



**FAQ's February 4, 2021**

**Q. What is the Cookie Finder?**

**A.** GSUSA's Cookiefinder.org is the app that potential customers can use to find GS cookies. In years past it was used to find booths but this year Digital Cookie is also providing troops the opportunity to create a Troop Link not tied to a specific girl's Digital Cookie site. This Troop Link allows customers looking for cookies to order shipped or donated cookies, and the sales benefit a local troop. A customer puts in their ZIP code and the site presents a randomly selected troop nearby that has created a Troop Link. This is a great option for a customer looking to purchase cookies and does not know a Girl Scout.

**Q. How does the troop appear when someone searches in the zip code?**

**A.** Digital Cookie has designed the system to select at random a troop in or near the ZIP Code entered. The idea behind the Troop link is to give the person who doesn't know any Girl Scouts the chance to purchase cookies.

**Q. Why are my girls not showing up in eBudde?**

**A.** If your girls were registered prior to February 1, 2021 they should be showing in eBudde at this time. If they are not, double check to see if they are registered. If they do not have a current membership, they will need to renew or register as a Girl Scout to participate. There will be an additional upload of girls to eBudde for those girls that registered after February 1, 2021. This will occur before February 12, 2021.

**Q. Why did I not receive the DOC email?**

**A.** Please check your spam folders for an email from Girl Scout Cookies. If you have a Hotmail account the DOC email often gets held in the junk folder. If you have an AOL account it is usually held in the spam folder. If you have a Gmail account, it sometimes is sent to the promotions folder depending on your personal email settings.

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