

2023-2024 Girl Scout Cookie Program

Juliette Cookie Caregiver Guide

OWN YOUR
magic

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girl scouts 
of southeastern
michigan

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Important Cookie Program Dates

December 16, 2023: Girls can begin taking early online orders through the Digital Cookie platform.

January 8, 2024: Cookie Program Officially begins! Girls can begin taking orders on their order card from family and friends.

January 12, 2024: Big Game Booth application due.

January 24, 2024: Mall booth reservations open.

January 25, 2024: Booth reservations open (limit 2).

January 26, 2024: All booths open for reservation.

January 28, 2024: The Girl Delivery option in Digital Cookie will pause.

February 5, 2024: Girl Delivery will resume in Digital Cookie.

February 14, 2024: Juliette Cookie pickup for Initial Orders.

February 15, 2024: Cookie Cupboards open.

February 16, 2024: Booth Sales begin!

February 26, 2024: Initial ACH Sweep.

March 15, 2024: Mixed case pickups available.

April 2, 2024: The Girl Delivery option in Digital Cookie will turn off for the remainder of the season.

April 7, 2024: Booth Sales end.

April 8, 2024: Digital Cookie closes for the season.

April 9, 2024: Juliette rewards due in eBudde by 11:59 p.m. or email selections to productsales@gsssem.org.

Early June 2024: Rewards available.



Important Contact information

For the quickest response to inquiries, please email:
productsales@gssem.org

If your inquiry is not answered within 24 business hours
(M-F, 8:30 a.m. – 5 p.m.), please contact:

Angela Chavez
Director of Product Program
achavez@gssem.org



Training Offered

Cookie Rookie: Juliette 6:30 – 7:30 p.m.	Thursday, December 14, 2023
Café: Digital Cookie Overview-Parent/Guardians 10 – 11 a.m.	Saturday, December 16, 2023
Cookie Rookie: Juliette 6:30 – 7:30 p.m.	Wednesday, December 20, 2023
Cookie Rookie: Juliette 12 – 1 p.m.	Monday, January 8, 2024
Digital Cookie Overview-Parent/Guardians 6:30 – 7:00 p.m.	Wednesday, January 10, 2024
Café: Selecting a Cookie Booth 6:30 – 7:30 p.m.	Tuesday, January 16, 2024
Cookie Rookie: Juliette 6:30 – 7:30 p.m.	Wednesday, January 17, 2024
Café: Digital Cookie Overview-Parent/Guardians 6:30 – 7:00 p.m.	Monday, January 22, 2024
Café: Initial Order Juliette Process 6:30 – 7:30 p.m.	Tuesday, January 23, 2024
Café: Digital Cookie Overview-Parent/Guardians 6:30 – 7:00 p.m.	Monday, January 29, 2024
Café: Cookie Cupboards 6:30 – 7:30 p.m.	Monday, February 5, 2024
Closing your sale-Juliettes 6:30 – 7:30 p.m.	Wednesday, April 3, 2024

Cookie Program Checklist

- Complete the 2024 Juliette Cookie Rookie Training
- Complete the two financial forms required to have access to eBudde and participate in the Girl Scout Cookie Program:
 1. ACH Debit Authorization Form
 2. Agreement to Assume Debt Form
- Ensure your Juliette has a current membership For inquiries about the program, contact your Product Program team at productsales@gsssem.org.

Important Information

Juliette Number: _____

Cookie Pickup Date: _____

Digital Order Card Login: _____

Digital Order Card Password: _____

Girl Scout Cookie Glossary

eBudde: eBudde is the Cookie Program management system designed for troops, however Juliettes may use eBudde for: assigning cookies to your Girl Scout, scheduling booths, placing cookie cupboard orders, and ordering rewards for your Juliette.

Cookie Cupboard: Locations around the Council where Juliettes can pick up additional cookies throughout the Cookie Season.

Cookie Finder: Website where customers can enter their zip code to find the nearest cookie booth, or virtual cookie booths. Only cookie booths entered eBudde show up in the Cookie Finder.

Digital Cookie (DOC): The Girl Scout Platform where girls can set up their online business to sell cookies to friends and family.

Digital Cookie Initial Order: Please note that this feature is for Troops only, Juliettes should not submit their initial order in Digital Cookie. Please refer to page 10 for the Juliette Initial order process.

Initial Order: Pre-selling cookies and collecting orders on the paper order card from January 8 – February 14, 2024. There is an early online selling opportunity in Digital Cookie that will start December 16, 2023.

Booth Sale or Direct Sale: On the spot selling, no pre-orders required. Cookie inventory for booths can be ordered and picked up at a Cookie Cupboard! The Booth Sale will run from February 16 – April 7, 2024.



2023–2024 Girl Scout Cookies®

All our cookies have...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPQ Certified (Mass Balance) Palm Oil
- Halal Certification

The World's Most Flavorful Lineup



Adventurefuls®

• Real Cocoa

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

\$ 5

Approximately 15 cookies per 6.3 oz. pkg.

