service unit is an integral responsibility of the SUCM role. When troops feel supported, they'll be ready and eager to participate!

You should become familiar with all topics presented in the *Troop Cookie Manager Guide* and facilitate training to guide the troops. Troop training should be scheduled in the few weeks leading up to the start of the cookie program. At the meeting, you should explain the key points from the *Troop Cookie Manager Guide* without reading it word-for-word. Make sure troop leaders understand their role and review the key dates.

Encourage Participation

As a service unit cookie manager, you're tasked to advocate troop and girl participation in all aspects of the Girl Scout Cookie Program. It's important that troop leaders understand girls and their families are the ones to decide whether or not to participate. Troop leaders should not be making that decision for them.

Review the benefits to troops and girls when they participate in the program and the ways in which girls can sell products. Remind troops that the girls choose the way they want to participate. Girls can sell online, in person, or both! You'll also want to review the donation aspect of the program. Encourage troop leaders to appoint another troop volunteer to help as the troop cookie manager. This helps take the pressure off the leaders and keeps other volunteers actively engaged with the troop. Also explain to troop leaders that unregistered caregivers can still help by picking up products at delivery, sorting products into individual girl orders, and receiving and sorting rewards into individual girl rewards.

Encourage troops to sit down with their girls and set goals. Have troops share any previously established goals that may spark ideas for newer troop leaders. Have troops encourage their girls and their families to set individual goals as well. Deciding on goals will help to motivate the troops and girls to have an amazing Girl Scout experience.



Training Topics

Topics in your training should include (but are not limited to):

- How/when troops should contact you (Do you prefer email, texts, or phone calls? Do you not want to be called after a certain time?)
- Troop cookie manager role (Troop cookie managers should have identified themselves in this role in their MyGS profile.)
- Family meeting/caregiver permission form
- Importance of setting troop and individual goals
- How the cookie program benefits girls
- Cookies and cost of cookies to customers
- Proceeds (including the Additional Proceeds Option, Super Troop status, and MagNut program participation tie-in to earn additional cookie program proceeds)
- Digital Cookie, including girl-delivery orders
- Operation: Sweet Appreciation and Troop Gift of Caring
- Important dates
- eBudde and the eBudde App
- eBudde Help Center for resources
- Initial order
- Reorders (for cookie booths) and troop-to-troop transfers
- Rewards (initial, final, Digital Cookie, OSA and troop)
- Cookie delivery—including Digital Cookie girl-delivery orders
- Booth sales
- ACH (form and process), including the required Bank Account Information and ACH Electronic Debit/Credit Authorization Form
- Outstanding Caregiver Balance

Girl Excitement—Rallies and Rewards

Rallies

Cookie rallies get girls excited, energized, and prepared for the Girl Scout Cookie Program. Plan and host a service unit cookie rally between December and the start of the cookie program to encourage girl participation. Encourage troops to host a troop rally after the service unit rally to continue the learning and fun!

Rewards—Initial and Final

eBudde

Enter the delivery address for rewards as soon as you know it. (It can be you or someone you appoint.) On the service unit's *Rewards* tab, click the initial and then the final circles to enter the shipping information and update it. Do not submit the order until you are sure all troops have entered their rewards.

Submitting the Initial and Final Rewards

If a troop has submitted their rewards order but needs to make a change, you can un-submit the troop on the eBudde service unit *Troops* tab. SUCMs have extra time to review/edit troop rewards.

On the service unit *Rewards* tab, "Submit" the service unit initial and final rewards order (double check that all troops have submitted their initial order before submitting the service unit order) by the service unit deadline.

If you forget to submit the service unit's initial or final rewards, don't panic! Council will submit the initial and final order and rewards for all troops and service units.

Receiving and Distributing Rewards

Initial rewards will ship to the address entered in eBudde around cookie delivery time. Final rewards will ship in mid-May.

As soon as the service unit receives rewards, COUNT! Then, compare the rewards received to the packing slip AND the eBudde report. **You must report any discrepancies within two weeks of receiving rewards.** Any discrepancies reported after two weeks may not be able to be resolved.

