



2025 Girl Scout Cookie Program Community Cookie Manager (CCM) Guide

Important Program Dates	
Start checking your Community TCM Log and passing out materials	Mon., Nov. 4
TCM/troop requirements AND girl permission slips due for Dec. 14 th start	Fri., Dec. 6
Digital Cooking site onese for TCMs and girls/parents	TCMs: Mon., Dec. 9
Digital Cookie site opens for TCMs and girls/parents	Girls: Sat., Dec. 14
Girls begin taking orders (Girl Scout Promise NOT before this date!!)	Sat., Dec. 14
TCMs submit in eBudde: • Paper cookie orders and all reviewed Digital Cookie orders • Initial order rewards • Delivery date/time/location	Sun., Jan. 5 by 11:59 p.m.
CCMs review and submit in eBudde: • Troop initial cookie orders • Communities initial order rewards and reward delivery address	Tues., Jan. 7 by 12 p.m./ <i>noon</i>
1st Round of council booth selection open in eBudde	Thurs., Jan. 9 @ 8 p.m Mon., Jan. 13 @ 8 p.m.
Initial order pick-ups confirmed in eBudde—TCMs should wait to print delivery confirmation until on/after this date	Fri., Jan. 10
2nd Round of council booth selection open in eBudde	Mon., Jan. 20 @ 8 p.m.
 Initial cookie pick-ups: Full schedule will be shared with all troops in December Main drop will be at Ward on Wed., Jan. 22 in A.M. and P.M. Alternative pick-up will be at Ward on Sat., Jan. 25 at 9-11 a.m. 	Wed., Jan. 22-Sat., Jan. 25
Troops can begin Independent Booths, <i>IF approved</i> in eBudde	
Initial rewards ship to CCM	Week of Jan. 27
Council cookie warehouse (at SCGSLC)/pick-up sites open	Tues., Jan. 28
Council booths begin & independent booths continue	Fri., Jan. 31
All cookie pick-up sites close & council booths end	Sun., Feb. 23
Opt-out rewards/additional proceeds form due to GSSWT	Mon., Feb. 24
Clean-up week: • For all troops to sell remaining inventory and make all deposits • Troops can continue independent booths	Mon., Feb. 24-Sun., Mar. 2
Digital Cookie closes	Wed., Mar. 5 @ 11:59 p.m.
TCM submit final rewards in eBudde	Fri., Mar. 7 by 11:59 p.m.
CCMs submit final reward & delivery address due in eBudde	Mon., Mar. 10 by 11:59 p.m.
CCM Appreciation Event; location and time TBA via invitation	Mid-April
Final rewards ship to CCM—distribute ASAP	Week of April 14
Online CCM Reward Report	Mon., May 5
Return ALL recognitions that have not been picked up by the TCM to PPD	Fri., May 30



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GSSWT Office Closures

Wed., Nov. 27-Fri., Nov. 29
Thanksgiving Holiday

Mon., Dec. 23-Wed., Jan. 1
Winter Holidays

Mon., Jan. 20 Martin Luther King Jr. Day



CCM Expectations

What is your role as CCM?

Your role is to be the mediator between troops in your community and council/Product Program Department (PPD). CCMs assist, guide, and teach troops the best practices to enjoy a fruitful and smooth cookie program. CCMs provide an invaluable service to girls and troops by having knowledge of the cookie program's inner-workings, being a direct line of access to council for support and questions, and provide encouragement to Troop Cookie Managers (TCM), presenting them with the necessary tools so that they flourish as leaders for their Girl Scouts.

What is expected of you as a CCM?

Your primary responsibility will be to ensure that all TCMs have received program materials and initial/final rewards. In addition, you will support troops/Individually Registered Girls (IRGs) assigned in your community by providing communication, holding trainings and meetings, assessing/verifying initial orders and reward orders, and being accessible to TCMs for support and fortitude. (Note: IRGs are treated like a regular troop with the parent acting as the TCM.)

