

2010 Girl Scout Cookie Sale Program Service Area Cookie Manager (SACM) Packet

2010 Cookie Program Dates

December 2009 – January 2010	Hold Troop Cookie Manager (TCM) training; girls and parents attend Troop Cookie Training.
January 22 – February 7, 2010	Cookie Sale Program Door-to-Door Order Dates
February 12, 2010	TCMs submit all initial cookie orders into eBudde.
February 15, 2010	All Service Areas submit final initial cookie order.
March 3 – 13, 2010	Cookies delivered to SACMs and distributed to TCMs.
March 3 – 21, 2010	Girls pick up cookies from TCM, deliver cookies and collect money.
March 12 – April 11, 2010	Girls participate in Cookie Booths with their troops.
March 26, 2010	Troop payment for ALL cookies ordered during the initial order turned into SACM.
March 29, 2010	All troop checks are deposited. Validated deposit tickets and Uncollected Funds Forms for troop debts mailed to the Appleton Service Center.
April 12, 2010	TCMs submit recognition order into eBudde. Troop payment for all secondary cookie orders turned into SACM.
April 13, 2010	Service Areas submit recognition order into eBudde. All troop checks for final payments deposited. Validated deposit receipts and Uncollected Funds Forms for troop debts mailed to the Appleton Service Center.
May 2010	SACMs receive recognitions and distribute to TCMs. TCMs distribute recognitions to girls.
May 10, 2010	All Uncollected Funds Forms due to GSNWGL Product Program Department.
June 30, 2010	Final day to report recognition and Cookie Dough discrepancies or problems to GSNWGL Product Program Department.





SERVICE AREA COOKIE MANAGER (SACM) TIMELINE

December 2009 – January 2010

- Hold Troop Cookie Manager (TCM) training for all Troops. Collect all TCM Volunteer Agreements before distributing other Cookie Sale Program materials to TCM. Retain TCM Volunteer Agreements until July 1, 2010 or after.
- TCMs train girls and parents to participate in 2010 Cookie Sale Program.
- Verify that you have received bank account deposit tickets from the Product Program Department.
- Edit and/or add troops into eBudde.

January 22 – February 7, 2010

- Girl Scouts take initial cookie orders.
- No money is collected at this time.
- Work with the Product Program Department to determine delivery type – Standard or Trailer Delivery.
- If a Standard Delivery arrange for a Cookie Delivery Site. Cookie Delivery Sites should be large easily accessible locations. It is recommended that the facility be climate controlled, handicap accessible and have restroom facilities available. Often community centers, fire stations, town halls, warehouses, etc. make excellent Cookie Delivery Sites. Please also keep in mind that semi-trucks will be delivering cookies to Service Areas. Easy access is always a plus.
- If a Trailer Delivery – mall parking lots, school parking lots, etc. work great! If you need assistance, contact the Product Program Department.

February 12 – 15, 2010

- TCM will enter initial cookie orders into eBudde (the computer ordering system) no later than February 12, 2010.
- All troops order by the case; troops are responsible for surplus cookies.
- SACM submits final initial cookie order.
- Refer to Step by Step eBudde Guide for more information.

March 3 – 13, 2010

- SACM accepts delivery of cookies.
- Sort cookies by troop for pick up or assist with Trailer Delivery.
- TCM picks up cookies from SACM.
- Verify that the correct amount of cookies are picked up.
- Have TCM sign a receipt taking responsibility for the cookies.

March 3 – 21, 2010

- Girls deliver cookies and collect payment.

