

girl scouts

Little Brownie
BAKERS®



2025 Girl Scout Cookie Program®

Troop Cookie Manager Manual





With each new cookie season, Girl Scout entrepreneurs embrace the possibility of all the excitement that lies ahead.

The information in this guide is crafted to help you empower each and every Girl Scout to reach their goals — from newcomers planning their first cookie booth to seasoned pros upgrading their digital strategies.

While planning a cookie season can seem daunting, the Troop Manual will help you conquer cookie season with helpful tips for Digital Cookie, taking credit card payments, using the eBudde™ app, digital marketing and ensuring boothing success! Plus, we have ready-made resources that keep it simple and help volunteers and entrepreneurs have the most successful and fun cookie season ever.

There's no limit to what Girl Scouts can achieve with your help, and we know you're excited to get started and Embrace Possibility.

Volunteers support endless possibilities!

It's a fact: Cookie season couldn't happen without the hard work of our volunteers.

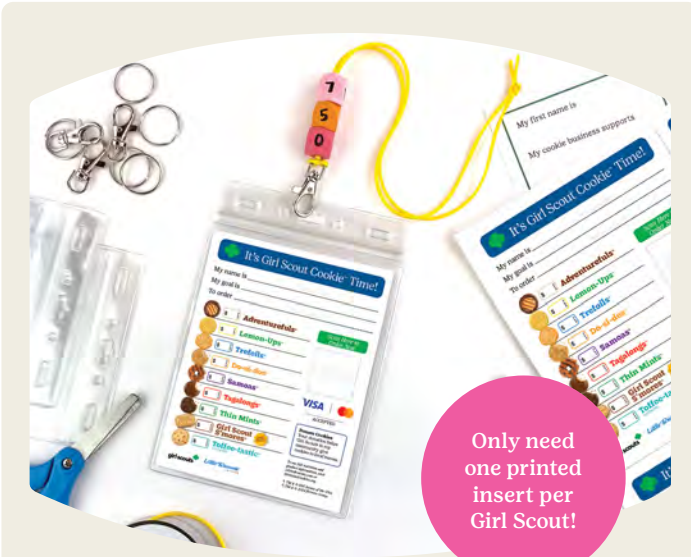
Thank you for serving as a Troop Volunteer!



Market their business in person



Ordering made easy



Only need one printed insert per Girl Scout!

On-the-go Girl Scouts will love these handy Girl Scout Cookie™ menus!

They fit easily into plastic holders on lanyards so they're protected from all types of weather.

Entrepreneurs can wear them at booths and encourage customers to scan their QR code to visit their Digital Cookie® site to make a purchase and bookmark their site for future purchases. It's especially handy if booth inventory in a certain variety is running low!

Girl Scouts can also pop them into their backpacks for customers to scan anytime.

Lanyard inserts can be personalized with marketing messages and cookie prices.

Menus print 4-to-a-page and can be used as small flyers or leave behinds.



Menus available in English and Spanish

Menus are interactive so entrepreneurs can edit before printing

Materials have a place to add QR codes for easy online purchasing.



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Market their business in person



Create booth buzz

Find resources like mouthwatering cookie photography, conversation-starting virtual backgrounds, recipes that encourage stocking freezers, fun clip art and attention-grabbing booth signage all in one place!

Having a cookie booth or neighborhood stand? Any way your troop does it, we have lots of resources to entice cookie lovers!

**For more details on how cookie booths are coordinated, talk to your council and visit girlscoutcookies.org/troopleaders.*



LittleBrownie.com



Market their business online



Digital marketing basics

We make marketing easy. Learn the basics and keep track of important dates with this helpful guide - sure to make cookie season a success! Visit [Digital Marketing Basics on LittleBrownie.com](http://DigitalMarketingBasics.onLittleBrownie.com).



Girl Scouts can expand their customer base by promoting their cookie business online. Here are a few ways they can take their digital marketing to the next level.

- **Digital Cookie**: Personalize their site by uploading weekly videos. Offer cookies through direct shipping or in-person delivery.
- **Social Media**: Create a digital marketing campaign to stand out and spread the word to far-away family and friends. For tips and best practices, visit [Digital Marketing on LittleBrownie.com](http://DigitalMarketing.onLittleBrownie.com).
- **Text or Call**: Reach out to customers who may not be online and follow up for reorders.

Five cookie customers

Volunteers and Girl Scout entrepreneurs will be fascinated to learn there are five different types of cookie customers. The [Customer IQ Quiz](http://CustomerIQQuiz.onLittleBrownie.com) is a fun way to role play with a group who guesses what type of customer is being acted out!

