

The Cookie Recipe

Issue 9



A Resource Guide for Volunteers
during the 2024 Cookie Season

Cookie Delivery Day

The most exciting day of the Cookie Program is almost here! Cookie Delivery Day is Saturday, March 16!

If you haven't already, now is the time to make your troop's plan for cookie pickup. Each troop should recruit at least 2 adults for pickup: 1 to drive the vehicle and 1 to count the cases as they are loaded. These adults can be troop volunteers, troop family members aged 18 or older, or other trusted adults. Depending on how many cases your troop needs, you may need more than one vehicle on delivery day.

Be sure to arrive at your scheduled time that was selected in eBudde. Troops that arrive before or after their assigned time will be allowed to join the line when traffic flow and time permit. If you have not yet selected a pickup timeslot for your troop, please log in to eBudde as soon as possible to select your time.

If there are delivery overages, shortages, or damages during pickup, the troop representatives picking up the cookies should report these to the delivery site manager as soon as possible. If an issue is found after pickup, the discrepancy should be reported to the Product Sales team by contacting Customer Care by email customercare@gsofct.org or phone (800) 922-2770 as soon as possible, **but no later than** 72 hours after cookie delivery day.

Our [Cookie Delivery Day Guide](#) has a helpful checklist and tips to assist you with your troop's cookie pickup plan. [This short video](#) shows how the pickup process works on delivery day.

Please reach out to your service unit cookie manager with any questions or concerns regarding cookie delivery day.

Take the time to identify volunteers who can help at your service unit's cookie delivery site. Delivery sites will need both adult and youth volunteers to help make delivery day go smoothly! Youth volunteers must be high school age. Community service groups, such as Key Club or National Honor Society are great to consider. Reach out to your service unit cookie manager to find out how volunteers can sign up to help!

Action Steps

1. Will your troop need cookies for a booth sale?

Login to eBudde to place a cookie cupboard order. You can pick up additional cookies at cupboard locations when you receive more orders after the Initial Order period or to stock up for booth sales. Troops can submit additional cookie order requests in the Transactions tab on eBudde. See our [cookie cupboard list](#) for a location near you and watch this [short video](#) on how to place a cupboard order in eBudde.

When placing a pending order, please keep the following in mind:

- Check the cupboard's schedule for days and times that it will be open.
- Desired pickup dates must be made at least six days in advance.
- Cupboard orders should be submitted as soon as troops are made aware of additional orders to ensure availability.
- Contact the cupboard manager if cookies are needed on short notice; they'll confirm if they have the available inventory. The cupboard manager's name and contact information will be listed on eBudde.
- Troops can return up to 60% of the number of cases picked up from the cupboard. Returns must be made within five business days of the booth date.
- Only full cases in sellable condition may be returned. Individual packages cannot be returned. Cookies that were part of the troop's Initial Order cannot be returned or exchanged at a cupboard.

If you have any questions, please check our [Cookie Cupboard FAQ Document](#) or reach out to your service unit cookie manager.

2. Leap into the Goal Getter period with our Leap Year contest!

To kick off the Goal Getter period and celebrate the Leap Year, we want to hear how your troop is leaping into this part of the cookie program. Post your troop's goal to social media and tag Girl Scouts of Connecticut!

Example: "Our troop's goal is to earn enough funds to supply 100 meals to the local food pantry, or we would like to earn enough to go horseback riding at the end of the year."

You can share some of the fun and creative ways that your troop is working towards your goals (who knows, you might inspire other troops.)

On March 15, we will randomly select one troop that tagged us in a post to receive an ice cream maker and supplies for a troop ice cream party!

Action Steps Continued...

3. Don't forget to set up your troop's Virtual Booth link!

Setting up your Virtual Booth Link allows customers to order cookies from your troop to be shipped or donated. This link will be posted to the National Cookie Finder. Cookie customers can use this tool to search for a troop or cookie booth in their area. Check out [this tip sheet](#) for how to set up the link.

Upcoming Important Dates

March 16 – Cookie Delivery Day & start of Booth Sales.

April 5 – First ACH payment initiated.

April 7 – Digital Cookie closes for Girl Delivery orders.

April 21 – Final day of the Cookie Program: End of Booth Sales & Digital Cookie closes for shipped and donation orders.

April 26 – Troop final eBudde deadline.

Cookie Program Resources

The calendar for the 2024 Cookie Program can be found on our website on the [Cookie Program Resources page](#).

[2023-2024 Cookie Program Volunteer Guide](#)

[Printable Goal Getter Order Card](#)

[ACH Authorization Form](#)

Be sure to check out our [Cookie Program Resources](#) page for additional resources for Girl Scouts, families, and volunteers.