Ⓢ ⓓ



Lemon-Ups®

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits

\$ 5

Approximately 12 cookies per 6.2 oz. pkg.

Ⓢ ⓓ



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe

\$ 5

Approximately 38 cookies per 9 oz. pkg.

Ⓢ ⓓ



Do-si-dos®

• Made with Natural Flavors
• Real Peanut Butter
• Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling

\$ 5

Approximately 20 cookies per 8 oz. pkg.

Ⓢ ⓓ



Samoas®

• Real Cocoa
• Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes

\$ 5

Approximately 15 cookies per 7.5 oz. pkg.

Ⓢ ⓓ



Tagalongs®

• Real Cocoa
• Real Peanut Butter

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

\$ 5

Approximately 15 cookies per 6.5 oz. pkg.

Ⓢ ⓓ



Thin Mints®

• Made with Vegan Ingredients
• Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint

\$ 5

Approximately 30 cookies per 9 oz. pkg.

Ⓢ



Girl Scout S'mores®

• Made with Natural Flavors
• Real Cocoa

Graham sandwich cookies with chocolaty and marshmallow flavored filling

\$ 6

Approximately 16 cookies per 8.5 oz. pkg.

Ⓢ ⓓ



Toffee-tastic®

• No Artificial Flavors

GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits

\$ 6

Approximately 14 cookies per 6.7 oz. pkg.

Ⓢ ⓓ



Rewards

Based upon their individual sales, girls who participate in the cookie program are eligible to earn rewards. A full list of reward items and levels can be found on the back of each cookie order card.

Submitting your Final Reward Order

1. Open the rewards tab in eBudde
2. Click Fill out next to Final Reward Order
3. Click on your girl's name to select any choices that need to be made (if applicable).
4. Input a booth patch (if applicable)
5. Select the "Submit Troop Reward Oder" button at the bottom of the page—please note it will say troop but that will not affect anything. Or, simply email productsales@gsssem.org your reward selections.
6. Submit troop order by **April 9, 2024, at 11:59 p.m.**

Top Cookie Entrepreneurs Events

Girls will receive invitations for each event for which they qualify:

750 + = Cookie Celebration OR Ice cream maker

Cookie Celebration Options (Girl Scouts may select 1 date/ location):

- Waterford Oaks Water Park - June 21, 2024
- Toledo Zoo - June 22, 2024
- Red Oaks Waterpark - June 29, 2024
- Crossroads Village - June 30, 2024

1250+ = Fun Day at Cedar Point OR Michigan Adventure OR Fuji Film Instant Camera

Fun Day options (Girl Scouts may select 1 date/ location)

- Cedar Point - July 12, 2024
- Michigan Adventure - August 10, 2024

3,000+ = Chicago Adventure, Chicago IL, August 4-6, 2024, OR Apple Air Pods OR Mini Projector with screen.

The cookie events are hosted by GSSEM to honor our top cookie entrepreneurs. We are providing this date many months in advance so that families and troops may plan accordingly. There are no make-up dates.

Troops to Troops (Gift of Caring)

This project was developed for Girl Scouts as a community service project. This year, our donations will either go to “Soldier’s Angels,” an organization that will send the cookies to military members serving overseas, or to local police and fire rescue departments.

How it works:

Orders: Girls can ask customers when taking orders if they would like to purchase additional packages for the council’s Troops to Troops project. There is a donation column on the order card for this purpose. The total number of packages of cookies ordered is included in the initial troop order. These cookies are not picked up by the troop, but are held at the warehouse for distribution to the partner agencies. They are paid for at the end of the sale, in the final payment.

Direct Sales: Cookie booths are also a great place to promote the Troops to Troops project. Print out cards (available on the Cookie Resource page at www.gssem.org/csr) that customers can write their names on when they buy cookies to donate. Display the cards around the booth throughout the day. After the booth is over, count the “Troops to Troops” cards. These cookie sales are virtual (you take the order and the money, but don’t give the cookies to the customer). Enter the total number of boxes from the cards under the “T2T” column in eBudde. This will add the cost to your total amount due, you will pay for them at the end of the sale and GSSEM will arrange for the cookies to be delivered to the partner agencies mentioned above. Give credit to the girls in the same way you would for traditional booth sales.



eBudde

eBudde is the online system that troops use to manage the cookie sale. Please note that the eBudde database is set up for troop use. Juliettes may have access to eBudde to find cookie booth opportunities and place pending orders to cookie cupboards for more cookies. Juliettes must email productsales@gssem.org to be added to eBudde.

The Juliette ACH Debit Authorization form and Juliette Agreement to Assume debt form must be completed in order to have access to eBudde.

Here are some quick steps to get you started:

- Download the eBudde app wherever you typically search for apps
- Enter in your personal profile information. All profile fields are mandatory except for the address line 2. Be sure to enter your current password. Click update profile.
- Check your Girl Roster. Only Registered Juliettes may be added to eBudde.



Initial Order

Order Taking

In your Juliette cookie kit, you should have received an order card for your Juliette. Juliettes can use these cards to take orders from family and friends. Juliettes may start selling early online via Digital cookie starting December 16, 2023. Juliettes can sell to family and friends with the paper order card from January 8 – February 14, 2024.