Specific Duties

- Read and respond to all emails, calls and texts from TCMs and PPD in a timely manner.
- Monitor online Community TCM Log provided by PPD.
- Distribute program materials to participating troops/IRGs.
- Verify troops have selected initial and final rewards in eBudde before the due dates.
- Verify/update shipping address in eBudde before the initial and final reward due dates.
- Review/contact troops whose initial orders look too high or too low(reach out to PPD if questions!).
- Check in on troops toward the end of the program to ensure no troops have excess product, unpaid parents or have concerns about finishing out the program.
- Receive girl reward items, sort and distribute the items to troops/IRGs in a timely manner and return all unclaimed reward items to the council if not picked up by Fri., May 30.

Resources

The Product Program department (PPD) at the Sally Cheever Girl Scout Leadership Center (SCGSLC) will provide in-depth training to all CCMs and be their first contact for any issues that may arise within the community. We request that any questions are directed to customercare@girlscouts-swtx.org. When contacting PPD it is important to provide as much information as possible; include applicable names, troop numbers and a complete description of issue or question.

How can you help your troops and community?

- Work closely with the Community Chair, as well as GSSWT Troop Support and PPD to ensure 100% troop/IRG participation within the community.
- Provide support and communications to TCMs throughout the program.
- Promptly return phone calls/emails from troop leadership, TCMs and PPD.
- Communicate all program information to community team, troop leadership and TCMs.
- Keep paperwork on file for one year or pass paperwork onto Community Chair or new CCM.
- Encourage TCMs to utilize resources online and at SCGSLC resource center, such as cookie entrepreneurship and financial literacy badge kits.
- Encourage new and experienced TCMs to attend the Just-in-time webinar listed on the front cover.





Cookie Program Checklist



Throughout the Program

- ☐ Check your Community TCM log **daily** to verify TCMs have:
 - 1. Completed 2025 TCM training/agreement
 - 2. 2024-2025 Adult Membership with GSSWT
 - 3. Cleared background check on file with GSSWT that expires AFTER April 1, 2025
 - 4. Compliant troop bank account with GSSWT OR online Agreement to Deposit to council
- ☐ Contact TCMs to inform them of missing requirements (TCM emails listed in your Community TCM log)
- ☐ Schedule time for TCMs to pick up materials

	Before/Start of the Program
<i>Not</i> □	nember—Before the Program Wed., Nov. 6—TCM training available in gsLearn Sat., Nov. 9 @ 10:30 a.m12 p.m.—In-person TCM training offered during Second Saturday @ SCGSLC
Dec	rember—Cookie Program Begins
	Wed., Dec. 4 @ 10-11 a.m.—Just-in-time Webinar: Starting the cookie program
	Fri., Dec. 6 —ALL TCM training/troop requirements and permission slips must be completed to receive eBudde access by Sat., Dec. 14
	Wed., Dec. 11 @ 10-11 a.m.—Just-in-time Webinar: eBudde
	Sat., Dec. 14—Order taking begins—girls may begin later, but not before!
	Sat., Dec. 14 @ 10:30 a.m12 p.m.—In-person TCM training offered during Second Saturday @ SCGSLC Independent booth requests can be submitted in eBudde anytime—approvals will begin in mid-January

During the Program

January—	-Initial	Cookie	Order	Due
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- ☐ Thurs., Jan. 2 @ 10-11 a.m.—Just-in-time Webinar: Starting the cookie program off right
- ☐ By 12 p.m./noon, Tue., Jan. 7—CCM to review and update:
 - Troop initial cookie and reward orders
 - Submit rewards and community shipping address in Community level rewards tab
- ☐ Week of Mon., Jan. 27—Initial rewards ship to CCMs
- ☐ Tues., Jan. 28—Cookie pick-up sites open
- ☐ Fri., Jan. 31—Council-sponsored booths begin

February—Cookie Deliveries and Booths Begin

- ☐ Thurs., Feb. 13—1st Sweep
- ☐ Wed., Feb. 19 @ 10-11 a.m.—JIT Webinar: Finishing the program
- ☐ Thurs., Feb. 27—2nd Sweep

End of the Program

March—Program Ends

- ☐ Mon., Mar. 10—
 - By 5:30 p.m.: Sweep Adjustment with Unpaid Funds section for any parents that owe money
 - By 11:59 p.m.: Review and submit community reward order and delivery address in eBudde
- ☐ Thurs., Mar. 13—3rd Sweep