Distribute the initial order rewards at cookie delivery or as soon as possible. Initial rewards help keep girls motivated to reach their goals!

Final rewards should be distributed to troops in a timely manner.* The goal is that girls receive their rewards before school is out for the summer.

***Do not distribute rewards to troops with an outstanding balance** unless the outstanding balance is the result of a girl/caregiver outstanding balance, and the proper paperwork has been filed. Continue to contact troops with outstanding balances (not attributed to a girl/caregiver outstanding balance) to encourage payment. If troops are not paid in full by June 10, please contact cookies@gswpa.org for additional instructions.

If rewards are not picked up by the troop leader or troop cookie manager within a reasonable amount of time, distribute them to the girls directly (if possible), or work with a council staff member to distribute them to the girls.



Initial Order Cookies—Troop Orders & Service Unit Cupboard

After troops click the “Submit” button to place their initial order, review each troop’s cookie order to make sure that they’re not ordering too much or have confused cases and packages.

You can make changes to a troop’s initial order until the service unit lockout. On the service unit page, go to the *Troops* tab. “Unsubmit” the troop’s submission and make corrections. When you are done making corrections, “Submit” the troop order again on the troop’s *Init. Order* tab.

If you forget to submit the service unit’s initial order and/or rewards, don’t panic! Council will submit the initial order and rewards for all troops and service units as entered by the troop/service unit at the time of council submission to Little Brownie Bakers. Additionally, if you receive an email that says the service unit’s initial order and initial rewards have been unsubmitted, don’t panic! When a troop contacts council directly to make corrections, orders and rewards must be unsubmitted to make changes. It will be resubmitted when council submits everything to Little Brownie Bakers.

Caution: If the service unit and/or troop’s initial order is unsubmitted to make corrections, Digital Cookie girl-delivery orders will flow into eBudde until the troop’s initial order is resubmitted. Therefore, we strongly recommend troops don’t “round up” cookies ordered on the booth line.

Service Unit No-Risk and Cupboard Cookies

If the service unit wants to place an order for a small service unit cookie cupboard: On the service unit page, click on the *Init. Order* tab, scroll down to the bottom line, and click on the “SUXXXX” line. These cookies are ordered/entered by the case.

Service units can return a maximum of 60 packages (5 cases) of cookies to council. These no-risk cookies are intended to allow service units to help fulfill cookie orders placed after the initial order (including those from girls’ paper Goal Getter order forms and girl-delivered orders made through Digital Cookie).

Service units can order no-risk cookies as part of the service unit’s initial order. **Service units may not return extra cookies ordered by troops** (including eBudde round-up packages). Troops should use the eBudde *Exchange* tab for extra troop inventory. Encourage the troops in the service unit to use this tab.

Service units **MUST** choose one of the following options for their no-risk cookies or they will become the service unit’s financial responsibility:

- Transfer all service unit cookies to troops before April 5. Troops will then be financially responsible for the cookies.
- Return eligible no-risk cookies to a council office by April 5.
- Report the eligible no-risk packages being donated and the intended eligible recipient organization using the online form by April 5. If you’re unsure whether the desired recipient location is eligible, please reach out for guidance. Service units will deliver the packages to the eligible recipient organization. Donations must be completed and signature forms returned to council by April 15. Council will assume financial responsibility only after the signed donation form has been submitted.

The service unit can order more than 60 packages, but they are financially responsible for any packages not transferred to troops by April 5 (over the eligible 60 packages).



SUCM & Cookie Delivery

DO NOT ENTER OR CHANGE ANY DELIVERY DATES IN EBUDDE.

DO NOT ENTER SITE REQUESTS OR DATE RESTRICTIONS/REQUESTS IN EBUDDE.

If you’re new and don’t have a mentor, ask us to personally review delivery with you so that you’re comfortable with how the day should go.