Picking up your Juliette Initial Order

Your Juliette Girl Scout's Initial Order, along with any Girl-Delivered orders for Digital Cookie, can be picked up at a GSSEM service center location on February 14, 2024, from 10 a.m. – 6 p.m. You'll receive an email a week prior to select your pickup location. Simply bring your order card and pick up the cookies that you need. You can pick up single & mixed boxes during the Juliette cookie pick up.

To ensure product quality, GSSEM cannot accept cookie returns from initial orders or cupboard pickups. For support in ordering appropriately for your cookie booth, please contact productsales@gsem.org.



Booth Sales

Booth Sales or “direct” sale refers to selling cookies to customers “on-the-spot” without requiring them to pre-order and wait for delivery. Girls can sell cookies to individual customers using their Goal Getter Card, or you can reserve and set up a Cookie Booth at a GSSEM authorized location and sell cookies to the general public. The dates for this year’s direct sale are: February 16 – April 7, 2024.

Goal Getter Cards

Your Juliette Cookie Kit contains a Goal Getter Card. You should give this to your Juliette after your Initial order is picked up on February 14. Juliettes can continue to take orders using their Goal Getter cards. These cookies will be picked up by the Juliette’s parent/guardian at a cookie cupboard.

Mall Kiosks

GSSEM will host Girl Scout Cookie kiosks at most major malls across the Council. A complete list will be available in eBudde in mid-January. Mall kiosks are open to all Juliettes and will be selected through eBudde. Mall kiosk time slots will be available for selection on eBudde on January 24, 2024 at 7 p.m. In order to give as many troops and Juliettes as possible the opportunity to sell at a mall kiosk, sign-ups are limited to one slot on the first day of signups.

Cookie Booth Process

Girl Scouts of Southeastern Michigan will arrange cookie booth opportunities at places of business in each community, including drive up opportunities. Store management at all locations that have hosted cookie booths in the past have been given the option to request that GSSEM organize booths at their store (troops sign up through eBudde), or to have Juliettes contact them directly to arrange dates and times for booths. Dates and times for stores and drive-up sites that wish to be selected through eBudde will be available for selection on January 25, 2024 at 7 p.m. On this day, you may select two booth slots total. If you selected a mall cookie kiosk on January 24, you will only be able to select one additional booth on January 25, for a total of two.

On January 26 at 7 p.m., the remaining slots will be open for selection. Please only select sites that your troop can work, please cancel the booths in eBudde as soon as you know you can not staff it.

Chain Store Locations

All Kroger, WalMart, Lowes, and Sam's Club cookie booths are coordinated between GSSEM and the chain's corporate headquarters. GSSEM has been given specific dates for each store from the chain's corporate headquarters. In exchange for the guarantee of these dates, GSSEM has agreed that troops will not approach individual store managers about additional dates. To summarize, all booths at Kroger, Walmart, Lowes, and Sam's Club will be arranged by GSSEM and selected through eBudde. Troops and Juliettes may not visit or contact stores for extra dates.

Setting Up Your Own Booth

After January 26, 2024, Juliettes should begin to make their own arrangements for cookie booths with local stores in their area not listed on eBudde, at their schools, places of worship, and local community events (crafts fairs, sporting events, etc.) and at drive-up sites. Please remember that leaders and parents cannot make cookie booth inquiries at any corporate chains listed above. Failure to honor this policy may prevent us from being able to set up booths with these stores in future years. In addition to the stores mentioned above, the following stores have a national corporate non-solicitation policy and do not allow non-profit groups, including Girl Scout cookie booths: Home Depot, Meijer, and Target.

How to: Select a Cookie Booth on eBudde

For GSSEM organized booths:

- Click on the Booths sites tab.
- Click on free slots.
- Select a booth that works for your schedule and click submit.
- Click on current signups to ensure the booth has been reserved.



For booths you setup on your own:

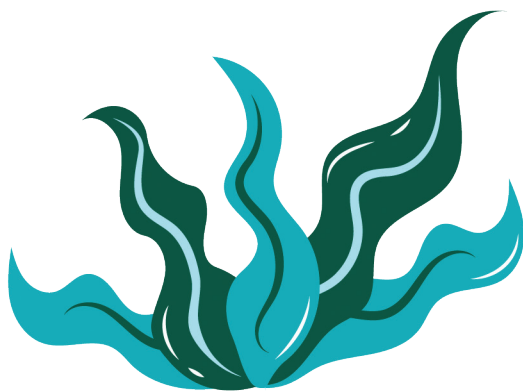
- Click on the Booth Sites tab.
- Click on My Sales.
- Enter the requested information.
- This will ensure that your booth shows up on Cookie Locator.

How to: Add your own booth

- Click on the Booth sites tab.
- Click My Sales from the drop-down box.
- Enter in all information.
- Click Add.
- Approval will show pending. Approvals are every Monday, Wednesday and Friday.