April/May—Final Wrap-up

- ☐ Mid-April—Tentative date for CCM Appreciation event; invitations will be emailed
- ☐ Week of April 14—Tentative date final rewards ship to CCMs and distribute rewards to your girls ASAP
- Mon., May 5—Online CCM reward report due—ensuring to report any missing items on report
- ☐ Fri., May 30—Return ALL rewards that have not been picked up by TCMs to PPD

Before the Program

Troop Cookie Manager (TCM) Training

TCM training is available on gsLearn and includes an online TCM Agreement linked at the end. CCMs may need to assist TCMs having trouble accessing the training.

Tips for accessing the training in gsLearn:

- gsLearn is not mobile friendly; we encourage TCMs take the training on a desktop/laptop
- · When accessing the training for the first time TCMs need to locate the training in the Content Library, the training will NOT automatically be listed on landing page/dashboard
- If a TCM says they completed training at least 5+ business days previous but aren't on your TCM log, double check they completed the TCM Agreement form at the end of the training

TCM/Troop Requirements

Once all TCM and troop requirements are fulfilled PPD will enter the TCM into eBudde:

- ✓ Registered GS member for the 2024-2025 membership year
- ✓ A cleared background check on file with GSSWT to expire after April 1, 2025
- ✓ NO outstanding balance due to GSSWT and in good standing
- ✓ Compliant troop bank account -OR- complete online Agreement to Deposit

NOTE: If a TCM is missing any requirements, DO NOT give program materials, and follow-up with PPD and the TCM to make sure they are fulfilling those requirements before the start of the program (see Community TCM Log for info).

Community TCM Log—how to check TCM requirements?

A link to your Community TCM Log will be sent to CCMs by PPD. Ensure to check your log daily and before sending emails to PPD or passing out materials.

TCM Check-in & Program Material Distribution

✓	Review	with	all	TCMe.
•	REVIEW	wiiii	an	I CIVIS.

Ш	Verify all TCI	M and troop re	quirements a	re completed	before prov	⁄iding ANY	materials	
	Due dates—p	ermission slip	s, initial order	r, rewards, sw	eep adjustr	nent w/ ur	ıpaid funds secti	on

- ☐ How to access cookie program resources and forms—GSSWT Cookies webpage, eBudde, etc.
- ☐ Sweeps, money collection and management—*always use receipts*
- ☐ Have a O & A opportunity to answer all questions TCMs may have
- ☐ Encourage TCMs to attend the Just-in-Time Webinars throughout the program

✓ If ALL requirements are complete on the Community TCM Log, you may distribute materials:

- □ 2025 TCM Guide Booklet
- ☐ Girl Scout S'mores—1 pkg per troop (to be shared at troop and/or parent meeting; break up into smaller pieces)
- ☐ Product and/or Money receipt book—2 per troop
- ☐ Gift of Caring Box Wraps—3-4 per troop
- ☐ Family Guide, Order Card & Money Envelope—1 per girl

Girl Participation & Permission Slips

All girls participating in the program are required to have a completed permission slip AND 2024-2025 membership. Girls with missing requirements won't receive Digital Cookie access and won't be listed in eBudde. All permission slips are processed by PPD and manually added to eBudde/Digital Cookie.

- Permission slips submitted by Thurs., Dec. 12 will be added to the sites by Sat., Dec. 14
- Permission slips submitted after 3 p.m. on Fri., Dec. 20 will NOT be added to eBudde/Digital Cookie until Thurs.. Jan. 2
- Permission slips are processed throughout the program and girls can join at any time
- Permission slips are NOT automatic and take 2-3 business days to be added to the sites





During the Program

Program Starts

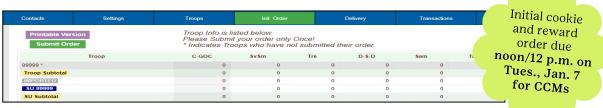
- ☐ Girls begin taking cookie orders on Sat., Dec. 14! (and, Girl Scout Promise NOT before this date!!)
- □ Don't lose touch with your TCMs—remind them of upcoming due dates and help them use eBudde!