March 26 – 29, 2010

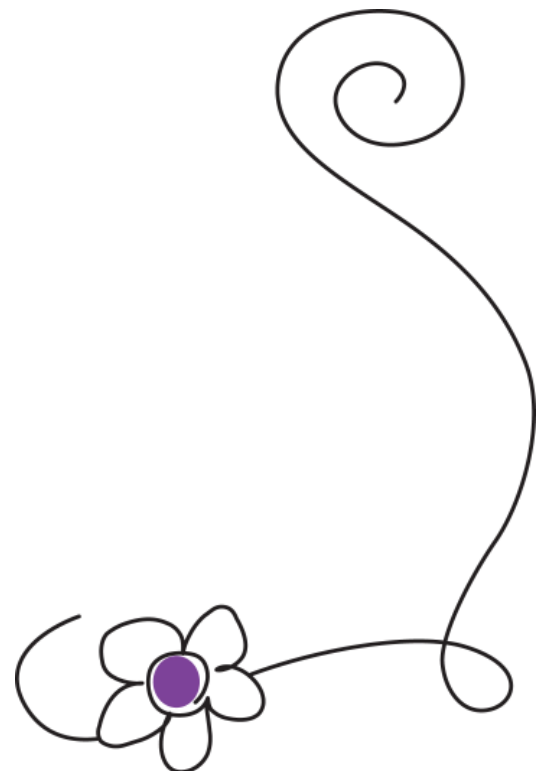
- Troop payment for initial cookie orders due to SACM by March 26, 2010. Product Program Uncollected Funds Forms for Family Debt should be turned in at this time.
- SACM should only accept a troop check made payable to “GSNWGL;” do not accept cash or individual payments. If a troop check is not available, have the TCM take all funds to the bank and get a bank/cashier’s check for the total amount due.
- Deposit all bank, cashier and/or troop checks into the designated Product Program Bank Account. When completing the deposit slip, please write your Service Area name on the top of the deposit slip and make note of the troop number next to each check amount.
- Make a copy of deposit slip if slip is not carbon copy. Once deposit is made, verify that you have received a validated deposit ticket.
- Complete the Product Program Uncollected Funds Form for any troop debt. Forward all Product Program Uncollected Funds Forms, copy of deposit slip, and validated deposit ticket to the Appleton Service Center postmarked by March 29, 2010.

April 12 – 13, 2010

- Troop payment for secondary cookie orders due to SACM by April 12, 2010. Follow same procedure for initial cookie order payments.
- TCM submits Troop recognition order in eBudde no later than April 12, 2010.
- SACM submits Service Area recognition order in eBudde no later than April 13, 2010.
- Forward all Product Program Uncollected Funds Forms, copy of deposit slip, and validated deposit ticket to the Appleton Service Center postmarked by April 13, 2010.
- Follow directions in Step by Step eBudde Guide for additional information.

May – June 2010

- SACMs receive recognitions and distribute to TCMs. TCMs distribute recognitions to girls.
- Submit any Uncollected Funds Forms to GSNWGL Product Program Department no later than May 10, 2010.
- June 30, 2010, is the final day to report recognition and Cookie Dough discrepancies or problems to GSNWGL Product Program Department.





TCM TRAINING INFORMATION

Before TCM Training Meeting

You will need to make the following preparations:

- Register for the 2009-2010 year before participating in the 2010 Cookie Sale Program.
- Work with your Service Area Manager or Membership Manager to plan a TCM training date. TCM training sessions should last approximately 90 minutes.
- Obtain names, emails and phone numbers of TCMs/troops from your Membership Manager for use in eBudde and in money/order collection.
- Log on to the eBudde Demo site to explore all the features and practice setting up troops, placing orders, etc.
- The active GSNWGL eBudde website will be accessible no later than 24 hours after training.
- Review, prepare and sort all items received via both UPS/Fed Ex and at the SACM Training Session. (For more information please see the "Who Gets What" section of this packet.)

