

The Cookie Recipe

Issue 3



A Resource Guide for Volunteers
during the 2024 Cookie Season



Our 2024 Cookie Program has kicked off!

We hope that Girl Scouts and troops have set big goals and brainstormed creative ideas for how they can promote their cookie program, embracing this year's theme, "Own Your Magic."


We understand that some Girl Scouts and troops have been encountering technical issues with the Digital Cookie platform.

Please check out our [Digital Cookie FAQs document](#).

Virtual Cookie Rally

The Virtual Cookie Rally went live on January 18. This pre-recorded cookie rally has great information about this year's Cookie Program and fun activities for Girl Scouts. Girl Scouts can watch the rally for a fun troop activity. Click [this link](#) to take a look!

There will be a QR code at the end of the rally video that will link to the JotForm to order rally patches for Girl Scouts that watch the rally.





Digital Cookie Tips

Digital Cookie® online storefronts have also launched!

Both Girl Scouts and troops must set up a Digital Cookie account online. If this is not done, users will not be able to access the Digital Cookie app. The Digital Cookie app will not accept credentials from previous years without online registration.

If a Girl Scout recently registered, it generally takes two business days for her/their account to be uploaded into the Digital Cookie platform.

Parents/caregivers will only receive one registration email, even if they have multiple Girl Scouts participating in the cookie program. Each Girl Scout's site needs to be set up one at a time. After setting up your first Girl Scout:


1. Navigate to My Account.
2. Click the My Girls tab.
3. Add additional Girl Scouts.

If you don't see any additional Girl Scouts in the My Girls tab, please contact our Customer Care team.

Note: Hotmail does not accept emails from Digital Cookie.

Be sure to actively check the Digital Cookie platform as your email service will not allow Digital Cookie to send you notifications. If you wish to connect an alternate email to the platform, please reach out to our [Customer Care team](#).

Thank you all for submitting your questions to the Customer Care team. We appreciate your patience during this very busy time as we work to answer your inquiries. Please do not send duplicates if you have already submitted a case. We receive hundreds of questions each day; your case will be addressed in a timely manner.





Action Steps

As we enter the second week of the Cookie Program, below are action steps for you to take as troops continue to own their Girl Scout Cookie magic!

1. Review the [2023-2024 Cookie Program Volunteer Guide](#) on our website!

It is chock full of important information to help your troop during this year's program.

2. Don't forget to create your eBudde login credentials!

Troop volunteers gained access to eBudde on January 15. Co-leaders/Troop cookie managers should have received an email from eBudde with a link to create login credentials. Each welcome email is unique to each user and cannot be shared. If the link in your welcome email has expired, please reach out to our Customer Care team.

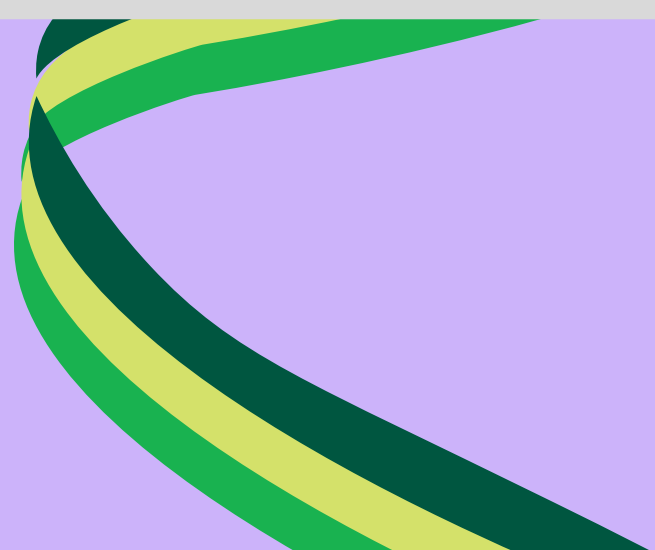
Once you have accessed eBudde:

- a. Update your information in the Contacts tab.
- b. Ensure that all Girl Scouts in your troop are listed under the Girls tab. If there is anyone missing, please contact Customer Care with your troop number and the name(s) of the missing Girl Scout(s) so we can investigate.

3. Need help getting started with the program?

Our recorded [Getting Started Cookie Chat](#) has valuable information to help with any questions you have!

If you were unable to attend a cookie program training, or need a refresher, we have a [prerecorded cookie training video](#) available for troop cookie volunteers.



Cookie Chats

We will be holding a series of Zoom calls for volunteers on various topics in the cookie program. While we will have a primary discussion point for each call, these calls are also an opportunity to ask the Product Sales Team any questions you have about the cookie program. Please see below for the full calendar of Cookie Chats.

Submitting the Initial Order

Time: February 15, 2024 07:00 PM Eastern Time (US and Canada)

[Join Zoom Meeting](#)

Meeting ID: 987 5237 6216

Passcode: Cookies

Initial Order Call-In Night

Time: February 25, 2024 06:00 PM Eastern Time (US and Canada)

[Join Zoom Meeting](#)

Meeting ID: 980 9475 1423

Passcode: Cookies

Finalizing the Cookie Program for Your Troop

Time: April 16, 2024 07:00 PM Eastern Time (US and Canada)

[Join Zoom Meeting](#)

Meeting ID: 975 1865 6511

Passcode: Cookies

Upcoming Important Dates

February 16 – ACH Authorization form due (if not already submitted.)

February 23 – End of Initial Order taking. Parent deadline for order entry in Digital Cookie.

February 24 – Goal Getter order taking begins.

February 25 – Troop Initial Order due in eBudde.

March 1 – Delivery site timeslots open in eBudde.

March 16 – Cookie Delivery Day & start of Booth Sales.

Check out our [Cookie Program Resources page](#) for the complete 2024 Cookie Program calendar, along with a catalog of resources for Girl Scouts, families, and volunteers.