

Initial Order & Digital Cookie

Q: How can TCCs see if a parent order in Digital Cookie transferred to eBudde?

A: In eBudde, click into the girl and view her Initial Order. If the order was submitted in Digital Cookie, it will appear under Order Card.

If you do not see it, contact us ASAP.(Membercare@girlscoutshh.org/855-232-4744)

Q: If parents enter sales in Digital Cookie, do they show up in eBudde automatically?

A: Yes. If caregivers complete the Virtual Order Card in Digital Cookie and submit it, those sales will transfer to eBudde. **Always double check that they clicked submit.**

Q: How long does it take for Digital Cookie to sync with eBudde?

A: Usually quickly, but it can take up to 24 hours.

Q: Girl-delivered orders in Digital Cookie – when are they due?

A: Girl-delivered initial orders in Digital Cookie must be submitted by March 1.

Q: Paper order cards – when are those due?

A: Troops can enter paper orders until end of March 3. If a caregiver misses the deadline, the TCC/leader can enter them by March 3.

Initial Order Deadlines

- Girls' Initial Order deadline: March 1
- Troop Initial Order & Rewards due: March 3 by 11:59 PM
- All initial orders must be submitted by: March 3 at midnight

Every troop must submit initial order AND rewards, even if not receiving physical rewards. This helps SU and Council meet submission deadlines.

Cookie Delivery & Pickups

Q:When will Initial Order cookies be delivered?

A:March 19–21

(Digital Cookie may show April 13 that is just an “expected by” date for Girl Delivery, not when cookies arrive to troops.)

Q:Can we request our pick-up time now

A: Not until the initial order period ends and your troop submits their order.

Q: Can I order cookies the day before pickup?

A: Yes.

Q: Our booth is before Initial Order delivery how do we get cookies?

A: You can place an order through a cupboard in eBudde.

Q: Is there a cookie cupboard in Kingston, NY this year?

A: Yes. Kim Kelly's cupboard in Saugerties.

Payments & ACH Dates

Q: Are ACH dates posted?

Yes:

- 1st ACH – 4/10
- 2nd ACH – 5/8
- 3rd ACH – 6/2

Orders, Extras & Cases

Q: How are cookies packaged?

A: There are 12 packages per case, and initial orders are rounded up to full cases.

Q: What happens with extras?

A: Troops are responsible for using extras for:

- Booths
- New girl delivery orders
- Donations
- Cookies-in-hand fulfillment after March 1

Example: If you sell 6 packages of Thin Mints during initial order, you'll receive a full case (12 packages). The extra 6 can be used later.

Cookies in Hand Mistakes

Q: If someone accidentally orders with Cookies in Hand, you have options:

1. Fulfill when Initial Order cookies arrive (if you have extras)
2. After March 1, place a cupboard order to fulfill
3. Contact Member Care or a Product Program Specialist to refund and reorder correctly

If you want the cookies to count toward Initial Order, the order must be refunded and replaced correctly.

Turning Off Girl Delivery

Q: How do we turn off Girl Delivery after Initial Order?

Contact a Product Program Specialist or Member Care:

- Aurora – 855-232-4744 ext 736 | arozco@girlscoutshh.org
- Kathy – 855-232-4744 ext 234 | kjames@girlscoutshh.org
- Laci – 855-232-4744 ext 423 | lmann@girlscoutshh.org
- Regina – 855-232-4744 ext 779 | rshaver@girlscoutshh.org
- Member Care – 855-232-4744 | membercare@girlscoutshh.org
- Cookie Hotline (emergencies/weekends) – 855-232-4744 ext 986

Q: Can parents turn off Girl Delivery?

A: No.

Last Year's Sales

Q: Can we see what we ordered last year?

A: Yes. In eBudde, click the season drop-down in the top left and select 2024–2025 Sales Season.

Goal Getter Period

Q: What is Goal Getter?

A: The time after Initial Order through the end of the sale when girls can continue selling using:

- Extras
- Cupboard pickups
- New girl delivery or donation orders

Troop Proceeds

- Base Proceeds: \$1.00 per package
- Initial Order Bonus:
 - o PGA 110+ AND 1200+ Fall Product Program = + \$0.10/package
- Full Sale Bonus:
 - o PGA 150+ = + \$0.10/package

Max proceeds: \$1.30 per package

Juniors/Cadettes/Seniors/Ambassadors/Juliettes with 110 PGA during Initial Order may opt out of physical rewards to earn an additional \$0.10 per package for the entire sale.

Handling Cash

Girls should only collect cash after cookies are delivered.

All cash must be deposited into the troop bank account.

Troop Link Orders

Cookies purchased through the troop link:

- Must be allocated in eBudde
- Do NOT count toward Initial Order
- Includes booth cookies

Pro Tips

- Ask caregivers to finish entering orders by 2/28 so you can double-check everything transferred properly.
- Have caregivers take a photo of the order card!