Count-n-Go and Warehouse Deliveries

Council staff arranges the larger Count-n-Gos and Erie Warehouse delivery sites. Smaller Count-n-Gos and warehouse pick-ups are arranged by the participating service units. Council will enter the location of the council-arranged sites. Service units that arrange their own Count-n-Gos must enter/verify the location address.

Secure a Delivery Site—Traditional Delivery

It is the responsibility of the SUCM to locate and reserve a delivery site. Once you’ve secured a delivery site location, you’ll need to enter the information into eBudde. If your site has any restrictions, please email cookies@gswpa.org as soon as you know so we can let the delivery agent know before the schedule is created!

- ✓ Typically, delivery site locations are fire stations, schools, churches, businesses, and warehouses.
- ✓ Be sure the delivery site does not have steps because the delivery agent will be using dollies and carts to deliver the product.
- ✓ Planning early helps you select and secure the best possible location for your troops and the delivery agent. Check with the prior service unit cookie manager or ask people in your community for recommendations.

SUCM & Cookie Delivery—continued

What makes a good delivery site?

- ✓ Try to choose a location that is easily found and central in your service unit.
- ✓ The streets and parking area must be wide/long enough for a semi or large delivery truck to maneuver without backing into yards or off driveways and with no low-hanging power/phone lines.
- ✓ The delivery truck and troops need to be able to get close to the entry door for loading and unloading.
- ✓ For larger service units, locations that have a forklift on the premises are beneficial and can make your job easier.
- ✓ The outside entry door should open into the room in which items are stacked rather than having to maneuver up and down stairs or through a maze of hallways.
- ✓ The room should be large enough to accommodate all products and have enough space to sort and stage the products by troop orders.

Date Conflicts

Flexibility is very much appreciated as it takes a lot of planning to get every service unit's cookies delivered. Creating the delivery schedule involves careful logistical planning. The delivery agent determines the date and time of deliveries. Council will enter the date of your service unit's delivery into eBudde as soon as it's made available by the delivery agent.

If the delivery site has a date conflict, please email cookies@gswpa.org immediately. Changes to the delivery schedule may not be possible due to labor, equipment, or timing. If the date conflict cannot be rescheduled, you may need to find an alternative delivery site.

If there is a date conflict where you cannot personally be present at delivery, you'll need to appoint another person to receive the delivery in your absence.

Before Delivery

Prepare Receipts

Troops must sign for the cookies they're picking up at the delivery site.

Prior to delivery day, you'll need to print an itemized delivery receipt of your choice. (DIGITAL pick-up receipts are not permitted. In the case of a dispute, we must have a paper receipt with a troop representative's signature.)

Suggestions include:

- Troop Pick-Up Sheet (quick-pick bubble forms)
- IO Breakout Report (add a signature column)
- Hand-Written Receipts (use a troop receipt book)

Recruit Help

- **Traditional Sites:** Ask for service unit delivery day helpers. Many hands make light work!
- **Warehouse and Count-n-Go Sites:** Additional helpers are required.

Pick-Up Times

Council-arranged warehouse and Count-n-Go sites: Troops will select a time slot in eBudde.

With service unit-arranged warehouse and Count-n-Go sites and all traditional sites, you can make your own schedule with the troops or you can ask us to set up times in eBudde. Email cookies@gswpa.org to request time slots in eBudde.

Delivery Day

Be present! No matter what type of delivery you have, a SUCM representative must be present when the delivery driver arrives and at all times while delivery is conducted.

Traditional Delivery

- Count and verify the service unit has received the correct number of cases/varieties BEFORE the troops arrive for pick-up. The delivery driver will deliver the entire service unit order as a whole and will NOT subdivide it into troop orders.
- Sort and stage the cookies for ALL troop pick-ups BEFORE any product leaves the site.
- Count and verify with each troop their order and collect their signed receipt.

Warehouse Delivery

- Stage each troop one at a time in the order of troop pick-up.
- As each troop arrives, count and verify with them their order and collect their signed receipt.