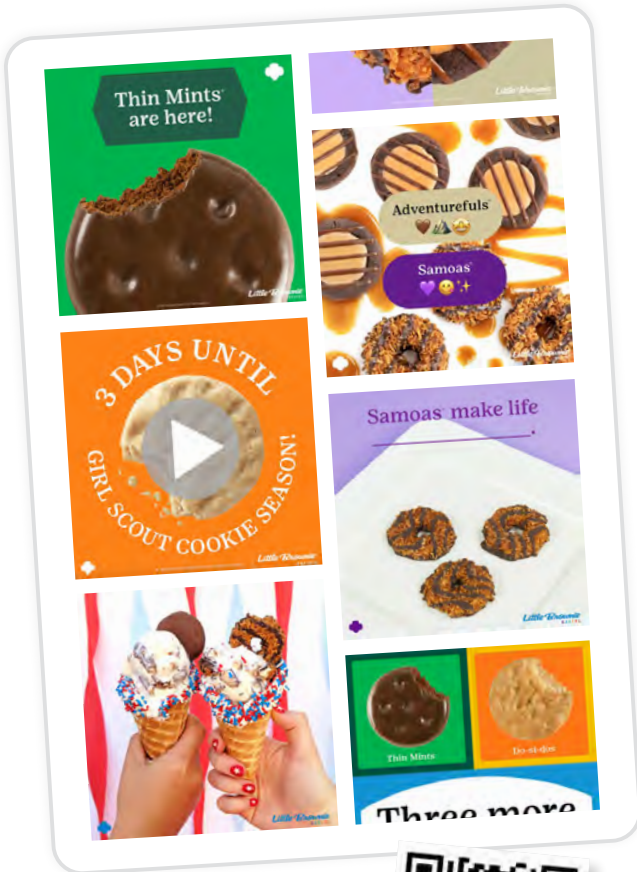


Market their business online



Attract customers with ready-made graphics

Virtual backgrounds that are out of this world



LittleBrownie.com



Troop volunteers and caregivers are encouraged to follow and share posts to help entrepreneurs kickstart their digital campaign.



Girl Scouts®



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Safety resources

Girl Scouts and their caregivers will be prompted when launching their Digital Cookie site to read, agree to and abide by the guidelines linked below before engaging in online marketing and sales efforts through the cookie program. You can also ask your council about the Volunteer Essentials and Safety Activity Checkpoints. These include basic facts, forms, tips and more!

- [Girl Scout Internet Safety Pledge](#)
- [Digital Cookie® Pledge](#)



2025 Girl Scout Cookie Program Timeline

Date:	Activity:
November	Service Unit training with council
November - December	Troop training with Service Units
December 20	Register for the 2025 Girl Scout Membership Year by Dec. 20 to be included in the first upload to eBudde and Digital Cookie
January	Service Units and Troops hold Cookie Kickoffs
January 9	Cookie Sale starts and Digital Cookie opens
January 24	Service Units must verify delivery info in eBudde. Reminder: Please click Confirm Address
February 5	All banking information must be in eBudde to receive cookies
February 7	Conclusion of Initial Orders
February 8	Goal-Getter Orders begin
February 10	Troop Initial Order and Initial Order Rewards are due in eBudde. System will lock at 11:58 p.m.
February 11	Service Units must verify and submit all Initial Orders and Initial Order Rewards to the council. System will lock at 11:58 p.m.
February 28	Booth sales start as soon as Troop receives cookies
February 28 - April 13	Troops deliver Initial, Goal-Getter and "Girl Delivery" Orders from Digital Cookie. After Feb. 8, cookies must come from troop supply or a cookie cupboard
February 28 - April 13	Girl payments are due to Troop Cookie Chairs. *Please turn in frequently. Delinquent forms must be submitted by April 25
April 13	Last day for Booth Sales to count toward final Rewards; Cookie Cupboards and Digital Cookie close
April 13	Digital Order Card ends
April 14	Troops must submit their Rewards information to their Service Unit
April 16	Service Units must verify Girl Reward Orders for Troops and enter delivery information into eBudde. Reminder: Click Confirm Address
April 17	First payment of \$2 per box of Initial Order due to council via ACH
April 25	Parent Delinquencies Form due to council by visting https://girlscouts.info/ParentDelinquency
April 30	Final payment for remaining Cookie balance due via ACH. Submit additional money earned following Initial Orders and Booth Sale payments
Early June	Rewards are delivered to Service Unit Chairs
Late July	M2 Crossover Patches will be shipped

Reminder: Rewards shortages must be resolved within 10 days of shipment receipt date by Service Unit Chairs. Rewards cannot be guaranteed after this point.



2024-2025 Girl Scout Cookies®

All our cookies have...