How to Credit Juliettes for booth sale

- Click the Booth Site tab.
- Select the cookie booth you wish to record a sale.
- Input total amount of cookies sold.
- eBudde can then distribute the cookies or you can input the boxes manually.



Cookie Cupboards

Cookie Cupboards are mini-cookie warehouses located at GSSEM Service Centers or volunteer locations. After picking up your initial order on February 14, 2024, you can go to a local Cookie Cupboard if you need more cookies for a booth or additional orders. A complete list of cupboard locations will be sent through an email from the eBudde system and by productsales@gsssem.org. Cookies must be checked out in full cases. Beginning March 15, Juliettes may pick up mixed cases. For example: An order can be placed for 3 boxes of Trefoils, 3 boxes of Samoas, 4 boxes of Thin Mints, and 2 boxes of Tagalongs. Total number of boxes is 12, which equals a case.

Cookie cupboards will be open February 15 – April 8, 2024.

Pending Orders:

In order to ensure inventory is available at each cupboard, Juliettes must place a pending order. In order to have inventory available, Juliettes must enter their pending order by 10 p.m. Sunday to pick up during the upcoming week during regular Cookie Cupboard hours. There may be some extra cookies on hand for Juliettes that do not place an order. When placing your pending order you will select a date and time-slot to pick up your cookies.



Placing a Pending Order

Juliettes are required to place a pending order to pick up cookies from a cookie cupboard. Pending orders due **by 11:59 p.m. on Sunday** or pick up during the upcoming week during regular Cookie Cupboard hours. You may use the eBudde system to place a pending order, or email productsales@gssem.org by the deadline.

- Click on “transactions” button.
- You will see a screen come up with all your cookies ordered to date.
- Click on “+Add”
- You will see a new screen that says “Add Transaction.”
- Fill in pick-up date
- Select where you would like to pick-up.
- Select your preferred pick-up date and time.
- Enter the amount of cookies needed by flavor.
- Click the “save” button.
- You are all set for the pick-up date you selected.

If you need to change or cancel your pending order, please email productsales@gssem.org.

Cookie Returns

To ensure product quality, GSSEM cannot accept cookie returns from initial orders or cupboard pick-ups. For support in ordering appropriately for your cookie booth, please contact a member of the GSSEM product program support committee, or productsales@gssem.org.

Cookie Exchange

On March 15, 2024, the Cookie Exchange tab will go live in eBudde. If you have packages of cookies to transfer to other troops, you would use the cookie exchange tab to list the flavors you have available. As you give cookies to other troops make sure to update your packages available. Juliettes looking for cookies can go to the tab and see what is available nearby. A cookie transaction receipt should be completed, both troop/or Juliette should retain a copy of the receipt for their records. The party giving the cookies is responsible for entering the transaction in eBudde.

Digital Cookie

Digital Cookie is an online sales platform for girls. After setting up their Digital Cookie Site, girls will be able to sell cookies online to friends and family who do not live locally, or those that prefer to purchase online. All orders on Digital Cookie require payment by card at time of check out, regardless of what type of order is made. Leaders and caregivers do not have to collect any money for Digital Cookie Orders! No money should be collected for Digital Cookie Orders.

Customers can purchase cookies on Digital Cookie, 3 ways: Girl Delivery, Direct Ship, Donation.

Girl-delivered orders

When customers choose 'girl-delivered' on the Digital Cookie platform, parents **MUST** approve the order in Digital Cookie for it to be a successful order. Parent/Guardians have 5 days to approve the order, or it will be canceled.

Once the order is approved, the payment from the customer will show under the girl's name in eBudde.

The Girl Delivered order will show under the girl's name on the Initial Order tab of eBudde, if it was placed during the Initial Order period. If the order was placed after Initial Order, the Girl Delivered order will show under the Girl Order tab. **NOTE:** initial order tab is meant for troops. There is nothing you will need to do with this tab. It's just for reference.

If the Girl Delivery Cookies were placed during the selling period December 16 – February 14 you will pick these cookies up during Juliette Initial order pickup on February 14, 2024. After that date you should place a pending order for any additional girl delivery orders. All Girl Delivered Cookies should be assigned those cookies to the girl in eBudde (under Girl Order Tab). The Product Program team will assign them to the girl if you are unable to!

Direct shipping orders

When customers choose direct shipping in Digital Cookie, the packages and payment will automatically appear under the girl's name in eBudde under the Digital Cookie column of the Girl Order tab. Direct Shipped cookies are sent directly to the customer for a shipping fee. Shipping fees are based average FedEx/ UPS/ USPS shipping fees to send food products. These fees are set by GSUSA and FedEx.

•The order will be locked; you will not be able to make edits to these orders.

Donation orders

When customers choose to donate cookies in Digital Cookie, to GSSEM's Gift of Caring, otherwise known as "Troops 2 Troops", the online order and payment will automatically appear under the girl's name in eBudde under the GOC column of the Girl Order tab.

- The order will be locked; you will not be able to make edits to these orders.
- These orders will count toward the girl's Council Gift of Caring packages.