See p. 9 for help with completing CCM verifications in eBudde!

Initial Order Submission Process

Initial Cookie Order—

□ Review troop in eBudde's "Init. Order" tab—troops with asterisk* have not reviewed/submitted orders.



Initial Reward Order-

- ☐ Review troop initial reward orders—sizes required this year for 350+ PGA reward
- ☐ Update shipping address for initial rewards in "Rewards" tab
- ☐ After reviewing the initial rewards and shipping address, submit all reward **orders** for your community.

What is a troop submitting their cookie order or rewards too early?

- ☐ IF a troop submits BEFORE they are ready OR misses the due date:
 - BEFORE the TCM due date, go to the "Troops" tab in eBudde and click unsubmit next to their troop, they can then make selections.
 - AFTER the TCM due date, go to the "Troops" tab in eBudde and click unsubmit next to their troop, click the troop on the left, make edits as needed and resubmit.
 - If you have already submitted for your community, you cannot make any edits. Call or email PPD to see if we are still able to make changes, but if the council has submitted to the bakery, no changes can be made.

Data Country (1) Data Country

Cookie Pick-up

- ☐ Cookie pick-up sites are available throughout San Antonio and surrounding cities on scheduled dates/times throughout the program. A pick-up site schedule and list of locations will be available in December!
- ☐ Troop-to-troop transfers—troops should use transfer receipts included with your Community's materials.
- ☐ Encourage troops looking for cookies or with excess to utilize the eBudde Cookie Exchange.

Assigning Cookies to girls

- ☐ Remind TCMs to complete a receipt when giving product to a parent and that both adults need to sign and keep a copy!
- ☐ Encourage and help TCMs enter cookie receipts as they happen OR at least within 48 hours—DO NOT wait until the end to allocate all cookies!

Money Collection & Sweeps

- □ Parents should only ever have an unpaid balance of \$500 per girl (or 100 pkgs of unsold cookies)—if needed, TCMs should request a deposit before giving more cookies.
- □ Direct TCMs to the online sweep adjustment if they do not have the full amount due deposited or they have a parent who has not paid the troop—see more info about the final sweep on p. 7.
- □ IRGs or Agreements to Deposit troops should follow the same deposit amount and dates listed for sweeps AND email, within 24-48 hours, validated deposit slips/receipts to customercare@girlscouts-swtx.org.

Finishing the Program

Finishing Up in eBudde

Allocate cookies—

☐ Ensure all cookies have been allocated to girls on the "Girl Order" tab in eBudde. Cookies left unallocated in troop inventory will affect the girls' rewards. If cookies left unallocated, PPD WILL allocate blindly!

Verify/submit final rewards—

- ☐ Review/verify troop orders—CHECK THAT:
 - Reward selections were made and submitted using the "Troops" tab in eBudde
 - Any girls over the 1600, 2025, 3000, 4000, or 5000+ pkg level DID NOT select cookie credits TCM entered additional patches quantities (i.e., Super Sister)
- ☐ If a troop submits their final reward order before they are ready or it is incorrect, you can:
 - BEFORE the TCM due date, go to the "Troops" tab in eBudde and click the unsubmit button next to their troop number which will allow them access continue making edits.
 - AFTER the TCM due date, go to the "Troops" tab in eBudde and click the unsubmit button next to their troop number, then find/click the troop on the left, go to their "Rewards" tab and make the edits as if you were the TCM
- ☐ Update shipping address in the "Rewards" tab.
- ☐ After reviewing all troops and updating your shipping address, submit the final reward order in eBudde no later than Mon., Mar. 10 at 11:59 p.m.



• Once submitted for the Community, you cannot make any edits—contact PPD with troop #, girl and reward choices if changes need to be made.

