

2026 Girl Scout Cookie Program

Community Cookie Manager (CCM) Guide

Important Program Dates

Start checking your Community TCM Log and passing out materials	Tues., Nov. 4
TCM/troop requirements AND girl permission slips due for Dec. 14 th start	Thurs., Dec. 11
Digital Cookie site opens for TCMs and girls/parents	TCMs: Wed., Dec. 10 Girls: Sun., Dec. 14
Girls begin taking orders (<i>Girl Scout Promise NOT before this date!!</i>)	Sun., Dec. 14
1st Round of council booth selection open in eBudde	Thurs., Jan. 8 @ 8 p.m.- Mon., Jan. 12 @ 8 p.m.
TCMs submit in eBudde: - Paper cookie orders and all reviewed Digital Cookie orders - Initial order rewards - Delivery date/time/location	Sun., Jan. 11 by 11:59 p.m.
CCMs review and submit in eBudde: - Troop initial cookie orders - Community initial order rewards and reward delivery address	Tues., Jan. 13 by 12 p.m./noon
Initial order pick-ups confirmed in eBudde—TCMs should wait to print delivery confirmation until on/after this date (times may be adjusted by council/del. agent)	Fri., Jan. 16
2nd Round of council booth selection open in eBudde	Thurs., Jan. 22 @ 8 p.m.
Initial cookie pick-ups: - Schedule will be shared with troops in December - Main drop will be at Ward on Wed., Jan. 28 in A.M. and P.M. - Alternative pick-up will be at Ward on Sat., Jan. 31 at 9-10 a.m.	Wed., Jan. 28-Sat., Jan. 31
Troops can begin Independent Booths, <i>IF approved</i> in eBudde	
Initial rewards ship to CCM	Week of Jan. 26
Council cookie warehouse (at SCGSLC)/pick-up sites open	Tues., Feb. 3
Council booths begin & independent booths continue	Fri., Feb. 6
Opt-out rewards/additional proceeds form due to GSSWT	Wed., Feb. 25
All cookie pick-up sites close and council booths end	Sun., Mar. 1
Clean-up week: - For all troops to sell remaining inventory and make all deposits - Troops can continue independent booths	Mon., Mar. 3-Wed., Mar. 11
Digital Cookie closes	Wed., Mar. 11 @ 11:59 p.m.
TCM submit final rewards in eBudde	Fri., Mar. 13 by 11:59 p.m.
CCMs submit final reward and delivery address due in eBudde	Sun., Mar. 15 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 13
Online CCM Reward Report	TBD based on when rewards are shipped
Return ALL recognitions that have not been picked up by troops to PPD	Fri., May 29

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GSSWT Office Closures

GSSWT offices are always closed on **Mondays**.

Wed., Nov. 26-Fri., Nov. 28
Thanksgiving Holiday

Mon., Dec. 22-Fri., Jan. 2
Winter Holidays

Mon., Jan. 19
Martin Luther King Jr. Day

Mon., May 25
Memorial Day



CCM Expectations

What is your role as CCM?

Your role is to be the liaison between troops in your community and council. 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?

Primary Tasks	Page # with info	When?	Time Required
Monitor online Community TCM Log and check-in with TCMs needing help with training or requirements	5	November-December	1 hr, 1-2 days/wk
Provide program materials to troop with completed requirements	5 & 10-11	November-December	1 hr, 1-2 days/wk
Assist TCMs with eBudde	6	December-March	2-3 hrs/wk, duration of program
Verify that all troops have entered/saved initial orders in eBudde	6	Sun., Jan. 11-Tues., Jan. 13 @ noon	2-4 hours, one time
Check initial order reward submissions and enter initial reward delivery address in eBudde	6	By Tues., Jan. 13 @ noon	<1 hr, one time
Receive initial order rewards, sort and distribute to TCMs	9	Late January	1-2 hours, one time
Check in with TCMs at the end of the program about allocating cookies, entering reward selections in eBudde, any unpaid parents, excess product or any other concerns	6 & 8-9	Week of Mar. 9 leading up to due date on Fri., Mar. 13	1-2 hours, one time
Check reward submissions and enter final reward delivery address in eBudde	7	Sun., Mar. 15	1-2 hours, one time
Receive all rewards for the community, sort and distribute to troops by end of May	9	Mid-April	2-6 hours, one time
Complete online reward report	N/A	ASAP after receiving rewards	<1 hr, one time
Return all unclaimed rewards to council if not picked	N/A	By Fri., May 29	TBD
Ongoing Tasks			
Respond to all emails, calls and texts from TCMs	N/A	November-March	1 hr, 1-2 days/wk
Respond to all emails and calls from PPD—including reading the weekly CCM email sent each Wednesday	N/A	November-May	1 hr, 1-2 days/wk

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's Troop Support team and PPD to achieve 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.
- Encourage new and experienced TCMs to attend in-person trainings and virtual Just-in-time webinars listed in the TCM Guide.