During the meeting with the TCMs

- Remind TCMs to utilize the Little Brownie Baker Cookie Activity Kits, which help the girls prepare for a successful cookie season, to plan troop meetings leading up to the Cookie Program.
- The TCM Volunteer Agreement signed and turned in to the SACM prior to a troop receiving order cards and participating in the sale. The TCM Volunteer Agreement should be returned to and retained by the SACM.
- Remind TCM that the parent permission slip **MUST** be completed and signed by a parent/guardian prior to the girl receiving her order card and participating in the program. The permission slip is retained by the TCM.
- Share the benefits of the Cookie Sale Program for girls and troops and the reasons to participate.
- Discuss the importance of goal setting both for troops and for girls.
- Discuss the importance of adult supervision, the buddy system and other safety issues.
- Remind TCMs that order taking does not begin until Friday, January 22, 2010. Girls and parents/guardians are on an honor system.
- Give TCMs a basic training on using the eBudde website.
- Discuss how TCMs should let you know they've finished entering orders into eBudde, no later than February 6, 2010.
- Cookies will be delivered to the TCM no later than March 13, 2010. The SACM will notify all TCMs in the Service Area of the time and place of cookie pick-up.
- Remind TCMs that money is collected at the time of cookie delivery. All checks should be made payable to "Girl Scouts," not the troop, girl, or her parent/guardian.
- Remind TCMs to write one check from a troop checking account to give to the SACM. Cash and individual checks should not be given to the SACM.
- Discuss money-handling with the TCMs. Whenever a TCM receives cash from a Girl Scout or her parent/guardian, the funds should be counted in the presence of both the TCM and the Girl Scout and/or her parent/guardian. A receipt should be signed by both the TCM and the parent/guardian.
- Discuss selling techniques such as telephone and door-to-door sales, as well as selling to friends, neighbors, and relatives. Cookies may not be sold on the Internet.
- Remind TCMs to set up Cookie Club accounts for girls. Using Cookie Club, Girl Scouts may send personal emails to someone such as a grandparent, aunt, uncle, or family friend to let them know they are taking orders.
- Discuss booth sales with TCMs. Troops are encouraged to hold at least one booth sale.

Who Gets What?

The following items should be distributed to each TCM after receiving her TCM Volunteer Agreement:

One Per Registered Girl Scout:

- Customized Girl Scout Cookie Sale Program Order Card
- 2010 Girl Scout Cookie Sale Program Girl Scout Packet
- 2010 Goal Getter Order Card
- Girl Money Envelope

One per Troop:

- 2010 Girl Scout Cookie Sale Program Troop Cookie Manager Packet
- One Box of Thank U Berry Munch Cookies
- One Receipt Book
- **Each troop should also receive three (3) extra Customized Order Cards.

The following items should be retained by the SACM for use during TCM training:

- One box of each flavor of Cookies

The following items should be used by the SACM during delivery:

- Quick Pick Up Form (Bubble Sheet)
- Jumbo Envelope
- One or more receipt books

The SACM also received ten additional copies of the following items, and these should be retained as extras by the SACM for troop use, if needed:

- Girl Money Envelope
- 2010 Goal Getter Order Card

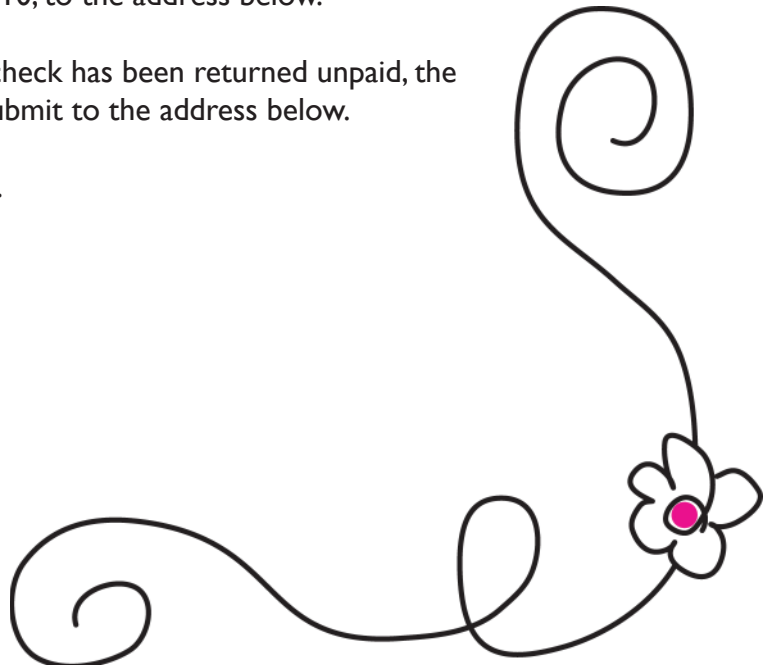
Uncollected Funds Policy

If a Girl Scout Troop does not submit payment for cookies by the deadline, the TCM should complete the Product Program Uncollected Funds Form for Troop/Family Debt. Each TCM or Troop Leader should be contacted a minimum of three times by the SACM prior to turning in the Product Program Uncollected Funds Form.