Count-n-Go Delivery

- The service unit can start delivery when troops arrive (if the service unit scheduled before them has finished)—no need to wait for all troops to arrive! Troops must have enough room in all their cars for the entire order BEFORE getting in the pick-up line.
- Varieties will be picked up at multiple doors. A service unit helper should be present at each delivery truck door to count the cases as they are being loaded by the troop into their cars.
- Once the troop has picked up their entire order, collect their signed receipt. The troop should not leave the site until they're sure they've received their entire order.



Service Unit Cookie Manager & Booth Sales

All booth sales at large businesses and that are not council-arranged booths are considered service unit booth sales.

Service unit booths are arranged by the service unit cookie manager or booth coordinator of the area where the booth sale will be located. **We are all Girl Scouts in one council.** While it's the SUCM's responsibility to make arrangements for booth sales located within the service unit boundary, **the service unit does not "own" this site.** Booth sale sites must be shared with surrounding service units. If you do not want to coordinate the troop scheduling task, let council help by putting it on the eBudde booth scheduler!*

**Once you make the arrangements with the site, you can add your booth(s) to the booth scheduler spreadsheet. Then you're done! Troops will use the Booth Sites tab on eBudde to reserve and cancel time slots. Email cookies@gswpa.org to request the spreadsheet.*

Troops may not approach large businesses for cookie booths. As a SUCM, when you set up cookie booths for your service unit, you can request multiple days and times to accommodate the most troops and girls. This avoids multiple troops approaching the same retail manager, as well as double-scheduling. Troops may only approach small, mom-and-pop-type businesses (i.e. small shops, family-owned businesses, etc.). Troops must then submit their site in eBudde for approval from you (the SUCM).

At-a-glance

1. Reserve sites.
2. Schedule troops for dates/timeslots OR give details to council and then you're done!
3. Enter the details into the eBudde booth scheduler (or ask your troops to enter the details for approval).
4. Approve or deny requests in eBudde including troop-arranged sites.
5. Manage cancellations and reschedule another troop.

Specific tasks for setting up booth sales include:

- **Contact sites early.** Set up booth sites within your service unit boundaries. Let businesses know you'll be scheduling troops for them to be fair to all. If they require a Certificate of Insurance, please contact council's customer care at least two weeks before the event.
- **Ask the site if they have any guidelines for the troops to follow.** Is it indoor or outdoor? Do they have a limit on the number of participants? Is there a check-in procedure, etc.?
- **Share and work with your neighboring service units.** Cookie booths at high-traffic sites (i.e. Giant Eagle, etc.) should be shared with other service units while still being coordinated by the service unit where the site is located.

- If you're not submitting locations to council for the eBudde booth scheduler, assign troops to available booth sale times. Be fair. All troops should be able to sign up for a booth regardless of which service unit the troop is in. Then, if there are extra time slots, troops may sign up for additional booth times.
- SUCMs or booth coordinators not submitting their sites to council for the eBudde booth scheduler are responsible for entering their booth sales on the eBudde booth scheduler so they appear on the Cookie Finder.
- If you are scheduling troops and a troop must cancel their sale, contact other troops or service units to fill the cancellation because customers will be looking for girls at that location.

Make sure the troops in your service unit and surrounding SUCMs know about your service unit booth sign-up process.

eBudde Booth Scheduler

The eBudde booth scheduler allows you to post and approve your troops' booth sales. All sales listed in the eBudde booth scheduler will be posted on the Cookie Finder.

eBudde Booth Scheduler How-To

1. Log in to eBudde and click on a troop.
2. Go to the *Booth Sales* tab.
3. Select "Add/Edit a Troop Booth" and then "+Add".
4. Enter all requested fields and choose "Save". Note: The information is for the booth site only and all information is required, including address and zip code.
5. Each booth sale and booth time slot needs to be approved by you.

To view what the customer will see, visit girlscoutcookies.org.

If you're unsure how to cancel a booth sale, contact council's customer care at 800-248-3355 or cookies@gswpa.org with any changes or cancellations.

Customers can go to gswpa.org/findcookies or girlscoutcookies.org to find cookies near them.