Program Overview

Throughout the Program

- ☐ Check your Community TCM log **daily** to verify TCMs have:
 1. Completed 2026 TCM training/agreement
 2. 2025-2026 Adult Membership with GSSWT
 3. Cleared background check on file with GSSWT that expires AFTER April 1, 2026
 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

November—Before the Program

- ☐ **Tues., Nov. 4**—TCM training available in gsLearn
- ☐ **Sat., Nov. 8 @ 10:15 a.m.-12 p.m.**—In-person TCM training offered during Second Saturday @ SCGSLC

December—Cookie Program Begins

- ☐ **Wed., Dec. 3 @ 10-11 a.m. and 6-7 p.m.**—Just-in-time Webinar: Starting the cookie program
- ☐ **Wed., Dec. 10 @ 10-11 a.m. and 6-7 p.m.**—Just-in-time Webinar: eBudde Demo
- ☐ **Thurs., Dec. 11**—ALL TCM training/troop requirements and permission slips must be completed to receive eBudde access by Sat., Dec. 14
- ☐ **Sat., Dec. 13 @ 10:15 a.m.-12 p.m.**—In-person TCM training offered during Second Saturday @ SCGSLC
- ☐ **Sun., Dec. 14**—*Order taking begins—girls may begin later, but not before!*
- ☐ Independent booth requests can be submitted in eBudde anytime—approvals will begin in mid-January

During the Program

January—Initial Cookie Order Due

- ☐ **Wed., Jan. 7 @ 10-11 a.m. and 6-7 p.m.**—Just-in-time Webinar: Initial Cookie Order
- ☐ **By 12 p.m./noon, Tue., Jan. 13**—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. 26**—Initial rewards ship to CCMs

February—Cookie Pick-ups and Booths Begin

- ☐ **Tues., Feb. 3**—Cookie pick-up sites open
- ☐ **Wed., Feb. 4 @ 10-11 a.m. and 6-7 p.m.**—Just-in-time Webinar: Cookies are Moving
- ☐ **Fri., Feb. 6**—Council-sponsored booths begin
- ☐ **Thurs., Feb. 12**—1st Sweep
- ☐ **Wed., Feb. 25 @ 10-11 a.m. and 6-7 p.m.**—JIT Webinar: Finishing the program
- ☐ **Thurs., Feb. 26**—2nd Sweep

End of the Program

March—Program Ends

- ☐ **Sun., Mar. 15 @ 11:59 p.m.**—CCMs to confirm all reward selections have been made, enter their delivery address and submit community reward order
- ☐ **Mon., Mar. 16 by 5 p.m.**—Check in on any TCMs that have an uncollected balance owed by a parent to ensure they complete a Sweep Adjustment with Uncollected Funds section
- ☐ **Thurs., Mar. 19**—3rd Sweep

April/May—Final Wrap-up

- ☐ **Mid-April**—Tentative date for CCM Appreciation event; invitations will be emailed
- ☐ **Week of April 13**—Tentative date final rewards ship to CCMs and distribute rewards to your girls ASAP
- ☐ **TBD in April**—Online CCM reward report due—ensuring to report any missing items on report
- ☐ **Fri., May 29**—Return ALL rewards that have not been picked up by TCMs to PPD

Before the Program

Troop Cookie Manager (TCM) Training

Let your troops know when training is available beginning Tues., Nov. 4—TCMs can complete it anytime on gsLearn OR in-person on Sat., Nov. 8, Thurs., Nov. 13 or Sat., Dec. 13!

CCMs may need to assist TCMs having trouble accessing the training. **Here are some tips to help with 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 should search for the training in their content library
- 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

Additional TCM/Troop Requirements

Once all TCM and troop requirements are fulfilled PPD will enter the TCM into eBudde, if any TCMs are missing any of these requirements notify them ASAP:

- ✓ Registered GS member for the 2025-2026 membership year
- ✓ A cleared background check on file with GSSWT to expire after April 1, 2026
- ✓ NO outstanding balance due to GSSWT and in good standing
- ✓ Compliant troop bank account -OR- complete online Agreement to Deposit

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 for new TCMs and before providing materials. **If a TCM is missing 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.**