The Product Program Uncollected Funds Form is to be turned in along with all validated deposit tickets to the Product Program Department no later than March 29, 2010, to the address below.

Also, if a Troop is notified by their bank that a customer check has been returned unpaid, the troop must complete the Uncollected Funds Form and submit to the address below.

Girl Scouts of the Northwestern Great Lakes, Inc.
Attn: Product Program Department
P.O. Box 9427
Green Bay, WI 54308-9427





Juliette Cookie Sale Program Information

GSNWGL will be sending information to each Juliette notifying her of the 2010 Girl Scout Cookie Sale Program. The mailing will identify the contact information for the Juliette's SACM. It will be the responsibility of each Juliette to contact her SACM if she wants to participate in the 2010 Girl Scout Cookie Sale Program.

When a SACM is notified that a Juliette will be participating in this year's program, the SACM will be responsible for getting all cookie materials and necessary training to the Juliette and her parent/guardian.

For the most part, Juliettes will participate in the Cookie Sale Program just like any other registered Girl Scout.

Before distributing materials to any Juliette, verify that a Parent/Guardian Permission and Responsibility Agreement has been submitted. The SACM will retain Juliette agreements.

Juliettes will take orders for cookies just like any other Girl Scout; except Juliettes will submit all order cards to her SACM instead of a TCM. Juliettes need to turn in all order cards to the SACM no later than February 8, 2010.

The SACM will enter all orders into eBudde on behalf of the Juliette. SACMs will set up a one troop for all Juliette orders and then enter the order information.

Treat each Juliette and her parent/guardian as a troop in regards to Cookie Delivery. Contact each Juliette and her parent/guardian to let them know when and where to pick up the ordered cookies.

When a Juliette and her parent/guardian picks up her cookies, please have the parent/guardian sign a receipt showing the transfer of the cookies to that individual.

Juliettes will submit all cash and checks, including profit to the SACM no later than March 22, 2010. When a SACM receives cash from a Juliette and/or her parent/guardian, the funds should be counted in the presence of both the SACM and the Juliette and/or her parent/guardian.

A receipt should be signed by both the SACM and the parent/guardian. Each party should retain a copy of the receipt.

The SACM will deposit all funds collected by a Juliette into the pre-designated Product Program bank account. The funds for all participating Juliettes should be listed on a different deposit ticket than the payments received from troops.

Make a copy of deposit slip if slip is not carbon copy. Once deposit is made, verify that you have received a validated deposit ticket.

Complete the Product Program Uncollected Funds Form for any Juliette debt. Forward all Juliette Cookie Program Uncollected Funds Forms for Juliettes, deposit slip(s) for Juliettes, and validated deposit ticket(s) for Juliettes to the Appleton Service Center with all other troop materials postmarked by March 29, 2010.

Don't forget to track any additional cookies sold by a Juliette and order any recognitions no later than April 12, 2010!



COOKIE CLUB

Cookie Club is a fun, interactive website and learning experience where girls can learn firsthand about the power of goal-setting.

Girls can:

- Learn about goals and selling tips
- Set selling and personal goals
- Track their progress
- Record their customer lists so they can be saved and reused each Cookie Season.



New for 2010, Cookie Club is also a place where girls can supercharge their cookie sales with the **all-new Cookie Club “ask” feature!** This feature will help girls jump safely into the fun of today’s social media as they boost sales and learn the power of online marketing. It’s safe, easy and fun!

- Girls send emails to family and friends to ask for cookie “promises”
- Customers submit their promises through an online order form that protects girls from unwanted communications
- Girls track their promises in their Cookie Club accounts
- Girls print the final promises page and turn it in with their order cards
- Girls deliver cookies and accept payment in person

How Can Girls Get Started?