SUCM & Money Management

NEW Structure! Tiered Service Unit Bonus Challenge

Your service unit can earn a \$.015 per package bonus on all sales for the service unit treasury!

To earn \$0.005:	Host a cookie rally before or at the beginning of the sale and submit the Service Unit Cookie Rally Form.
To earn \$0.005:	Have a combined troop sales increase of 10 percent or more and all troops must be paid in full by April 15 or have submitted the required caregiver outstanding balance paperwork by April 3.
To earn \$0.005:	A minimum of 80 percent of registered girls in the service unit must participate in the cookie program. (For participation, girls must sell at least one package of cookies.)
To earn a cookie costume for the service unit:	Achieve all three tiered bonus levels to earn a cookie costume.



Specific SUCM Financial Tasks

- Verify troop banking details are displayed in eBudde. Encourage troops without details to complete the required form.
- After the final ACH payments have been posted, verify each troop's balance due to council is \$0. If there's an outstanding balance, follow up with the troop for an explanation/payment. (The troop should send a check or money order to Girl Scouts Western Pennsylvania for any outstanding balances not attributed to a caregiver outstanding balance.) If they have a caregiver who hasn't paid, verify they have filed all the required outstanding balance paperwork with council. Filed caregiver outstanding balances will be posted to the *Deposits* tab with a \$0 deposit but will show the amount owed to council by that girl in the reference. The amount owed to council on the *Payments* tab should match the "Amount you owe council" on the troop's *Sales Report* tab.
- File caregiver outstanding balance paperwork for any Indie Girl Scouts with an outstanding balance.

All troops and service units are required to have a Bank Account Information and ACH Electronic Debit/Credit Authorization form on file. As a service unit cookie manager (SUCM), verify all* troops have a bank account displayed in eBudde on each troop's Settings or *Sales Report* tab. (Only council can enter this information.) Encourage troops without banking information in eBudde to submit this form so they can participate in product programs.

**Newly-formed troops without an established bank account will need to communicate with you and the service unit finance manager to let you know they intend to sell cookies. Because cookie money should never be deposited in a personal account, the troop must work with the service unit treasurer. Cookie money must be deposited in the service unit account. The service unit will send a check to Girl Scouts Western Pennsylvania for the amount owed to council. Once the troop account is established, the service unit will forward a check to the troop for the troop's cookie proceeds.*



Additional Cookie Crumbs...

Establish Your Cookie Team

Recruit service unit helpers early! Team members can help with cookie rallies, distributing girl materials and rewards, delivery, booth sales, and more. Remember: Some tasks require helpers to be registered and approved volunteers.

eBudde—Additional Volunteer Users

Council staff will initially upload registered troop leaders and troop cookie managers into eBudde in late November. Add any council-approved troop leaders that weren't part of council's upload by clicking on the troop's *Settings* tab, then "Edit Settings." It's the troop leader's responsibility to log in and add any additional approved troop cookie volunteers (i.e. cookie moms, etc.). Be sure to train your troop leaders on how to enter additional approved volunteers.

You can also add additional service unit-level users on the service unit's *Settings* tab.

SUCM & Digital Cookie

There are no additional specific tasks for the SUCM to perform for Digital Cookie.

Remind Troops—IMPORTANT!

After the initial order has been submitted, all additional Digital Cookie girl-delivery orders must be fulfilled using the troop's cookie inventory. The leader/troop cookie manager must allot these additional cookies to the girl on the *Girl Orders* tab just like she would for an additional paper order for the girl to get credit for rewards.

Troop-to-Troop Transfers

SUCMs can transfer cookies between troops with too many and too few cookies. Encourage troops to use the *Cookie Exch* tab when they have too many cookies or need more cookies.

Please note: This tab is informational only. You must still enter a troop-to-troop transfer in eBudde for troops that exchange cookies, and troops must update this tab as needed.