TCM Check-in & Program Material Distribution

- ✓ Review with all TCMs:
 - ☐ Verify all TCM and troop requirements are completed before providing ANY materials
 - ☐ Due dates—permission slips, initial order, rewards, sweep adjustment form
 - ☐ How to access cookie program resources and forms—GSSWT Cookies webpage, eBudde, etc.
 - ☐ Sweeps, money collection and management—*always use receipts*
 - ☐ Have a Q & 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:
 - ☐ 2026 TCM Guide Booklet
 - ☐ Girl Scout Exploremores—1 pkg per troop (*to be shared at troop and/or parent meeting*)
 - ☐ Product and/or Money receipt book—2 per troop
 - ☐ Gift of Caring Box Wraps—3-4 per troop
 - ☐ Booth Info Card—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 2025-2026 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 are NOT automatic and take 2-3 business days to be added to the sites
- Permission slips submitted by Thurs., Dec. 11 are guaranteed to be uploaded by Sun., Dec. 14
- Permission slips submitted after 5 p.m. on Mon., Dec. 22 will NOT be added to eBudde/Digital Cookie until Mon., Jan. 5
- Permission slips are processed throughout the program and girls can join at any time

During the Program

See p. 9 for
How-to's on
verifying initial
orders in
eBudde!

Program Starts

- ☐ Girls begin taking cookie orders on Sun., Dec. 14! (*Girl Scout Promise NOT before this date!!*)
- ☐ Don't lose touch with your TCMs—remind them of upcoming due dates, assist them in using eBudde/Digital Cookie and encourage them to use council resources!

Initial Order Submission Process

Initial Cookie Order—Troops with orders MUST have all orders saved AND pick-up location/time

- ☐ Review troop in eBudde's "Init. Order" tab—troops with asterisk* have NOT reviewed/submitted orders.
- ☐ Use the eBudde "Troop Delivery Assignments" in the "Reports" tab to check that all troops have selected a delivery location, time and date.
- ☐ After checking all orders and delivery info, submit all initial orders.

Contacts	Settings	Troops	Init. Order	Delivery	Transactions
Printable Version Submit Order					
Troop Info is listed below. Please Submit your order only Once! * Indicates Troops who have not submitted their order.					
Troop	C-GOC	SvSm	Tre	D-S-D	Sam
99999 *	0	0	0	0	0
Troop Subtotal	0	0	0	0	0
IMPORTED	0	0	0	0	0
SU 99999	0	0	0	0	0
SU Subtotal	0	0	0	0	0

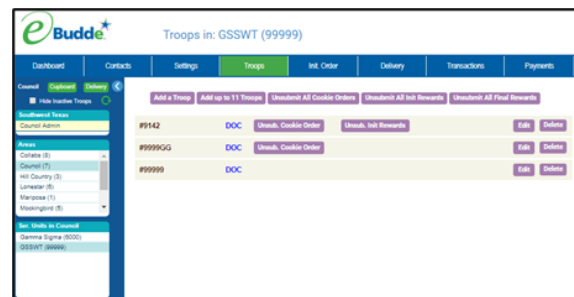
Initial cookie
and reward
order due
noon/12 p.m. on
Tues., Jan. 13
for CCMs

Initial Reward Order—

- ☐ Review troop initial reward orders in "Rewards" tab.
- ☐ 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 if a troop submitted their cookie order or rewards too early?

- ☐ BEFORE the TCM due date, go to the "Troops" tab in eBudde and click **unsubmit** next to their troop, to give them access again.
- ☐ 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.*



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 MUST use transfer receipts included with your community's materials AND enter the transfer in eBudde within 24 hours of the exchange.
 - Troops/parents should NOT PAY each other for transfers—financial responsibility is transferred when the receipt is entered in eBudde.
- ☐ Encourage troops looking for cookies or with excess to utilize the eBudde Cookie Exchange.

Assigning Cookies to Girls

- ☐ It is the #1 responsibility of the TCM to assign cookies throughout the program to ensure girls get proper credit and the troop is able to update parents regularly on their balance.
- ☐ Remind TCMs to complete a receipt when giving product to a parent and both adults MUST sign.
- ☐ Receipts should be entered as they happen OR at least within 48 hours—TCM should NOT wait until the end!