- NO High-Fructose Corn Syrup
- NO Partially Hydrogenated Oils (PHOs)
- Zero Grams Trans Fat per Serving
- RSPO Certified (Mass Balance) Palm Oil
- Halal Certification

The World's Most Flavorful Lineup



Adventurefuls® • Real Cocoa

Indulgent brownie-inspired cookies with caramel flavored crème and a hint of sea salt **\$6.00**
 Approximately 15 cookies per 6.3 oz. pkg.
 Ⓢ Ⓛ



Lemon-Ups®

NATURALLY FLAVORED WITH OTHER NATURAL FLAVORS

Crispy lemon flavored cookies with inspiring messages to lift your spirits **\$6.00**
 Approximately 12 cookies per 6.2 oz. pkg.
 Ⓢ Ⓛ



Trefoils®

Iconic shortbread cookies inspired by the original Girl Scout recipe **\$6.00**
 Approximately 38 cookies per 9 oz. pkg.
 Ⓢ Ⓛ



Do-si-dos® • Made with Natural Flavors • Real Peanut Butter • Whole Grain Oats

Oatmeal sandwich cookies with peanut butter filling **\$6.00**
 Approximately 20 cookies per 8 oz. pkg.
 Ⓢ Ⓛ



Samoas® • Real Cocoa • Real Coconut

Crisp cookies with caramel, coconut and dark chocolaty stripes **\$6.00**
 Approximately 15 cookies per 7.5 oz. pkg.
 Ⓢ Ⓛ



Tagalongs® • Real Cocoa • Real Peanut Butter

Crispy cookies layered with peanut butter and covered with a chocolaty coating **\$6.00**
 Approximately 15 cookies per 6.5 oz. pkg.
 Ⓢ Ⓛ



Thin Mints® • Made with Vegan Ingredients • Real Cocoa

Crisp, chocolaty cookies made with natural oil of peppermint **\$6.00**
 Approximately 30 cookies per 9 oz. pkg.
 Ⓢ



Girl Scout S'mores® • Made with Natural Flavors • Real Cocoa

Graham sandwich cookies with chocolaty and marshmallowy flavored filling **\$6.00**
 Approximately 16 cookies per 8.5 oz. pkg.
 Ⓢ Ⓛ



Toffee-tastic® • No Artificial Flavors GLUTEN-FREE

Rich, buttery cookies with sweet, crunchy toffee bits **\$6.00**
 Approximately 14 cookies per 6.7 oz. pkg.
 Ⓢ Ⓛ



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ACCEPTED

Inspire cookie entrepreneurs

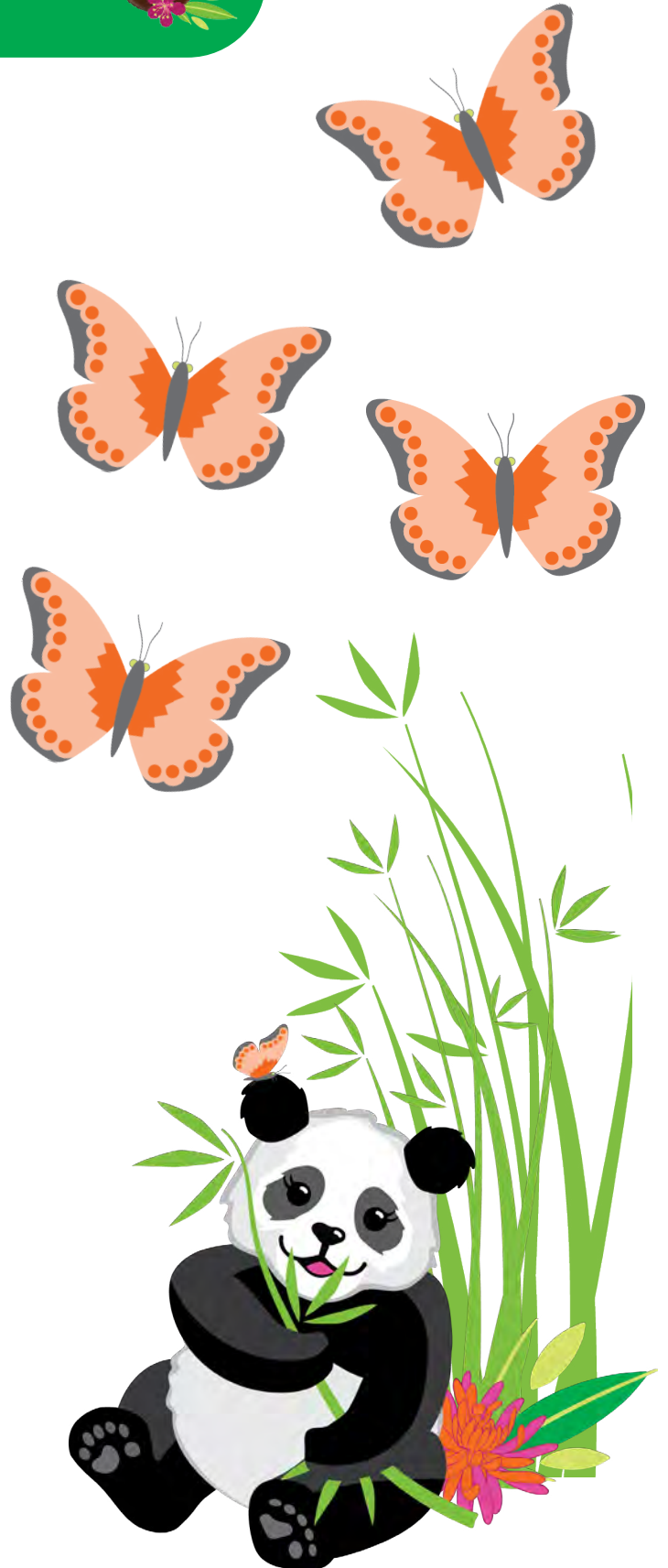


Skills they build

The Girl Scout Cookie Program® helps Girl Scouts develop real-world skills in five essential areas:

- 1 Goal Setting**
Girl Scouts learn how to set goals and create a plan to reach them.
How you can help: Encourage them to set incremental, achievable goals. Work with them to break down their goals into small, frequent wins like weekly challenges.
- 2 Decision Making**
Girl Scouts learn to make decisions on their own and as a team.
How you can help: Talk about how they plan to spend the troop's cookie earnings.
- 3 Money Management**
Girl Scouts learn to create a budget and handle money.
How you can help: Build on their interest in learning to manage all facets of the cookie business, like creating a budget to fund a troop experience or figuring out the percentage of customers who chose the donation option.
- 4 People Skills**
Girl Scouts find their voices and build confidence through customer interactions.
How you can help: Ask them about new marketing ideas they want to try. They can discuss how to tailor their cookie pitch to achieve their goals.
- 5 Business Ethics**
Girl Scouts learn to act ethically, both in business and life.
How you can help: Talk to them about the importance of delivering on their promise to customers. They can also consider offering a cookie donation option.

Learn more!



Inspire cookie entrepreneurs



Continued

Cookie business badges

Entrepreneurs can earn these official Girl Scouts® recognitions by completing requirements that help them develop new business skills.

Learn more at [girlscouts.org](https://www.girlscouts.org)!

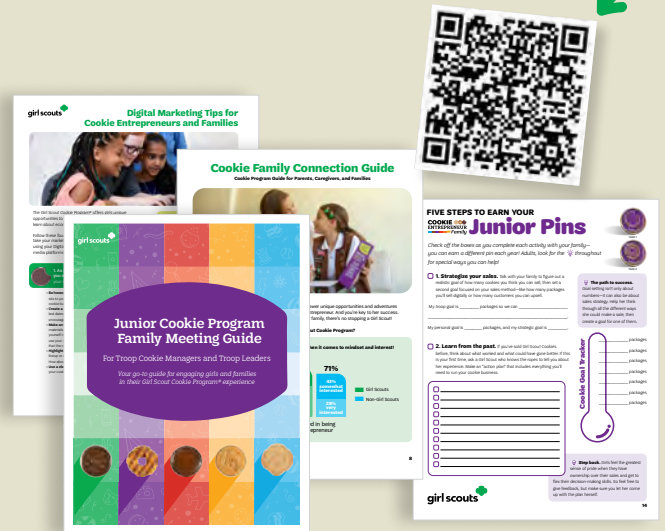


Getting families involved

Families can support their Girl Scouts as they learn the five skills and think like entrepreneurs. With the encouragement of their family, there's no stopping a Girl Scout!

Inspire families to get involved by reviewing these resources:

- [Cookie Program Family Meeting Guides](#)
- [Cookie Entrepreneur Family Pins](#)

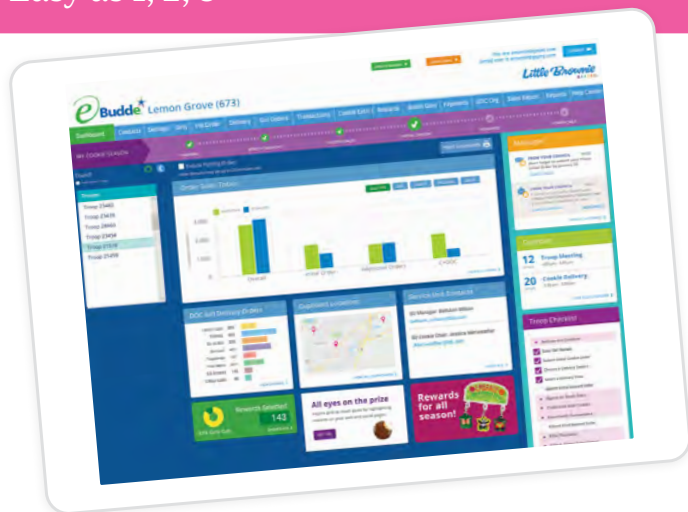




A must-have for Girl Scout Cookie™ volunteers

The eBudde™ cookie management system offers calendar reminders, reports, training and much more — on either your desktop or mobile device. It's also where sales are recorded so Girl Scouts get full credit for their hard-earned rewards.

Easy as 1, 2, 3



- 1 **Download the eBudde app.**
- 2 Once you've been added to the system, you will receive an email with a link and login information from **do_not_reply@littlebrowniebakers.com**.
- 3 **Set up your troop** — review your roster, enter your troop's package goal and individual goals, and edit your troop's reward settings.