Enter transfers in eBudde by clicking on the troop **receiving** the cookies. Go to the troop's *Transactions* tab and click on "Add a Transaction." In the transaction window, the "Type" should always be "Normal." The "Product Movement" field should read "Add Product." In the "2nd Party" field, choose "Troop" and enter the troop giving the cookies; enter the cookies; and click the "OK" button. Then click "Save" in the original transactions window.

Indie Girl Scouts

Individually registered Girl Scouts, known as Indie Girl Scouts, can sell cookies too!

Council provides a pre-recorded general training to Indie Girl Scout caregivers which you are also encouraged to attend.

- Individually registered Girl Scouts (Indie Girl Scouts) are set up similarly to a troop in eBudde.
- Indie Girl Scout caregivers can be included in the train-your-troops meeting or can be trained separately if the caregiver plans to be involved in the cookie program. You may need to act as the Indie Girl Scout "troop" cookie manager if the caregiver is not able or unwilling to access eBudde.
- Indie Girl Scouts receive a cookie program packet from council or from you.
- Collect the signed caregiver permission slip for all Indie Girl Scouts and retain it with your service unit records until December 2025.
- Indie Girl Scouts' cookie orders are delivered with your service unit cookies in full cases (just like a troop). If she doesn't want to be held financially responsible for the "round-up" packages, her caregiver must contact council's customer care at 800-248-3355 or cookies@gswnpa.org before the initial order is submitted.
- Ensure Indie Girl Scouts have enough or have added additional inventory for Digital Cookie girl-delivery orders that were placed after the initial order.
- Indie Girl Scouts are permitted to host booth sales with their caregiver.
- Indie Girl Scouts also earn girl rewards. The service unit receives these and distributes them. Junior-Ambassador Indie Girl Scouts can also choose the Additional Proceeds Option. Indie Girl Scouts opting out of rewards will receive additional Indie Girl Scout Program Rewards.
- Indie Girl Scout "troops" reaching Super Troop status are allotted one Super Troop T-shirt for a caregiver or an additional \$5 in Program Rewards for their Girl Scout.
- Proceeds are handled by council in the form of Indie Girl Scout Program Rewards. These can be used for registration, council-sponsored programs and events, and at council shops.
- Payment must be made by check or money order from the caregiver (Girl Scouts Western Pennsylvania does not accept cookie customer checks) for the full amount of \$6 per package mailed to Attn: Product Program, Girl Scouts Western Pennsylvania, 612 Locust St., Johnstown, PA 15901 by April 10.
- If the Indie Girl Scout's caregiver has an outstanding balance after April 10, please submit the outstanding balance paperwork.
- Retain all Indie Girl Scout paperwork (signed caregiver permission slip, signed receipts, etc.) until December 2025.

eBudde Service Unit Navigation Tabs

ebudde.littlebrownie.com

LOG IN:

For both first-time users and returning users:

1. Enter/update contact information.
2. Forgot your password? Go to the Login page and click “Forgot your password?”

Contacts Tab

- Allows you to edit your contact information, including name, address, and phone number. This does not include changing the email address which must be done by the user from the login screen. Do not uncheck the *Receives email* or *Active* boxes.
- Add additional eBudde users by clicking on “+Add.”
- Email troops by clicking on the *E-mail Branch* link.

Settings Tab

- Summary of the previous year’s sales data.

Troop Tab

- *Un-submit* button: This button allows you to unsubmit a troop’s cookie and/or reward order if incorrectly submitted until the service unit lockout dates. The SUCM must make these changes and resubmit the troop’s order.

Initial Order Tab

- Review troop orders. Troops with an asterisk (*) have not submitted their orders.
- If correct, click: “Submit Order.” Once the service unit order is submitted, changes can’t be made by you. If you have changes, you’ll need to call customer care immediately at 800-248-3355.
- Print a copy for your records.

Transactions Tab

- Review the *Transactions* tab to verify service unit cookie movement. The *After Pending* row should be all zeros at the end of the program.