For more information on participating in Digital Cookie, please view the Digital Cookie handouts and tip sheets at www.gssem.org and/or attend the Cookie Café Digital Cookie Webinar, dates and times are on the cookie café schedule included in the cookie kit!

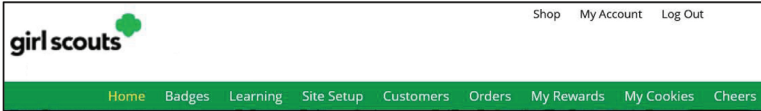


Digital Cookie®

Girl Scout and Caregiver Dashboard

Your Digital Cookie Dashboard has information that helps you support your Girl Scouts in her Digital Cookie sales.

There may be up to nine tabs on your dashboard.



[Home](#)

[Badges](#)

[Learning](#)

[Site Setup](#)

[Customers](#)

[Orders](#)

[My Rewards](#)

[My Cookies](#)

[Cheers](#)

Home

The dashboard has seven sections.

1. [Cookie Sales Progress and Cheers](#)
2. [My Cookie Site](#)
3. [Orders to Deliver In Person](#)
4. [Learning](#)
5. [From your Council](#)
6. [Online Sales and Marketing](#)

Digital Cookie®

1. Cookie Sales Progress and Cheers

KitKK's Digital Cookie® Platform

Welcome, heieihan!

Digital Cookie can help boost your sales, sharpen your entrepreneurial skills, and power unique adventures for you and your troop year-round!

COOKIE SALES END IN
88 DAYS 9 HRS 53 MIN 20 SEC

COOKIE SALES PROGRESS

Offline Sales
Online Sales

0 1 2 3 4 50+

0 packages credited by troop volunteer
Sales last updated 8/4/23 2:00 PM CDT

You don't have any new cheers.
But you can still inspire your troop members! [Send a Cheer](#)

My Sales Goal
50 packages
[UPDATE](#)

Packages Sold
0
[UPDATE](#)

Packages to Sell
50
[SEE DATA](#)

REWARDS

My Troop
Our goal: coming soon

Track your cookie sales and how your troop is doing towards their goal. You can update your goal and enter offline sales all from your dashboard.

You will also be notified from your dashboard if you have a new Cheer or easily send a Cheer to another Girl Scout in your troop right from your dashboard.

2. My Cookie Site

My Cookie Site: Open for Business

Sam's cookie site url:
<https://DigitalCookie.GirlScouts.org/scout/laeaaaladd34999965>

[Copy Link](#) [View QR Code](#)

Site setup approved: 08/09/2023 01:20 AM CDT

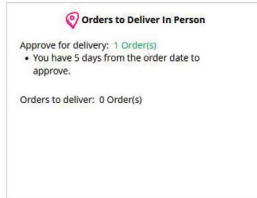
[Site Setup Video](#)

[Site Setup Quick Tip Sheet](#)

Once your site is set up, you can copy your site's URL or download a QR code to share with customers. If you have not set up your site, you can use the link to help you. You can also view the Site Setup Tip Sheet for support.

Digital Cookie®

3. Orders to Deliver In Person



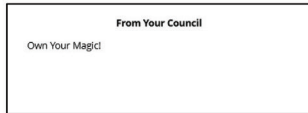
In this section you can see if you have orders to be approved or delivered.

4. Learning



This section will let you know when you have completed a cookie pin or badge. Once you have completed the steps on the Badges page, the pin or badge you have completed will be colored in, as show on the right.

5. From Your Council



Your council may choose to write a note of encouragement that you will be able to read here.

Digital Cookie®

6. Online Sales and Marketing

Monitor your cookie business by viewing your total sales as well as a breakdown of sales by cookies and delivery options. You can also see how many marketing emails you have sent to customers.



Badges

This page displays the Cookie Entrepreneur Family Pins, and the Cookie Business badges appropriate to your Girl Scout's level. For more information see the "Cookie Entrepreneur Pins/Badges" tip sheet.

Learning

This page has games, videos, and other cookie program exercises tailored to the Girl Scout's age level.

Site Setup

Use this page to set up your cookie site. For support on how to set it up, view the "Site Setup" tip sheet.

Customers

Connect with customers on this page by adding new friends and family, send emails, and monitor their orders.

Orders

View all orders placed on your cookies site. For details on the delivered orders section, view the "Order Received In-person Delivery" tip sheet.

Digital Cookie[®]

My Rewards

If your council has this functionality, Girl Scouts will be able to see the rewards they can earn and make selections once they get to that level. For details on how to make the selections, view the My Rewards tip sheet.

My Cookies

This page has three different sections depending on your council's type of sale and selections.

- **Initial Order:** place your cookie order directly in Digital Cookie to send automatically to the baker's system that your troop cookie volunteer uses to manage the sale.
- **Cookie Inventory:** monitor your cookie inventory throughout the sale, to keep track when you need to order additional cookies for orders from your troop cookie volunteer.
- **Financials:** monitor the financial piece of the cookie business to see if any money is due to the troop cookie volunteer.
- **Delivery Settings:** this section you can turn off/on cookie varieties as well as the in-person delivery option for customers.