Final Sweep Adjustment Form with Unpaid Funds Section (previously Delinquent Account Report)

Troops that have any amount of unpaid funds as of Mon., Mar. 10 @ 5 p.m. must submit a Sweep Adjustment including the unpaid funds section. This then ensures that:

- 1. The balance owed by any parent is not taken from the troop account during the final sweep.
- 2. The responsibility for that unpaid balance is clearly and legally designated to appropriate parent.
- 3. Your troops proceeds are protected and remain in your troop bank account.
- ☐ Assist any TCMs that have parents who have not paid the troop with completing these forms and confirming their eBudde shows all receipts under the girl order tab with meaningful comments.
- □ Notify PPD of any TCM/troops that that are having trouble with parents.

Reward Distribution—

- □ Once you receive your communities final rewards—count all items you receive in shipment immediately and compare the amount you received against the packing list.
- ☐ Sort the reward items by troop, ensuring to note any missing items or patches.
- ☐ Report any missing rewards and the troop #s in the CCM Reward Report due on Mon., May 5
 - If rewards are missing, provide the items you do have to your troops.
 - If you received extra rewards, please return them to the PPD ASAP!
- ☐ Distribute troop rewards
- ☐ Watch your inbox for an invitation to the CCM appreciation event; location and time TBD
- ☐ Return any unclaimed cookie rewards to the PPD no later than Fri., May 30





eBudde for CCMs

All CCMs will receive Community level access to eBudde. This means that CCMs have a higher level of access than TCMs and will be able to access any troop in their Community eBudde's profile and will be able to make any changes just as a TCM would. CCMs can use this access to assist TCMs with eBudde questions or issues.

NOTE: CCMs should only make changes to troops eBudde with their knowledge and assistance.

Do's and DO NOTs of Community-level Access in eBudde

Do's

- Log into eBudde and click around the site
- Email your Community's TCMs using the "Email Branch" option under Contacts tab
- Add Community-specific messages and calendar events to your troop's dashboards with the options listed under the Settings tab
- Use the online TCM Guide to eBudde to help walk-through the site and the different things you and TCMs will need to complete in eBudde
- Access and share eBudde how-to videos on the Cookies Program Material webpage
- Ask PPD for eBudde help by emailing customercare@girlscouts-swtx.org!

Community Dashboard Highlights:

- Community and troops listed on left side—can toggle between troops (including your own troop) by selecting the troop number
- Shows current Community's overall progress and Per Girl Average (PGA) compared to last year
- Any messages and calendar events added by you or council will also show on the dashboard

Community eBudde FAQ:

Will I receive an email inviting me to access the site?

CCMs and TCMs will receive an email to access the site once all requirements are met and you are added by PPD.

How is the eBudde site different for CCMs?

The one main difference is that you will have access to an overall profile for your Community as well as all of the troop profiles that are in your Community. You can get to your Community profile by selecting your Community on the left panel and you can toggle to troop profile's by selected the troop number on the left panel.

What do I do if there is a troop or girl missing from eBudde?

For troops/TCMs, check your Community TCM log to ensure they have met all requirements and have been entered into eBudde by PPD.

For girls, ensure the parent/guardian has completed a permission slip AND THEN either have the TCM or yourself email us at customercare@girlscouts-swtx.org with the girl's name and troop number.

I still don't understand eBudde, what can I do?

Check out the online TCM Guide to eBudde and plan to attend the eBudde review on Wed., Dec. 1 @ 10 a.m.

Do Not's

- Uncheck your "Receives Email" box under the contacts tab—this will turn off our weekly update emails
- Add any girls or TCMs (called Troop Cookie Chair in eBudde) to eBudde—this is only to be done by PPD
- Change any settings on the Community level
- Add transactions under the Community level, unless instructed by PPD—always make sure to be under the correct troop when entering initial order or transactions



How to _____ in eBudde?

Accessing Troops in eBudde

As part of your Community level access you will also be able to access each troop's eBudde. You can then use this access to help TCMs troubleshoot, review info they have entered or assist in entering initial order, rewards, etc. after the TCM due date—however always ensure to only make changes to troops eBudde with their knowledge and assistance.