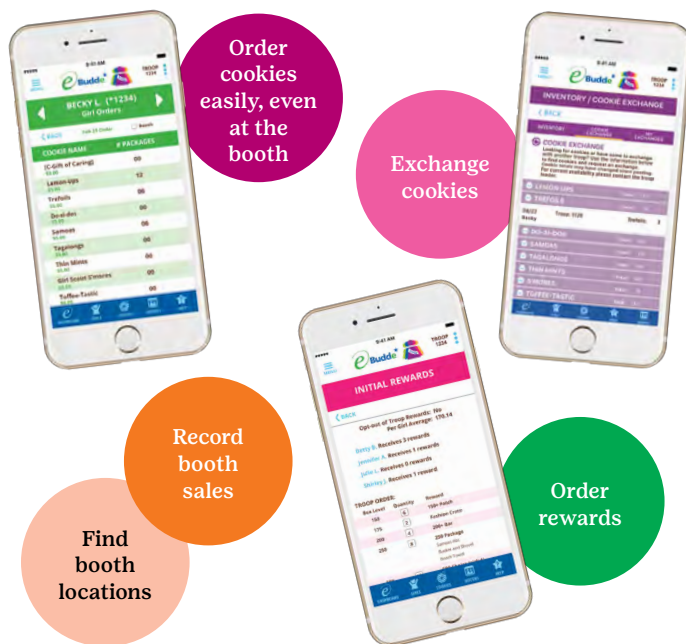
Quick tips

- Explore the dashboard on both the desktop and app versions, where you'll find important messages, links to tools and resources you'll need throughout the season.
- Check the accuracy of each Girl Scout's name, member ID, grade and t-shirt size.
- Visit eBudde Help Center for any questions related to tech and training.
- Visual Learner? Check out this playlist for step-by-step training videos.

Watch videos:



Why eBudde™ makes it easy



Helpful information



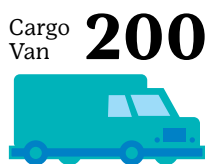
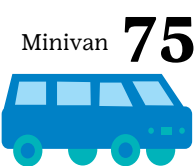
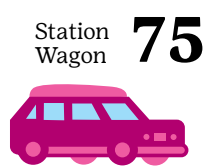
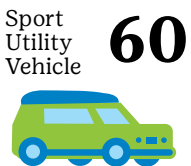
Girl Scout Cookie™ pick-ups

Picking up your cookie order is exciting, and there are a few steps you can take to make sure everything goes smoothly. First, be aware that troops are responsible for counting and verifying the total number of cases received. When in doubt, recount!

Tips for a smooth pick up

- Know exactly how many cases you ordered of each variety.
- Arrive at your scheduled pickup time.
- Make sure you have enough vehicles to load your order (*see below*).
- Line up your vehicles at the same time.
- Check in and receive your pickup ticket.
- Give your pickup ticket to the loader and count cases as they're loaded in.
- Sign for your order and take your receipt.

Number of cases my car can carry



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2025 Troop Proceeds

Earnings are based on PGA, or Per Girl Selling Average. The higher the PGA, the more troops earn! Cookie proceeds fund programmatic council experiences, and troops can earn between \$0.95 and \$1.20 per package sold.

PGA	\$ per pkg
1-199	\$0.95
200-299	\$1.00
300+	\$1.05

- If a troop opts out of receiving rewards, an additional \$0.10 will be earned per box.
- Troops who participate in both the Fall Product Program and earn a PGA of \$150, and participate in the Cookie Program will earn an additional \$0.05 per box of cookies sold.

Average sales per cookie variety

Deciding how many packages to order for booths isn't an exact science, but here are average sales per cookie variety to give you an idea of how many to order:

Thin Mints®	22.5%	Girl Scout S'mores®	6%
Samoas®	21.5%	Trefoils®	6%
Tagalongs®	18%	Lemon-Ups®	5%
Adventurefuls®	9%	Toffee-tastic®	3%
Do-si-dos®	9%		

*Data from 2022-2023 Girl Scout Cookie Season



Consider ordering more Girl Scout S'mores since it's their final season!



Gift of Caring

Girl Scouts show their appreciation for military members through the Gift of Caring program. Customers are given the opportunity to donate Girl Scout Cookies to the West Virginia Gold Star Mothers Association, a service organization of women who have lost sons and daughters in the military, and the West Virginia National Guard Foundation. These organizations distribute to VA hospitals, nursing homes, disabled and paralyzed veterans and more.

How can I support the Gift of Caring Program?

During the Girl Scout Cookie Program, purchase boxes of cookies and ask to have them donated to the Gift of Caring Program. Consider allowing Girl Scouts to set up booths or sell cookies at your place of business.

How much is a Gift of Caring donation?

The cost of a donation starts at \$6 a box or \$72 a case.

When is the Girl Scout Cookie Program?

Girls will start selling door to door in January. Booth sales will begin in February and run through April. Can't find a girl to purchase from? Email Cookies@bdgsc.org

What if I don't want cookies for myself?

Customers who do not want to purchase cookies for themselves may choose to support Gift of Caring in Girl Scouts of Black Diamond Council, or they may choose to buy 1, give 1 to help a soldier!