Before entering the Cookie Club, the TCM sets up an account for each girl by acquiring permission from her parents/guardians and then entering each girl into the system. Next, each Girl Scout receives a login and password from the TCM.

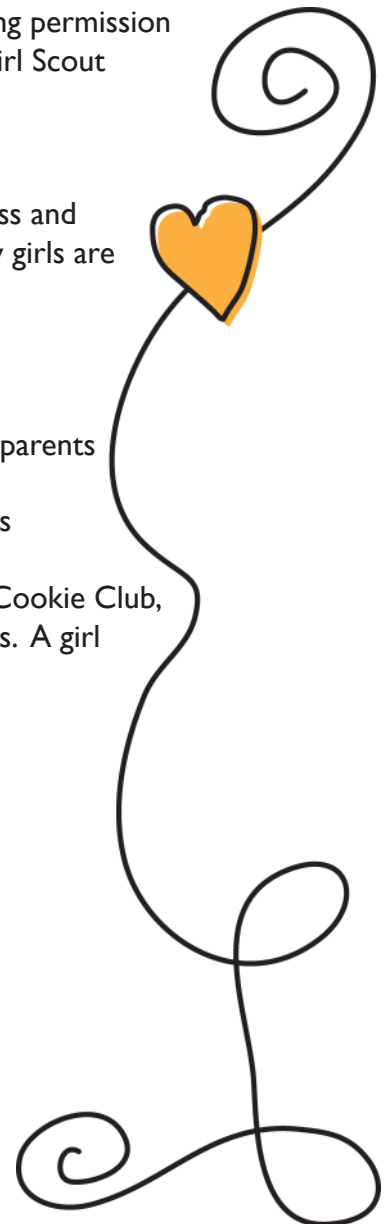
Why participate?

The Cookie Club assists girls in learning essential life skills such as goal-setting, business and communication strategies, and teamwork. TCMs can use the Cookie Club to see how girls are progressing and keep everyone focused on their goals at a quick glance.

Best of all, it’s fun for everyone!

What About Safety?

The Cookie Club is a password-protected, private area only for Girl Scouts and their parents and authorized Council staff. In order to use the Cookie Club, a girl needs to have a Parent/Guardian Permission and Responsibility Agreement signed and turned in. TCMs provide passwords only to those girls from whom they have received written parental permission. In addition to receiving written parental permission, before entering the Cookie Club, girls must take a safety quiz, which provides assurance she understands the safety rules. A girl may not enter the Cookie Club until she succeeds in her safety certification.



SACM Step by Step eBudde Guide

Once you've completed your SACM Training, go to <https://ebudde.littlebrownie.com>. As the SACM, you also are the Delivery Station Manager in eBudde. Near the top left corner of the page, you will see Navigate Here, and there will be two tabs – Council and Delivery. Always view your Service Area under Council unless otherwise directed below.

Complete Steps One, Two, Three and Four before the sale begins!

Step One: Update Your Information

- Your login is the email address the Product Program Department has on file for you and your temporary password is eBudde.
- Click LOGIN.
- Change your password, enter your contact information and click SUBMIT.
- You will then be logged in to eBudde.
- The next time you return to <https://ebudde.littlebrownie.com> you will have to use your email address and new password to login.

Step Two: Update Contacts Tab

- Review information.
- If edits are necessary, click blue EDIT button.
- Make adjustments and click blue SUBMIT button to finalize changes.

Step Three: Update Settings Tab

- Review Information.
- Click blue EDIT SETTINGS button.
- Verify that the box to allow troop data entry (below Service Area Name) has a checkmark.
- Verify that the box for girl level orders (below Service Area Number) has a checkmark.
- To fully utilize the eBudde dashboards, enter your 2009 "Initial Order Packages and Additional Order Packages" for comparison purposes.
- To add additional SACMs enter email, first and last name AND make sure both Active? and Receives email? are checked.
- Click blue UPDATE button to finalize changes.