For more details, view the relevant My Cookies tip sheets.

Cheers

Send words of encouragement to other Girl Scouts in your troop and view any Cheers you may have received from customers, your troop volunteer, or other Girl Scouts from your troop.

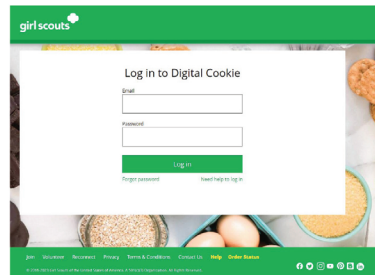
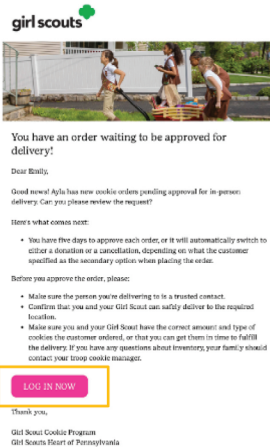
Digital Cookie®

Order Received (In-Person Delivery)

Congratulations! Your Girl Scout received an order and the customer requested she deliver the cookies in person. Below we will walk you through the steps that need to be taken prior to delivering the cookies.

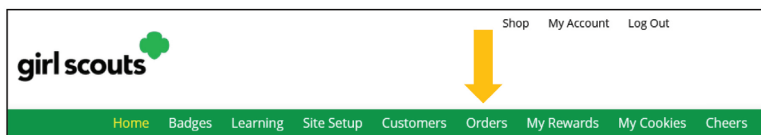
Step 1: If you receive an In-Person Delivery order that you need to approve and you have not approved the order by midnight, you will receive an email from email@girlscouts.org with the subject “Action required: you have an in-person delivery request!” letting you know your Girl Scout has received an order for delivery. Hooray!

Step 2: Click the button “Log In Now” in the email. That will take you to Digital Cookie where you can log in or go to digitalcookie.girlscouts.org and log in.



Digital Cookie®

Step 3: Click on the “Orders” tab and see what orders are pending your approval.



Step 4: You will see a list of all orders needing approval, including the customer order number, number of packages in each order, the customer’s address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer’s second choice option.

Digital Cookie Orders to Deliver

Running a Good Business
Keep track of what’s been ordered, when it’s approved, and when it’s delivered.

2 Orders to approve for delivery in person
Click on a name to see all the details about the order. Then “Approve” or “Decline” the order.

Select all in view Approve Order Decline Order

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, Cincinnati, OH	12/02/2019	4

TIPS!

- *The customer’s second choice could be “Cancel” or “Donate.” Don’t risk a lost sale and a disappointed customer—approve or decline orders within five days.*
- *Be sure to approve the order before delivering it to make sure the customer’s payment is accepted.*

Digital Cookie®

Step 5: When determining whether to approve or decline the order, consider:

- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location before the end of the sale.

AND

- Do you have or will you have the inventory available?

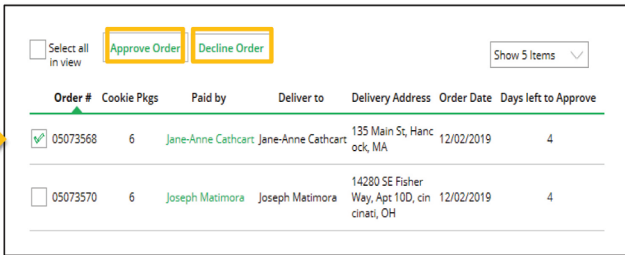
If so, **“Approve Order.”**

If you are unable or unwilling to fulfill the customer's order, click “Decline Order” and the order will default to whatever second option the customer has selected: “Cancel” or “Donate”.

Customers receive an email to expect their cookies within two weeks of when you have them.

Step 6: There are multiple ways to approve and decline orders for delivery.

1. Check the boxes in front of the orders you want to approve or decline and then click “Approve Order” or “Decline Order”



Check box

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve	
<input checked="" type="checkbox"/>	05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
<input type="checkbox"/>	05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, Cincinnati, OH	12/02/2019	4

You will get a pop-up message confirming you want to approve all of the orders you selected and can deliver them to the customer:

Once you approve or decline you can't change the action and an email is deployed to the customer.

Approve Delivery for Cookie Orders

Orders selected: 2

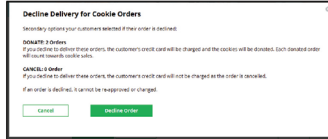
Items to check before you approve order delivery for Jennifer:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve delivery of these orders, the customer's credit card will be charged for the cookies and Jennifer will be able to see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

Digital Cookie®

Or that you want to decline all of the orders you selected and understand if the orders are being cancelled or donated:



- Click the "Select All" box, which will select all of the orders on that page that need approval, then click "Approve Order" or "Decline Order".



You will also get a pop-up message confirming your batch approval or declining of the orders selected, as above in option 1.