Gift of Caring Patch

Girl Scouts who sell a certain amount of Gift of Caring Cookies each season will receive the year's Gift of Caring Patch. It changes each year depending on the theme, so be sure to check it out!

Can I purchase cookies for myself?

Sure can! Simply add your personal selections on to your Gift of Caring donation order, and we'll handle the rest.



Troop Finances

Girl Scouts of Black Diamond Council will be using an Automated Clearing House (ACH) process to transfer funds to our council for the 2025 Cookie Season. Learn more about ACH transfers below.

ACH Transfers Fast Facts

- ACH transfers are electronic, secure bank-to-bank transfers processed through the Automated Clearing House Network.
- Troops will deposit cookie program sale money into the troop bank account.
- Troops should make deposits often. Do not keep large sums of money or checks on hand.
- Personal checks should be made out to **GSBDC Troop #XXXXX**. Do not accept checks from unknown customers.
- All troop funds are due to the council by the dates outlined in the ACH draft dates listed below.
- Once in eBudde, click or tap Settings. From there, scroll to the bottom of the page to add relevant banking information. This should include the banks name, routing number and account number. If you haven't entered your troop's ACH information by **2/5/2025**, the council will not be able to submit your troop's cookie order.

ACH Withdrawal Dates

- **2/5/2025:** Banking information must be in eBudde to receive Initial Order.
- **4/16/2025:** First ACH payment of \$2 per box of initial order due to council.
- **4/25/2025:** Delinquent Forms due.
- **5/1/2025:** Final ACH payment for remaining balance due to council.

Completing Transfers

All ACH withdrawals will be made on Wednesdays. If you anticipate having insufficient funds for one of the ACH withdrawal dates, you must notify council by emailing **productpayments@bdgsc.org** at least three business days before your payment is due, or by the Friday before payment is due. For example, if your payment is due on 4/16/2025, but you are unable to complete the transfer, please notify us by 4/11/2025; if the payment is due on 4/30/2025, then you must notify us by 4/25/2025.

If your account reflects an overpayment, a refund will be issued by the end of May.

Please Note

- Girls must be registered Girl Scouts to participate.
- Always have an adult sign for any cookies given to them.
- **Always give caregivers a receipt for payments made outside of Digital Cookie orders.**
- Do not hold money - make bank deposits often.
- The Troop Cookie Chair is responsible for all financial matters relating to the Cookie Program.
- Troop Cookie Chairs must turn in copies of the troop cookie proceeds deposits in the troop account to the Service Unit Cookie Chair at the end of the program. If they don't, they will be turned in delinquent for that amount.
- For assistance with any questions, email **productpayments@bdgsc.org**.



Access Our
Delinquency
Form Here



What To Do About Delinquent Accounts

Product Sales Delinquencies and Debt Collection

To protect the integrity of the council-approved Girl Scout troop money earning activities, all efforts will be made to ensure that outstanding balances are paid in full.

Volunteer/Troop

The Girl Scout troop will assume debt responsibility for any individual unless a cookie delinquent form is submitted by the dates listed below. Unpaid Cookie Program balances due to council are considered mishandled funds if not received by the communicated due dates. When a debt is incurred, individuals may be released from volunteer positions and/or subject to legal action, including but not limited to potential criminal prosecution. Please notify council of any delinquent payments by 4/25/25 by visiting <https://girlscouts.info/ParentDelinquency>.

Volunteers with an outstanding amount due to Girl Scouts of Black Diamond Council beyond 60 days will not be allowed to serve in any capacity for the council until the account is paid in full. A volunteer who has repaid a severely delinquent debt of 180 days or more may be eligible for reappointment as a volunteer, but may not be permitted to hold a position with money handling responsibilities.

Parent

Troop Leaders and Cookie Chairs are **required** to report unpaid parents to the council after each sale. Parents who do not pay for the products that their Girl Scout sold during either the Fall Product Sale or the Cookie Sale will be held accountable for payment, even if a girl member's participation becomes inactive.

All delinquent accounts are sent to a collection agency for further processing. Legal action will be taken if no other measures of collection resolve the issue. Girls whose parents are delinquent on payment of products may not receive their rewards and may not be permitted to participate in council sponsored money-earning activities until the debt is cleared.

Product Chain of Custody

Once volunteers and parents have product in hand for distribution, it's important to maintain accurate chain of custody records until the entire product inventory is sold.

Example:

- Service Unit Cookie Chair signs at pick-up from the delivery agent.
- Troop Cookie Chair/Troop Leader signs when products are picked up from the Service Unit Chair.
- **Parent/guardian signs when he/she picks up their daughter's products from the Troop Cookie Chair/Troop Leader.** This includes pick up of Initial Order and any additional cookies needed, such as Goal Getter and additional online girl delivery sales. *Note: If a girl receives Girl Delivery orders and payments after the Initial Order is submitted in February, she must get the cookies from the troop extras or from the cookies her Troop Leader picks up at a cookie cupboard. **All payments should be added to eBudde on the account.** Shipped Cookies do not need to be added. **Receipts should be given to caregivers for all payments received.***

Additional Delinquent Account Notes

Please contact any individual owing a balance in an effort to collect the amount due. The council and Service Unit Cookie Chair should be notified of any uncollected money by completing a Parent Delinquencies Form by **4/25/2025**, or the payment will be taken out of the troop account by ACH withdrawal. Please make sure all information provided is up-to-date and accurate. Use a separate form for each individual.