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.
- ☐ Encourage TCMs to complete the online Sweep Adjustment Form if they do not have the full amount due deposited or 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

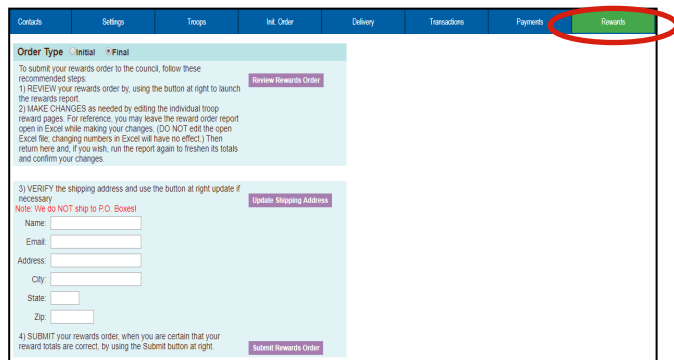
Finishing Up in eBudde

Assigning cookies—

- ☐ Ensure all cookies have been assigned to girls on the “Girl Order” tab in eBudde. Cookies left unassigned 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, 2026, 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 to 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 Sun., Mar. 15 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 Uncollected Funds Section

Troops that have any amount of uncollected funds as of Mon., Mar. 16 @ 5 p.m. must submit a Sweep Adjustment including the uncollected funds section. This 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 community’s final rewards—count all items 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 ASAP
 - 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, so they can be used for the other Communities!
- ☐ 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 29

eBudde for CCMs

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

NOTE: CCMs should only make changes to troop's 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!

Do NOT's

- Uncheck your "Receives Email" box under the "Contacts" tab—this will turn off 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

Community Dashboard Highlights:

- Community and troops listed on left side—can toggle between troops (including your own troop) by selecting the troop number
- Track community's progress and Per Girl Average (PGA) compared to last year
- View any messages and calendar events added by you or council will appear here



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 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 profiles by selecting 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 Just-in-Time Webinar for eBudde review on Wed., Dec. 10 @ 10 a.m. AND 6 p.m.

How to _____ in eBudde?

Access a Troop

As part of your community level access you will also be able to access your troops eBudde site. Use this to help TCMs troubleshoot, review info they have entered or assist in entering orders/rewards, etc.— however always ensure to **only make changes to troop's eBudde with their knowledge and assistance.**

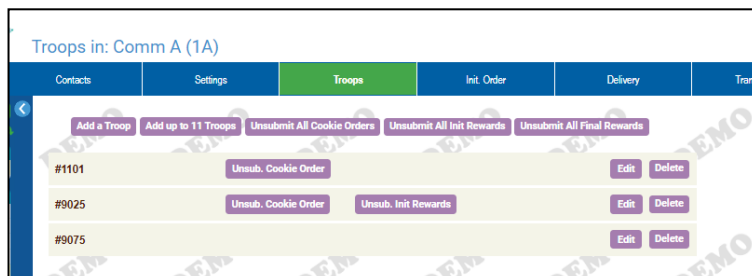
To access troops in eBudde:

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

Verify Initial Orders

Initial Cookie and Reward Orders:

- Go to the Community level of eBudde by selecting the community from the left panel
- 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 help & screenshots:



Troop Pick-up Timeslot Confirmation:

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

Verify and Submit Reward Selections—Initial or Final

- 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 troops with missing selections
- Make 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 help & screenshots:



Print Reward Report for Sorting & Distribution

- Go to the Community level of eBudde by selecting the community from the left panel
- Go to “Reports” tab
- Find “Troop Rewards HTML” report, select Initial or Final and click “Regenerate”
- You can then print and each troop’s rewards will be listed on a separate page

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!



**Each troop will get
ONE package of
Exploremores!**

[illegible]

Cookie Program Material Distribution Sheet

[illegible]

BRAVE. FUN!
FIERCE. FUN!

Communities that meet the following requirements below will receive 3/4 of a cent (\$0.0075) per package of cookies sold in the community! Any community that meets ALL requirements PLUS has a Per Girl Average (PGA) of 500+ will earn an additional 1/4 of a cent (\$0.0025) per package sold in the community (for a total of 1 cent per package)!

-

- ☐ Talk through incentive with Community Team
- ☐ Announce incentive to TCMs
- ☐ Confirm that the November Finance Report was submitted for your community
- ☐ Attend or host a 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
- ☐ Touch base with troops about participation and debt at the end of the program

Mon., Nov. 17 —December Finance Report Due
Sat., Jan. 10 & 17 —GSSWT Cookie Power & Rally
Sun., Mar. 1 —PPD to pull troop rosters to calculate community participation %
Mon., Mar. 16 —PGA and beginning debt calculated
Early May —Reward Report Due

3/4 of a cent for 400+ PGA:

_____ pkgs sold x \$0.0075 = \$ _____

OR

1 cent for 500+ PGA:

_____ pkgs sold x \$0.01 = \$ _____