

Cookie Cupboard FAQ's



What is a cookie cupboard?

Locations where additional cookies can be picked after the Initial Order Taking period to fill additional orders, including online girl delivery orders that come in after the Initial Order Taking period closes. Cookie cupboards can also be used to stock inventory for booth sales. Knowing that additional cookies can be obtained encourages Girl Scouts and troops to continue to work toward their goals- and beyond!

There are two types of cookie cupboards: council and service unit. Council cookie cupboards are open to all troops, regardless of which service unit they are assigned to. Service unit cookie cupboards serve the troops assigned to a specific service unit. A list of council cookie cupboards and cupboard manager contact information will be available at gsfct.org by March 1, 2024.

Where are cookie cupboards located?

Throughout the council! We anticipate having more than 20 cookie cupboards this year. Volunteers most frequently manage cookie cupboards in available space, such as living rooms, garages, storage units, and donated space at businesses. There are also cookie cupboards hosted on some GSOFCCT properties.

When are cookie cupboards open?

The cupboard manager determines cupboard hours and days of operation. Most council cupboards will be open the week before cookie delivery day (March 16). We highly recommend that troop volunteers contact the cupboard manager of their desired cupboard to confirm the exact dates and times the cupboard will be open, including the last date for the troop to return eligible cookies.



How are cookies ordered/reserved through the cupboard?

Below is a brief overview of how to reserve cookies to pick up at a cookie cupboard. Instructions will also be posted at gsofct.org, included in The Cookie Recipe emails, and written eBudde instructions as the booth sale and cupboard season draws closer.

- Troop volunteers enter the cookie order directly in eBudde on the Transaction tab as a Pending Order to the desired cupboard. The date the troop selects to pick up **MUST** be at least six days in the future.
- Troop cookie volunteers should submit a cookie order to a cupboard **AS SOON AS** they know they will need cookies. Waiting until the week before the booth sale to submit the order might result in the cupboard not having the cookies the troop is requesting.
- If cookies are needed sooner than six days from when the troop cookie volunteer is submitting the request and the troop cookie volunteer attempts to enter it into eBudde, eBudde **WILL NOT** save it, and it will not be transmitted to the cookie cupboard manager.
- If a troop needs cookies on short notice (sooner than six days), the troop cookie volunteer will need to contact the cupboard manager directly to confirm if the cupboard has the inventory to fill the request.

How do I change a cookie order that has already been submitted in eBudde?

Troop volunteers cannot modify or delete a cookie reservation once it has been submitted. However, the cupboard manager can change or delete a cookie reservation. For this reason, it is far preferable for troops to submit cookie reservations early and request to modify or cancel the order, if needed, rather than waiting until the last minute to submit a reservation.

Can cookies picked up at the cupboard but not sold be returned?

Yes, with the following qualifications:

- Troops can return up to 60% of the number of cases picked up from the cupboard within five business days of the booth date. For example, if a troop picks up 20 cases of cookies on April 3 for a booth on April 6, it can return up to 12 unopened cases in sellable condition to the cupboard no later than April 11. For troops holding a second booth sale within 10 days of another booth sale they may request to hold the cookies until the second booth sale has taken place.
- Only full cases can be returned (no partial cases or individual packages). The cases must be unopened and in sellable condition. Cookies must **NOT** be kept in a vehicle when they are not being transported to and from booth locations.
- Cookies eligible for return **MUST** have been originally picked up from a cupboard during the 2024 booth sale season. Cookies that were part of a troop's Initial Order and picked up on cookie delivery day **CANNOT** be returned to or exchanged at a cupboard.

