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girl scouts
western pennsylvania | **Little Brownie** BAKERS®

2025–2026
Girl Scout 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.

The Product Program Team

Amanda   Erin   Yvonne   Debbie   Lisa

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 *2026 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 2026 roster.

Visit **gswpa.org** and **littlebrownie.com** for additional Girl Scout Cookie Program information.

Service Unit Materials

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

- *2026 Troop Quick Start Guide* (print) and *2026 Troop Cookie Manager Guide* (digital)
- quick-pick bubble forms (used at cookie delivery)
- receipt books
- sample cookies—Each service unit receives one cookie sampler for service unit use and one package of Exploremores to distribute to each troop, unless you are keeping all packages to use at a service unit cookie rally. **NEW this year**—we've also included a package of Exploremores just for you to enjoy as a special thanks for your commitment to the SUCM role.

Troop Materials

- jumbo envelope to pack troops' materials
- *2026 Troop Quick Start Guide*
- receipt book
- one package of Exploremores per troop (unless you are keeping all packages to use at a service unit cookie rally)

NEW this year—Service units are sent a limited number of Operation: Sweet Appreciation (OSA) flyers to give to troops requesting them for booth sales. These flyers are perfect to use in an acrylic display stand! While we are not printing the box wrap, troops can still download the file from our website and print it at home, if desired.

Girl Materials

- *2026 Family Quick Start Guide*
- *2026 Family Guide (digital only)*
- 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.
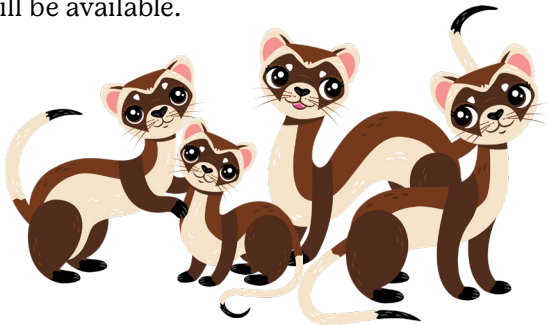
Train Your Troops

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.

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 Gifts & Goodies 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
- How to order cookies from a cookie cupboard (for additional orders and 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

SUCMs have extra time to review/edit troop 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.

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.

Service Unit Cupboard

Service Unit No-Risk and Cupboard Cookies

Service units can order no-risk cookies (see below for eligibility) as part of the service unit's initial order.

NEW for Service Units: Council will set up a special "troop" in eBudde for each service unit (using the service unit number). This "troop" will be used to manage Indie Girl Scouts (see the Indie Girl Scout section in this guide) **and** to handle the service unit's cookie inventory.

When ordering service unit cookies, place the order on the service unit "troop's" *Initial Order* tab—not on the service unit's own *Init Order* tab as in past years. Since this order is at the troop level in eBudde, cookies must be ordered in **packages** on the *Initial Order* tab of the service unit "troop."

Updated eligibility: Service unit cookies eligible for no-risk

- **Corrigan Delivery Agent**: Service units that are delivered by the Corrigan Delivery Agent are eligible to return up to 60 packages (5 cases) of cookies.
- **Hindman Delivery Agent:** Service units that are delivered by the Hindman Delivery Agent are eligible to return up to 180 packages (15 cases) of cookies.

Not sure who your SU's Delivery Agent is? Go to the *Delivery Navigation* tab in eBudde. On the *Settings* tab, you'll see the name of your delivery agent.

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 4. Troops will then be financially responsible for the cookies.

- Return eligible no-risk cookies to a council office by April 4.

- Report the eligible no-risk packages being donated and the intended eligible OSA recipient organization using the online form by April 4. 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 OSA 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 the cookies eligible for no-risk, but they are financially responsible for any packages not transferred to troops by April 4 (over the eligible packages).

Service units may not return extra cookies ordered by troops (including eBudde round-up packages—i.e., service units cannot return more cookies than were ordered for the service unit on the initial order). Troops should use the eBudde *Cookie Exch* tab for extra troop inventory. Encourage the troops in the service unit to use this tab.

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FAQs about Service Unit No-Risk and Cupboard Cookies

Why would the service unit want to order extra cookies?
Having a few cases of cookies on hand within the service unit allows troops/caregivers easier access to pick up extra packages for additional orders (paper and Digital Cookie girl-delivered).