On the Parent Delinquencies webform:

1. Fill in the troop number.
2. Fill in the responsible individual's name, address and phone number. This must be the person who has signed for the cookies.
3. Fill in your name and phone numbers.
4. Attach a signed Caregiver (parent/guardian) Permission Form.
5. Attach copies of signed paperwork from product pick-up.
6. Fill in the total debt owed.

Once the council receives the Parent Delinquencies Form, a representative will take the necessary steps to collect payment. Do not use troop proceeds to pay for any delinquent accounts. Simply fill out the Delinquent Account Form, send it in by the deadline and then the troop will not be responsible for the amount owed to the council. If the responsible individual pays the troop, please notify the council.

Delinquent Notice

Girl Scouts of Black Diamond Council employs services of a collection agency to collect delinquent accounts and checks returned due to insufficient funds. This agency reports credit information to a national database. When a troop is delinquent according to the records on file, contact will be made with the Troop Leader, reminding them that a payment is due.

If you are contacted...

It is important to call the Girl Scout & Volunteer Resource Center at 304-345-7722 to speak with accounting about your troop account, even if you know your troop has paid your balance in full. Please be sure to return our calls.

Links to Delinquent Forms:

- Parent/Guardian (Caregiver) Delinquencies Form: **Visit <https://girlscouts.info/ParentDelinquency> or scan the QR Code below.**



Cookie Merchandise



Shop these items and more at the Girl Scouts of Black Diamond Boutique!

Cookie Tablecloths



2025 Cookie T-Shirt



Patches

Cookie Clipboard



Cookie Banner



Tabletop Riser



Thank You Cards



Cookie Cart



Cookie Half Apron



Hand-held Signs



Scan the code, call 304-553-7015 or email shop@bdgsc.org for pricing information.

Exclusive Merchandise Kits

Take advantage of our exclusive 2025 Cookie Merchandise Kits!

Starter Kit - \$35

- 1 Small Table Cloth
- 1 Cookie Half Apron
- 1 Clipboard

Small Kit - \$37

- 1 Large Table Cloth
- 1 Cookie Half Apron
- 1 Tabletop Riser

Large Kit - \$50

- 1 Large Table Cloth
- 1 Cookie Cart
- 1 Cookie Half Apron



Digital Cookie®

Training Material for LBB Council Volunteers

Registration

Volunteer Login	Tip Sheet
Forgot Password/Password Reset	Tip Sheet
Unlock Account	Tip Sheet
No Registration Email	Tip Sheet

Site Use

Service Unit Access	Tip Sheet	
Troop Dashboard	Tip Sheet	Video
Troop Site Setup/Links	Tip Sheet	Video
Troop Pickup Orders	Tip Sheet	Video
Troop Cheers	Tip Sheet	

Mobile App

Mobile App Troop	Tip Sheet	Video
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<u>Customer Help in eBudde</u>	
Direct Shipped & In-Person Delivery Order Inquiries	<ul style="list-style-type: none"> • Order Status Page • Customer FAQs • Contact Customer Support with an Order Issue
Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	<ul style="list-style-type: none"> • Volunteer FAQs • Parent/Girl Scout FAQs • Contact Customer Support with a System Issue
Digital Cookie Registration & Account Information Support	<ul style="list-style-type: none"> • Contact Customer Support with Registration Issue • Contact Customer Support with Account Information Issue
Other	<ul style="list-style-type: none"> • Contact Customer Support with Other Questions • Provide Feedback to Customer Support • Contact Customer Support for All Issues



Digital Cookie®

Training Material Index for LBB Council Caregivers/Girl Scouts

Registration

Site Registration	Tip Sheet	Video (initial login)
Site Registration Girl Scout 13 and Over	Tip Sheet	
Forgot Password/Password Reset	Tip Sheet	
No Registration Email	Tip Sheet	
Unlock Account	Tip Sheet	
My Account Tab	Tip Sheet	
Dashboard	Tip Sheet	

Site Setup

Site Setup	Tip Sheet	Video
Site Setup-Girl Scout 13 and Over	Tip Sheet	
Photo/Video Upload	Tip Sheet	Video
Marketing to Customers	Tip Sheet	Video

Order Management

My Cookies: Initial Order	Tip Sheet	Video
Order Received: In-Person Delivery	Tip Sheet	Video
Order Received: Shipped/Donated	Tip Sheet	
My Cookies: Delivery Settings	Tip Sheet	Video
My Cookies: Inventory by Variety	Tip Sheet	Video
My Cookies: Inventory by Category	Tip Sheet	Video
My Cookies: Financials	Tip Sheet	Video