To access troops in eBudde:

- Select the applicable troop from the left panel
- · Review any sections or make any changes needed just as a TCM would
- Switch between troops and the community as needed

Initial Order Verification

Initial Cookie and Reward Orders:

- Go to the Community level of eBudde by selecting the community from the left panel
- o Click the "Init. Order" tab
- Troops that have submitted cookie and/or reward orders will show a purple unsubmit button—which can be used if a troop submits too early



Follow this guide for more help & screenshots:

Troop Pick-up Timeslot Confirmation:

- o Go to the Community level of eBudde by selecting the community from the left panel
- o Click the "Reports" tab
- o Find Troop Delivery Confirmation report and regenerate
- o Open report and review for any troops that still need to make selections
- Contact any troops that need selections and make changes as requested

Reward Review and Shipping Address—for both Initial and Final Rewards

Community Initial or Final Reward Order:

- Go to the Community level of eBudde by selecting the community from the left panel
- Go to "Rewards" tab
- Select Initial or Final
- Review the reward order for any troops with missing selections
- Make any selections needed by going to the troop on the left panel and resubmitting their rewards with the updated choices
- Enter your address information and submit

Follow this guide for more help & screenshots:





Cookie Program Material Distribution Sheet

When distributing materials use this form to track TCMs/troops that pick-up program materials. Always ensure to check Community TCM Log for all requirements before handing out any materials.

DO NOT give any materials to TCMs/troops who have not met all requirements!











Comp	lete for each troop:	TCM Materials Girl Mater		Girl Material	ials			
Date	TCM Name	Troop	Checked Community TCM Log before handing out materials?	TCM Guide (1 per TCM)	Receipt Booklet (2-3 per trp)	Order Cards (1 per girl)	Family Guide (1 per girl)	Money Envelope (1 per girl)

Cookie Program Material Distribution Sheet

Date	TCM Name	Troop	Checked Community TCM Log before handing out materials?	TCM Guide (1 per TCM)	Receipt Booklet (2-3 per trp)	Order Cards (1 per girl)	Family Guide (1 per girl)	Money Envelope (1 per girl)



Community Bonus Incentive Action Plan



Community Bonus Incentive Requirements

Communities that meet the following requirements below will receive <u>3/4 of a cent (\$0.0075) per package</u> of cookies sold in the community! AND any community that meets ALL requirements PLUS has a Per Girl Average (PGA) of 500+ will earn an additional <u>1/4 of a cent (\$0.01) per package</u> sold in the community (for a total of 1 cent per package)!

- 1. Community must also have participated in the 2024 Fall Product Program.
- 2. Have the December 2024 community financial report turned in on time and verified as complete.
- 3. Hold a community cookie rally (and provide a flyer to PPD by Mon., Mar. 10) OR assist with GSSWT at the council cookie rally on Sat., Jan. 11, 2025 with at least 8 girl and/or adult volunteers (PPD will email all CCMs regarding volunteer opportunities).
- 5. Have a PGA of 400+ for 34 of a cent OR PGA of 500+ for total 1 cent per package by the end of the program Mon., Mar. 10.
- 6. Have at least 55% of troops in your Community selling in eBudde with a minimum of 450 packages sold per troop
 - Only troops with 450+ pkgs will count towards the 55%
 - Troop rosters for each Community will be pulled on Fri., Feb. 28—review your community roster for any troops that need to be removed
- 7. Beginning debt (as of Mon., Mar. 10) must be less than ½ of 1% on gross sales (\$5/pkg).

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To Do	Key Dates
To Do ☐ Talk through incentive with Community Team ☐ Announce incentive to TCMs ☐ Confirm that December Finance Report was submitted for your community ☐ Attend or host Cookie Rally ☐ Remind troops to collect and submit money by due date ☐ Review the troop roster for your Community and reach out to customercare@girlscouts-swtx.org if any troops are no longer active ☐ Touchbase with troops about participation and debt at the end of the program ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	Mon., Dec. 16—December Finance Report Due Sat., Jan. 11—GSSWT Cookie Rally Fri., Feb. 28—PPD to pull troop rosters to calculate community participation % Mon., Mar. 10—PGA and beginning debt calculated Mon., May 12—Reward Report Due
Community Bonus Calculation	
3/4 of a cent for 400+ PGA	
pkgs sold x \$0.0075 = \$	
OR	
1 cent for 500+ PGA	
pkgs sold x \$0.01 = \$	