Can the service unit restock from a council office or council volunteer cupboard?
Yes! If you need more cookies for the service unit cupboard, you can get additional cookies from a council office or council volunteer cupboard. Just place a pending order to a cupboard on the service unit "troop's" *Transactions* tab—just like a troop does. *Caution:* eligible no-risk return package amounts remain the same (i.e., you cannot return more packages than were ordered on the service unit "troop's" initial order).

Can the service unit use these cookies to exchange cookies from a troop for a different variety?
Yes, but you don't have to. If you do choose to allow exchanges, you'll want to make sure you still have extras of all varieties for late paper and Digital Cookie girl-delivery orders.

If the service unit doesn't order any no-risk cookies in the service unit "troop" on the initial order, can we still return the permissible eligible amount?
No—the service unit must order additional cookies on the initial order in order to be eligible to return cookies. The service unit can only return up to the eligible number of packages ordered on the initial order.

Should the service unit order all the varieties for the service unit cupboard?
Maybe, maybe not. The service unit is allowed to exchange varieties with troops, so you might not want to order the less popular varieties for the service unit cupboard if you anticipate troops wanting to exchange their inventory of the less popular varieties. In addition, you'll have some "round-up" packages from Indie Girl Scout initial orders (see the Indie Girl Scout section in this guide for clarification).

What about the Indie Girl Scouts' initial order extras?
NEW THIS YEAR—the service unit will manage Indie Girl Scouts in the service unit "troop" (see the Indie Girl Scout section in this guide). **The service unit will have any round-up cookies from Indie Girl Scouts' initial orders that become part of the service unit inventory to manage.** Be sure to remember these cookies when placing the service unit's cupboard order.

Why are the Hindman delivery agent service units allowed to return more cookies?
Firstly, most of these areas in our council cannot support the minimum case requirements to facilitate a council volunteer cupboard.

Secondly, most of these service units would have to travel great distances/time spans to reach a council office or volunteer council cupboard.

Because of this, troops in these areas have had limited access to additional cookies and limited participation in the booth sale aspect of the program. This will allow those troops to fully participate in the cookie program.

Can these cookies be used for booth sales?
These cookies are intended to be used for additional orders. However, after the second weekend of booth sales, you can allow troops to request extras for booth sales. Just remember to keep some on hand of each variety for late girl orders.

If there are cookies left in the service unit cupboard at the end of the program, can the service unit have a booth sale with these cookies?
Yes, with girls. Remember, the cookie program is girl-led. Girls must be present at all times when cookies are being sold. The service unit can host a booth sale with girls present on their behalf. At the end of the program, the service unit must send payment to council by check or money order for any cookies sold by girls on behalf of the service unit.

Initial Order Cookies—Troop Orders

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. Don't forget to order/submit any service unit extra packages in the SU "troop."

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.

SUCM & Cookie Delivery

If you're new and don't have a mentor, please 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-Go 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.

- ✓ 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.

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 utility 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.

Please note: eBudde should only be used to enter your service unit's cookie delivery site location. Do not use eBudde to:

- · enter or change delivery dates
- · enter site requests (ex., a pallet jack is necessary), or
- · enter date restrictions or requests

If your location has site requests or date restrictions, please email cookies@gswpa.org as soon as you know, so we can alert the delivery agent before the schedule is created.

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.

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.