- Click on the individual customer to bring up that person's order details and click "Approve Order" or "Decline Order" at the bottom.

Digital Cookie Order

← Back to cookie order list

ACTION ITEM: Check your cookie inventory and delivery address before you approve delivery. [Approve Now](#)

Order Detail Approve for Delivery

Order Number: 00749189	Order Status: Needs Approval
Deliver To: Cookie Monster	Order Type: In-Person Delivery
Delivery Address: 1231 Lujan St San Diego, California 92108-8127	Order Date: 9/1/2023 7:57 PM CDT
Delivery Phone: 619-867-5309	Secondary Delivery Option: Cancel Order
Ordered From: My Cookie Website	Approved to Deliver: Pending Decision
Order Paid By: Cookie Monster	Order Delivered:
Billing Email: mgags22@gmail.com	
Billing Phone: 619-867-5309	

Cookies Selected	Order Summary										
<ul style="list-style-type: none"> Thin Mints®, 2 pkgs AdventureTuts®, 2 pkgs Trefolio®, 2 pkgs 	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Purchased Packages: 6</td><td style="text-align: right;">\$30.00</td></tr> <tr><td>Subtotal:</td><td style="text-align: right;">\$30.00</td></tr> <tr><td>In-person Delivery:</td><td style="text-align: right;">Free</td></tr> <tr><td>Order Total:</td><td style="text-align: right;">\$30.00</td></tr> <tr><td>Added to sales goal:</td><td style="text-align: right;">6 pkgs</td></tr> </table>	Purchased Packages: 6	\$30.00	Subtotal:	\$30.00	In-person Delivery:	Free	Order Total:	\$30.00	Added to sales goal:	6 pkgs
Purchased Packages: 6	\$30.00										
Subtotal:	\$30.00										
In-person Delivery:	Free										
Order Total:	\$30.00										
Added to sales goal:	6 pkgs										

Approve or Decline Delivery

Items to review before you approve order delivery for Sam:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve this order, the customer's credit card will be charged and Sam can see all order details including the customer's name and contact information. Don't forget it's important to mark when they delivered the cookies!

➔

Decline Order

Approve Order

Digital Cookie®

Step 7: If you have approved the order, it will move down to the section “Orders to Deliver”, below the “Approve” section.

2 Orders to deliver
Click on a name to mark when the cookies were delivered. ⓘ

Select all Order Delivered Export Orders Show 5 Items ▾

Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/> 05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019

When you approve the order, the customer will be charged.

Make sure the Girl Scout follows through and delivers those cookies.

Step 8: Once you have delivered the cookies, log back into Digital Cookie and mark those orders delivered. There are two ways to indicate you have delivered your order:

1. Check the “Select All” box to select all of the orders on the page; they will all be marked “Order Delivered”.
2. Check the box in front of any orders you have delivered, and then click “Order Delivered.”

2 Orders to deliver
Click on a name to mark when the cookies were delivered. ⓘ

Select all Order Delivered Export Orders Show 5 Items ▾

OR

Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/> 05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019

When they are marked as delivered, they will move down into the third section on the page as a completed order.

Digital Cookie®

Step 9: If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer's name and click "Add to Customers tab." Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all [Add to Customer List](#) [Export](#)
[Show 10 Items](#)

	Paid by	Order #	Cookie pkgs	Order Date	Order Type	In Customer List
<input checked="" type="checkbox"/> View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>



Grow your customer list! Select checkboxes for the names you want to add.

[Need Help?](#)

The troop volunteer will see the financial transaction as a credit to your Girl Scout in the baker software after you have approved delivering the order.

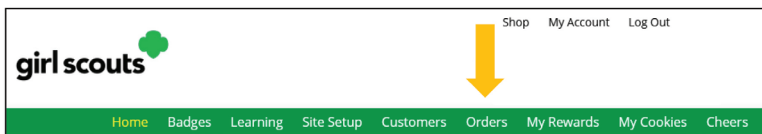
While in the site checking on orders, girls can add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Along the way, your Girl Scout will pick up some good cookie program tips!

Digital Cookie®

Order Received (Shipped/Donated)

Congratulations! Your Girl Scout received an order that is being shipped directly to the customer and/or donated. There isn't anything you need to do (except remind your Girl Scout to send a Thank-You email), but here are things you will want to know.

Step 1: Once you are in the Digital Cookie site, click the “Orders” tab to see what orders you received.



Step 2: On the cookie orders page, you can see all of the orders that have been received. Girl Scouts can see who purchased the cookies, how many, when, and if they had them shipped or donated.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all [Add to Customer List](#) [Export](#) Show 10 Items

	Paid by	Order #	Cookie pkgs	Order Date	Order Type	In Customer List
<input checked="" type="checkbox"/>	View Nina Smith	00112249	10	6/26/2023	Shipped	
<input checked="" type="checkbox"/>	View Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	View Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>

★ Grow your customer list! Select checkboxes for the names you want to add.

[Need Help?](#)

While you're in the site checking on sales, it's a great time for your Girl Scout to add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Your Girl Scout will probably pick up some good cookie program tips along the way!