Site Features

Entrepreneur Pin and Badges	Tip Sheet	
My Rewards	Tip Sheet	Video
Cheers	Tip Sheet	
Closing Your Site Early	Tip Sheet	

Mobile App

Mobile App Caregiver/Girl Scout View	Tip Sheet	Video
Mobile App Booths	Tip Sheet	Video





Customer Support Help

Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)	<ul style="list-style-type: none"> • Parent/Girl Scout FAQs • Contact Customer Support with a System Issue
Digital Cookie Registration & Account Information Support	<ul style="list-style-type: none"> • Contact Customer Support with Registration Issue • Contact Customer Support with Account Information Issue
Direct Shipped & In-Person Delivery Order Inquiries	<ul style="list-style-type: none"> • Customer FAQs • Order Status Page • Contact Customer Support with an Order Issue
Customer Experience Tip Sheets	<ul style="list-style-type: none"> • In-person Delivery Order / Shipped Order











Digital Cookie®

Training Material Index for LBB Council Volunteers



Registration Tip Sheets

Volunteer Login	Forgot Password/ Password Reset	Unlock Account	No Registration Email
			

Site Use



Service Unit Access		Troop Dashboard		Troop Site Setup/Links	
Tip Sheet 		Tip Sheet 	Video 	Tip Sheet 	Video 
Troop Pickup Orders		Troop Refunding Orders		Troop Cheers	
Tip Sheet 	Video 	Tip Sheet 	Video 	Tip Sheet 	

Mobile App

Tip Sheet	Video
	

Digital Cookie Customer Support Help

Digital Cookie Registration & Account Information Support

Contact Customer Support with Registration Issue	Contact Customer Support with Account Information Issue
	





Digital Cookie Website (Site set up • Reports • Customer list • viewing orders • Mobile App, etc.)

Volunteer FAQs	Parent/Girl Scout FAQs	Contact Customer Support with a System Issue
		

Direct Shipped & In-Person Delivery Order Inquiries

Order Status Page	Customer FAQs	Contact Customer Support with an Order Issue
		

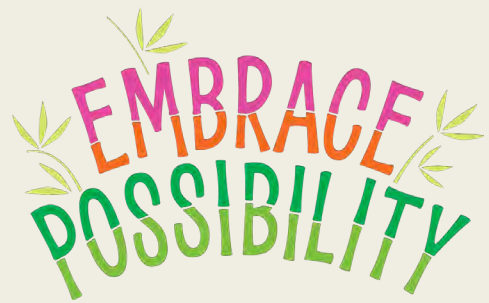
Other

Contact Customer Support with Other Questions	Provide Feedback to Customer Support	Contact Customer Support for All Issues	Caregiver/Girl Scout Training Material Index
			

eBudde™ Site Help (Access • Registration • Apps • Submitting Troop Initial Order • Signing up for Booths • Tech Issues, etc.)

Contact Girl Scouts of Black Diamond Council at customercare@bdgsc.org.

Volunteer action plan



Embrace a new Girl Scout Cookie™ Season by making a plan! Mapping out the information you need in advance will help keep volunteers and entrepreneurs organized every step of the way.

Primary Contacts

eBudde™ Sign-Up Info

Key Dates

Key Actions

Resources at a glance



Scan here to learn more



All resources can be found at girlscouts.org/cookieresources

- About Girl Scout Cookies
- Troop Leader Resources
- Cookie Business Badges
- Cookie Entrepreneur Family Pin
- Digital Cookie

Found at LittleBrownie.com

- Digital Marketing Basics
- FAQs and Nutrition Information
- Girl Scouts Cookie Captains and Cookie Rookies
- Social Media Tools and Graphics
- Own Your Magic Resources
- Resources for Girl Scouts to Grow their Business
- Cookie History

Girl Scouts' safety guidelines

One of the most essential steps you can take to have a magical season is to review all safety guidelines with troop members and their caregivers.

- Practical Tips for Parents
- Safety Tips for Product Sales
- Your Council's Volunteer Essentials and Safety Activity Checkpoints

For more information visit: girlscouts.org/cookieresources

Need Inspiration?

Find us on Pinterest for quick, easy and exciting ways to make the Girl Scout Cookie Program a success.

Follow us on social for shareable cookie content!

Black Diamond Cookie Team



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Need assistance? Contact our Customer Care/ Business Operations Team at 304-345-7722 or CustomerCare@bdgsc.org!

Please note: If you have questions, it is always best to begin with asking your Service Unit Cookie Chair.

Additionally, eBudde has helpful reference reports available that can assist you in finding answers to frequently asked questions regarding rewards and sales. To access the rewards report, click the "Rewards" tab. From there, you can view selections that need to be completed for each girl and the quantities of rewards your troop will be receiving. The "Sales Report" tab is your guide to all things related to troop finance, including your troop's proceeds and the payments you've made.





girl scouts 
of black diamond

Girl Scouts of Black Diamond Council
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