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.
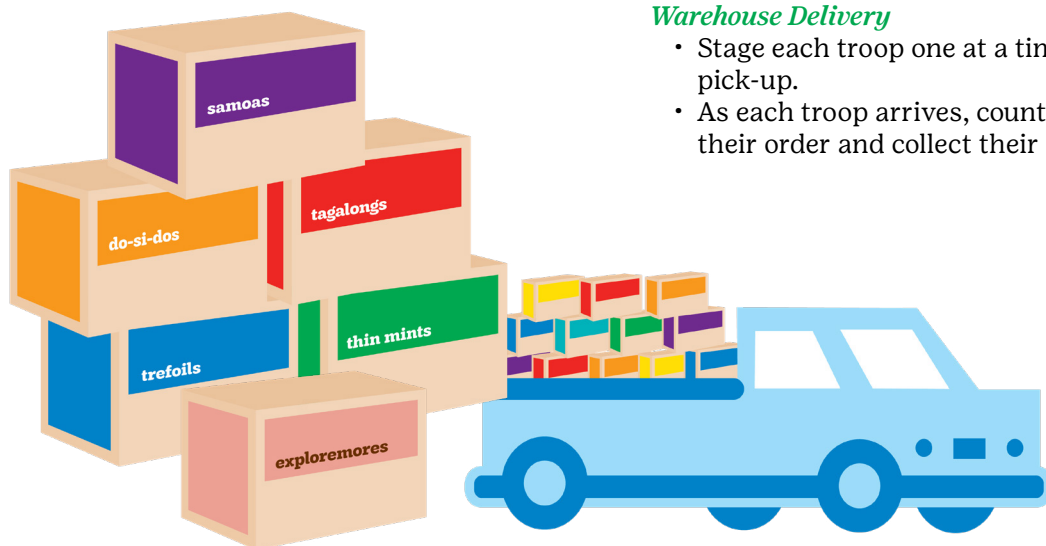
Service Unit Cookie Manager & Booth Sales

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 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. (The Product Program team does not process these requests.)

- **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, Walmart, 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 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 troop's *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. If a troop in another SU has been scheduled for a site, please reach out to customer care or cookies@gswpa.org for council to enter and approve the awarded site.

*You will only have access to troops in your service unit.

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

Tiered Service Unit Bonus Challenge

Your service unit can earn up to $.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 2.
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.

- Mail a check or money order to council for any cookies sold by girls on behalf of the service unit under the SU troop.

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: The *Cookie Exch* 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 watch.

NEW THIS YEAR:
Council will create an Indie Girl Scout troop (the service unit number) for Indie Girl Scouts to be managed as a group. We will no longer create and move Indie Girl Scouts to their own troop.*

*Exception: Junior-Ambassador Indie Girl Scouts who choose the *Additional Proceeds Option* will be moved AFTER the service unit lockout.

Why the change?
- Moving girls in eBudde has become problematic in Digital Cookie, often resulting in broken/corrupt Digital Cookie girl links.
- No more initial order issues for caregivers with round-up cases or cupboard orders.
- No more confusion for caregivers with the *Amount owed to council* in eBudde.

Indie Girl Scout "Troop Cookie Manager" Role
(including service unit cookie cupboard responsibilities)

Indie Girl Scout caregivers will no longer have access to eBudde. They will only have access to their Girl Scout's Digital Cookie website, just like a caregiver in a traditional troop.

Therefore, we strongly encourage you to appoint an approved volunteer to coordinate the Indie Girl Scout troop and manage the service unit inventory (see the Service Unit No-Risk and Cupboard Cookies section in this guide). This would be a great role for an experienced Indie Girl Scout caregiver who wants a greater role in the cookie program (just remember—they must be an approved volunteer to be in eBudde). This person can be included in the service unit's train-the-troops meeting.

This person can help with:
- training Indie Girl Scout caregivers and distributing materials,
- collecting the signed Indie Girl Scout caregiver permission slips,
- entering the Indie Girl Scouts' initial orders,
- coordinating Indie Girl Scout cookie delivery (pick-up and distribution to girls),
- ensuring Indie Girl Scouts get the additional cookies needed for any Digital Cookie girl-delivery orders placed after the initial order,
- coordinating Indie Girl Scout reward distribution,
- coordinating Indie Girl Scout booth sales,
- coordinating Indie Girl Scout cookie payments,
- entering the service unit no-risk cookie order, and
- coordinating the service unit cookie inventory.

Retain all Indie Girl Scout paperwork (signed caregiver permission slip, signed receipts, etc.) until December 2026.

Indie Girl Scout Booth Sales
Indie Girl Scouts are permitted to host booth sales with their caregiver. You (or the appointed Indie Girl Scout "Troop Cookie Manager") will need to enter any requested booth sites and/or work with the Indie Girl Scout caregiver to reserve a council-arranged booth site in eBudde.

Indie Girl Scout Finances
Caregivers are responsible for the full retail amount for cookies; caregivers do not keep cookie proceeds. 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.