Step Four: Review, Edit, Delete and Add Additional Troops

- Click TROOPS tab.
- If a troop number is already entered, click blue EDIT button for corresponding troop.
- Update TCM or Troop Leaders email, first and last name AND make sure both Active? and Receives email? are checked.
- Click blue UPDATE button to finalize changes.
- Delete any troops that are NOT in your Service Area. If a troop is not participating in the sale but is active in the Service Area, do NOT delete the troop.
- To delete troop, click blue DELETE button. eBudde will then give you a pop up message, verify correct troop is being deleted and click OK.
- If a troop is not entered, click blue ADD A TROOP or ADD UP TO 11 TROOPS button.
- Then enter four digit troop number and set up a troop user. To add a TCM or Troop Leader, enter email, first and last names AND make sure both Active? and Receives email? are checked.
- If ADD UP TO 11 TROOPS button was clicked, you will be able to repeat entry 10 more times.
- TCMs or Troop Leaders will enter all other necessary information.
- Click blue UPDATE button to finalize changes.
- If the Service Area hasn't submitted their order, and a troop accidentally submits order, click UNSUB.

COOKIE ORDER to unsubmit the order and allow troop to make corrections/edits.

Complete Step Five and Six after February 12, 2010 but before February 15, 2010!

Step Five: Review Initial Cookie Orders

- Click INIT. ORDER tab.
- Review each order. Troops with an asterisk (*) have not submitted their orders.
- Contact each troop with unsubmitted orders to verify that they have completed entry.
- Review the totals at the bottom and look for abnormalities.
- If everything appears correct, click orange SUBMIT ORDER button at the top of the page.
- Once the order has been submitted by the SACM, contact the Council to make changes.
- Click blue PRINTABLEVERSION button to print a copy for your records.

Step Six: Set Up Delivery Site

- Click Delivery Tab under the Navigate Here: on the top left corner of the page.
- Click SETTINGS tab.
- Click blue EDIT SETTINGS button.
- The Delivery Station Name and Number have already been entered by the Council.
- Enter a phone number where you can be reached on the day of delivery.
- Delivery Ticket Spec Inst: Enter any special directions for the Delivery Agents on the day of delivery.
- Line Name: use this to identify delivery location by using labels such as “truck,” “door,” “room,” etc. This information designates the column name that troops will see when selecting a specific time to pick up their cookies.
- Mail To: Enter your mailing information.
- Deliver To: Enter the delivery site name, address, and phone where the cookies will be delivered.
- The Choose Delivery Station Type and which Service Areas are using the delivery station should already be completed. If it is not, PLEASE contact the Product Program Department.
 - A Regular Delivery Station: one Delivery Station for one Service Area.
 - One of many for a single SU: multiple delivery stations for one Service Area. Troops choose where to pick up cookies.
 - The selection, “Open to all troops” is not an option in our Council.
- If you are utilizing a Trailer Delivery or prefer to have troops sign up for a time to pick up their cookies enter the following information:
 - Time Allotment: How often a different troop can pick up cookies. For Trailer Deliveries we recommend five (5) minutes.
 - Troop Case Overflow: This is the maximum number of cases that has been determined can be picked up within the time allotment. If a troop has more cases than in the troop case overflow, the troop would be scheduled for two or more time slots. For all Trailer Deliveries, we recommend 100 cases.
 - Number of Pickup Stations: This designates how many lines, doors, etc. you will be operating on delivery day.
- Select the date and time of delivery if using assigned pick up times. You can also set break times if desired. No one will be able to pick up cookies during break times.
- Click blue UPDATE button at bottom of screen to save.
- Click SIGNUP SHEET tab if using assigned pick up times.
- The SACM may assign troops or let troops choose their own pick up times.

Steps Seven and Eight may need to be completed on multiple occasions between March 21 and April 13, 2010.

Step Seven: Determining How Much a Troop Owes

- On the left hand side of the screen, under Troops in ABC Service Area, click the troop number you are interested in viewing.
- Click SALES REPORT tab.
- You will then be able to see how many boxes have been ordered by the troop, the troop proceed rate, PGSA, amount already paid to Council and Amount owed to Council.