Digital Cookie®

Step 3: Clicking on the customer's name for any of the orders will bring up details about what that customer ordered, including any donated boxes.

Digital Cookie Order

[← Back to cookie order list](#)

Order Detail

Order Number: 05749191	Order Status: Shipment Pending
Ship To: Cookie Monster	Order Type: Shipped
Shipping Address: 1231 Upan St San Diego, California 92103-6127	Order Date: 9/1/2023 8:05 PM CDT
Shipping Phone: 619-867-5309	Shipped Date:
Ordered From: My Cookie Website	Tracking #:
Order Paid By: Cookie Monster	
Billing Email: mgtag22@gmail.com	
Billing Phone: 619-867-5309	

Your troop volunteer has instructions on how these sales get credited to the Girl Scout's account automatically. But rest assured it is an automatic process and she gets credit for digital sales the same as any other cookie sale.

Cookies Selected	Order Summary
<ul style="list-style-type: none"> Thin Mint®, 2 pkgs AdventureFun®, 2 pkgs Trebble®, 2 pkgs 	<ul style="list-style-type: none"> Purchased Packages: 6 \$30.00 Subtotal: \$30.00 Shipping & Handling: \$12.99 Order Total: \$42.99 Added to sales goal: 6 pkgs

Don't forget to have your Girl Scout send thank-you messages to make sure the customer becomes a repeat customer!

Step 4: If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer's name and click "Add to Customer List." Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all
 [Add to Customer List](#)
[Export](#)
[Show 10 Items](#)

	Paid by	Order #	Cookie pkgs	Order Date	Order Type	In Customer List
<input checked="" type="checkbox"/>	View Nina Smith	00112249	10	6/26/2023	Shipped	
<input type="checkbox"/>	View Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
<input type="checkbox"/>	View Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>

★ Grow your customer list! Select checkboxes for the names you want to add.
 [Need Help?](#)

Financials

As the Juliette Caregiver, you're responsible for reviewing and understanding the money handling procedures outlined in this handbook and discussed during training for the Juliette Cookie Program.

Funds owed to GSSEM for council proceeds from the Cookie Program will be collected via ACH debit from your troop bank account.

Cookie Program ACH Debit Schedule

Funds must be available in the bank account (checks cleared) by **Friday, February 23, 2024**. Electronic withdrawal of \$2.50 per package for initial order cookies will begin on **Monday, February 26, 2024**.

After the initial order ACH sweep, bi-weekly ACH sweeps will be done for an **account with a balance of \$5,000 or more owed to GSSEM**. Parents will be notified three business days before the sweep is set to take place. Parents will not be able to get additional cookies from the Cookie Cupboard until an ACH sweep is completed.

The remaining balance must be available in the bank account (checks cleared) by **Wednesday, April 17, 2024**.

The remaining balance due will be debited from troop accounts beginning on **Friday, April 19, 2024**.

ACH debits will continue until balance due to GSSEM has been collected. Bank NSF charges (\$20) incurred by GSSEM will be added to debt for each ACH rejection.

SPECIAL NOTE: Juliette Girl Scouts do not keep any cash funds from product programs. The full balance of all sales is submitted to GSSEM via ACH sweep. Juliette Girl Scouts will earn program credits for Girl Scout merchandise, camps, and programs. The amount earned is based on ranges published annually for each product program. Juliette Girl Scouts and parents should NOT refer to balance due numbers provided in the eBudde system, as these are designed for troops, and not accurate for Juliette Girl Scouts.

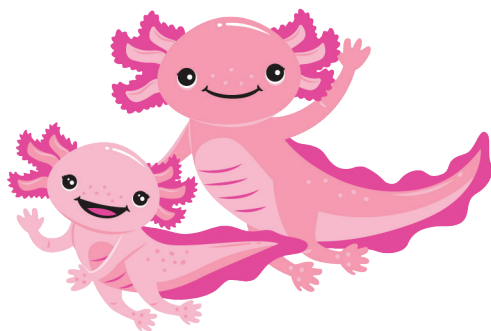
GSSEM takes misuse of funds extremely seriously. If personal use of funds occur, GSSEM will begin collection procedures, taking legal action as necessary. GSSEM will pursue all available criminal and/or civil charges involving misuse of funds. Credit Card Sales GSSEM offers the opportunity for Juliettes to accept credit card payments for cookies. If your Juliette would like to accept credit cards this year, our recommendation for a service provider is Square. You're responsible for setting up this service.

Credit Card Sales

GSSEM offers the opportunity for Juliettes to accept credit card payments for cookies. If your Juliette would like to accept credit cards this year, our recommendation for a service provider is Square. You're responsible for setting up this service.

Volunteer Resources

- For recorded trainings, print material copies, tip sheets and booth resources, visit our Cookie Resource Page at: www.gssem.org/csr
- For advice, commentary and updates, join our Product Program Facebook Support Page by searching "GSSEM-Product Program Support."
- Check out our Baker's website for activities and printable resources at www.littlebrowniebakers.com.





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of southeastern
michigan