NEW Payment Schedule for Indie Girl Scout Caregivers: Indie Girl Scout caregivers will need to make the following payments for cookies:

- March 19: 25% of the total outstanding balance due (no additional cupboard cookies should be given until payment is received)
- April 9: 100% of the total outstanding balance due

Payment must be made by check or money order from the caregiver. (Please note: Girl Scouts Western Pennsylvania does not accept cookie customer checks.) Payments can be made in person at any council office or mailed to:

> Attn: Product Program
> Girl Scouts Western Pennsylvania
> 5681 Route 6N
> Edinboro, PA 16412

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. After the service unit lockout, Indie Girl Scouts selecting this option will be moved to their own specially created troop in eBudde.

If the Indie Girl Scout's caregiver has an outstanding balance after April 9, please submit the outstanding balance paperwork.

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.
- 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.

2026 Cookie Program Calendar

Calendar Key

- All
- Caregivers Only
- TCMs Only
- SUCMs Only
- Caregivers & TCMs
- SUCMs & TCMs
- Indie Girl Scout Family
- Indie Girl Scout Family and SUCMs

NOVEMBER/DECEMBER

Service unit managers:

- Late Nov.-Dec.: Service units plan and facilitate cookie training for troops and distribute materials.
- December-Jan. 5: Service units plan and facilitate a cookie rally.

Troop cookie managers:
- Attend the in-person or virtual training provided by the SUCM and get the troop materials.
- Attend your service unit's cookie rally (if scheduled) and/or host a rally for the troop.
- Schedule and hold an in-person or virtual family cookie meeting for the troop. Collect the 2026 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.

At the beginning of December, log in to eBudde and update your contact information.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
JANUARY 2026				1	2	3
Early January: Booth scheduler opens in eBudde for service unit and troop entries.						
4	5 Live virtual council Cookie Program Kickoff	6 Girl Scout Cookie Program begins!	7	8	9	10
11	12	13	14	15 Delivery and reward site addresses due in eBudde	16	17
18	19 **NEW DAY** Council-arranged booth schedular sign-up opens at 7 p.m. (limit 1 selection)	20	21	22	23	24
25	26 Council-arranged booth scheduler sign-up opens at 7 p.m. for 2 additional selections.	27 OR sooner as directed by your TCM: Paper order card entries due in Digital Cookie OR turn in to troop leader.	28 Troop initial order is due in eBudde. Lockout occurs at 11:59 p.m.	29 SU initial order and initial rewards due in eBudde. Lockout occurs at 11:59 p.m.	30	31
FEBRUARY 2026						14
Early February: For warehouse and Count-n-Go deliveries only, troops select delivery time (check with your SUCM).						
Early February: SU and troop Booth Rallies						
15	16	17	18	19	20	21
Feb. 14-22: Cookie delivery (Print the troop's delivery confirmation from eBudde and take to the scheduled pickup. AND Initial reward distribution (Check with your SUCM for more information.)						
						National Girl Scout Cookie Weekend
22	23	24	25	26	27 Booth sales begin and cookie cupboards open. First day troops can reserve council and service unit arranged booths for Cookie Stands.	28

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MARCH 2026

March: Troops collect cookie money from girls and deposit into the troop's bank account.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
8	9	10	11	**12** ACH Adjustment Request is due for the first sweep, if applicable.	13	14
15	16	**17** Last day for customers to place Digital Cookie Girl Delivery Orders	18	**19** First ACH sweep. First payment due to council (25% total sales)	20	21
22	23	24	25	26	27	28
29	**30** Troop lockout of eBudde occurs at 11:59 p.m. Make final updates— allocate cookies to girls, and select girl final rewards.	**31** Service unit lockout of eBudde occurs at 11:59 p.m.				

APRIL 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	**2** ACH Adjustment Request due for the second sweep, if applicable. Caregiver Outstanding Balance paperwork to council, if applicable.	3	4
5	6	7	8	**9** Second ACH sweep occurs. Final payment due to council (total balance including proceeds)	10	11

MAY 2025

Late May: Final rewards are shipped to service units. Make arrangements to pick up rewards from your SUCM.

Late May: Distribute final rewards to girls. If there are issues, contact your SUCM immediately.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					15 Digital Cookie closes - shipped and donated ends.	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

2 weeks after receiving rewards: Deadline for SUCM to report reward issues to council.

2 weeks after SU receives rewards: Deadline for troop to report any issues with girl rewards to your SUCM.

June: Reverse ACH for troop overpayments.

girl scouts
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