Rewards Tab

On the troop’s *Rewards* tab:

- Review reward orders for each troop and verify that reward selections have been made. Contact troops that have missing information.
- Verify that troops reaching the Super Troop status have manually entered in sizes for the adult volunteer T-shirts (two per troop). Additional T-shirts are available for purchase for qualifying troops. Troops can download the form at gswpa.org/cookieseller.
- Make changes by editing the troop’s *Rewards* tab order page.
- Verify/update the shipping address on the service unit’s *Rewards* tab.
- Click the *Submit* button to submit the service unit order. Once you submit the order, changes can’t be made by you. Call customer care immediately if you have changes.

Reports Tab

- There are several reports to help you verify information from the initial cookie and reward orders, troop pickup sheets, and final financial accounting.
- Reports open in Microsoft Excel and/or PDF format.

Calendar & Checklist

THANK YOU



NOVEMBER–JANUARY: GETTING READY

- ☐ Late Nov.-Dec.: Service units plan and facilitate cookie training for troops and distribute materials.
- ☐ Troop cookie managers attend the in-person or virtual training provided by the SUCM and get the troop materials.
- ☐ At the beginning of December, log in to eBudde and update your contact information.
- ☐ December-Jan. 6: Service units plan and facilitate a cookie rally.
- ☐ Attend your service unit's cookie rally (if scheduled), the council-led virtual Cookie Program Kickoff, and/or host a rally for the troop.
- ☐ Schedule and hold an in-person or virtual family cookie meeting for the troop. Collect the 2025 Girl Scout Cookie Program Permission Form from each caregiver before distributing girl materials.
- ☐ Distribute girl materials and review safety and selling tips with the girls.

JANUARY–MARCH: EMBRACING POSSIBILITY!

- ☐ Early Jan.: Booth scheduler opens in eBudde for service unit and troop entries.
- ☐ Jan 6: Live virtual Cookie Program Kickoff event.
- ☐ Jan. 7: 2025 Girl Scout Cookie Program begins.
- ☐ Jan. 9: Council-arranged booth scheduler sign-up opens at 7 p.m.
- ☐ Jan. 15: Service unit enters delivery and reward site addresses in eBudde.
- ☐ Jan. 27: Initial order ends.
- ☐ Jan. 28: Troop initial order is due in eBudde. Lockout occurs at 11:59 p.m.
- ☐ Jan. 29: Service unit initial order and initial rewards are due in eBudde. Lockout occurs at 11:59 p.m.
- ☐ Early February: For warehouse and Count-n-Go deliveries only, troops select delivery time (check with your SUCM).
- ☐ Feb. 15-23: Cookie delivery. Print your delivery confirmation from eBudde and take to your scheduled pickup.
- ☐ At delivery: Initial reward distribution (Check with your SUCM for more information.)
- ☐ Feb. 21-23: National Girl Scout Cookie Weekend
- ☐ Feb. 28: Booth sales begin and cookie cupboards open.
- ☐ March (weekly): Troops collect cookie money from girls and deposit into the troop's bank account.
- ☐ March 13: ACH Adjustment Request is due for the first sweep, if applicable.
- ☐ March 20: First ACH sweep occurs.
- ☐ March 23: Final day of the 2025 Girl Scout Cookie Program. Booth sales end. Cupboards close.

APRIL–MAY: WRAPPING IT UP

- ☐ April 1: Troop lockout of eBudde occurs at 11:59 p.m. Make final updates in eBudde—allocate cookies to girls, record girl payments, and select girl final rewards.
- ☐ April 2: Service unit lockout of eBudde occurs at 11:59 p.m.
- ☐ April 3: ACH Adjustment Request due for the second sweep, if applicable.
- ☐ April 3: Caregiver Outstanding Balance paperwork to council, if applicable.
- ☐ April 10: Second ACH sweep occurs.
- ☐ Late May: Final rewards are shipped to service units. Make arrangements to pick up rewards from your SUCM.
- ☐ May: Distribute final rewards to girls. If there are issues, contact your SUCM immediately.
- ☐ 2 weeks after receiving rewards: Deadline for SUCM to report reward issues to council.
- ☐ May 31: Operation: Sweet Appreciation online promotion ends.