Step Eight: Tracking Troop Payments

- When a TCM submits a troop check, payments are tracked in eBudde.
- Click the DEPOSITS tab.
- Click the blue ADD DEPOSIT button.
- Scroll to the bottom of the page.
- From drop down menu select the bank in which you'll make the deposit.
- Enter the date you make the deposit.
- Enter the check number as the Ref. Number.
- Enter the four digit troop number.
- Enter the amount of the check.
- Click the plus symbol at the end of the row or hit the enter key on your keyboard when complete.
- Click the blue SAVE button at the top of the page to save changes.

Step Nine should be completed from April 12 - 13, 2010.

Step Nine: Review and Place Recognition Order

- Click on INCENTIVE tab.
- Click blue REVIEW INCENTIVES ORDER button.
- Review incentive order and make changes as needed by editing the individual troop incentive pages.
- You may leave the incentive order report open in Excel while making your changes.
 - DO NOT edit the open Excel file; changing numbers in Excel will have no effect.
 - Then return here and, if you wish, run the report again to freshen its totals and confirm your changes.
 - If a Troop has ordered Participation Certificates, please view the Girl Order Page for that troop to verify that the number of girls selling one (1) or more but twenty-three (23) or less boxes of cookies equals the number of Participation Certificates ordered.
 - If a Troop is ordering the 125 Box PGSA recognition, please view the Sales Report for that troop to verify that they qualified.
 - If a Troop is ordering the 150 Box PGSA recognition, please view the Sales Report for that troop to verify that they qualified.
- Enter the name, address, city state and zip code for the person receiving all the recognitions items for the Service Area. (Recognitions cannot be shipped to a P.O. Box!)
- Click blue UPDATE SHIPPING ADDRESS button.
- To submit the recognition order click blue SUBMIT INCENTIVES ORDER button.
- Once the Service Area Recognition Order is submitted, only the Product Program Department may make changes.



Girl Scouts of the Northwestern Great Lakes, Inc.

Volunteer Position Description

Position: Service Area Cookie Manager

Reports to: Service Area Manager, Council Product Program Department

Summary: Service Area Cookie Managers coordinate GSNWGL Cookie Sale Program within the Service Area.

Commitment: One year term as related to the Cookie Sale Program, appointed by the Service Area Manager, Council Product Program Department and/or Membership Manager

Responsibilities:

- Attend Cookie Sale Program training provided by the Council
- Meet all deadlines relating to Cookie Sale Program
- Conduct Cookie Sale Program training for Community Cookie Coordinators, Troop Cookie Managers and Troop Leaders within Service Area
- Keep accurate records of all orders, product and money transactions, using receipts and eBudde
- Responsible for pick up, storage and delivery of product for Community Cookie Coordinators and/or Troop Cookie Managers
- Deposit all money in the Council product account, complete Internet entry and ensure a validated deposit slip is given to the Product Program Department by the Council deadline
- Financially responsible for products until Community Cookie Coordinators and/or Troop Cookie Managers have signed receipts transferring ownership
- Supports Council-sponsored Cookie Sale Program events and programs

Desired Skills: leadership, communication, attention-to-detail, organization/recordkeeping, fiscal management; basic computer skills and internet access are essential for this position

Girl Scout Volunteer Core Competencies:

1. Girl Focus: Demonstrates dedication and commitment to guiding girls toward reaching meaningful outcomes through the three keys to leadership (Discover, Connect and Take Action).
2. Adaptability: Adjusts and modifies own behavior, and remains flexible and tolerant in response to changing situations and environments.
3. Fostering Diversity: Understands and embraces human diversity, and promotes inclusion of all people.
4. Oral Communication: Expresses ideas clearly and concisely.
5. Personal Integrity: Demonstrates honesty, credibility and dependability.

VOLUNTEER AGREEMENT

I have read and accept the expectations as stated to this volunteer position as well as the operational volunteer policies and practices. I understand that I will be required to complete an online volunteer application along with reference and background checks and be a member in good standing.

Name (Print)	Signature	Date
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Address/City/State/Zip

Email Address	Home and Cell Phone	Troop Number(s)
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Will your troop(s) be holding a Booth Sale? Yes No Unsure