

## What is a cookie cupboard?

Locations where additional cookies can be picked after the Initial Order Taking period to fill additional orders, including online girl delivery orders that come in after the Initial Order Taking period closes. Cookie cupboards can also be used to stock inventory for booth sales.

There are two types of cookie cupboards: council and service unit. Council cookie cupboards are open to all troops, regardless of which service unit they are assigned to. Service unit cookie cupboards serve the troops assigned to a specific service unit. A list of council cookie cupboards and cupboard manager contact information will be available at [gsocfct.org](http://gsocfct.org) by March 17.

## Why use a cookie cupboard?

Troops use cookie cupboards to pick up cookies to fill additional orders placed after the Initial Order Taking period closes. Troops also use cookie cupboards to pick up inventory to stock their booth sales. Knowing that additional cookies can be obtained encourages Girl Scouts and troops to go “bright ahead” to the end of the cookie program, allowing them to reach their stretch goals!

## When are cookie cupboards open?

The cupboard manager determines cupboard hours and days of operation. Some council cupboards will open the week of March 27, while most service unit and a few council cupboards will open the week following Cookie Delivery Day (April 1). Most cupboards will operate through the end of the cookie program. We highly recommend troop volunteers confirm with the cupboard manager of their desired cupboard to confirm the exact dates and times the cupboard will be open, including the last date for the troop to return eligible cookies.

## Where are cookie cupboards located?

Throughout the council! We anticipate having more than 20 cookie cupboards this year. Volunteers most frequently manage cookie cupboards in available space, such as living rooms, garages, storage units, and donated space at businesses. There are also cookie cupboards in the Hartford and North Haven service centers.

A list of council cupboards will be posted at [gsocfct.org](http://gsocfct.org) on/around March 17, 2023. Check with your service unit cookie manager to see if your service unit will be hosting a cupboard.



## How are cookies ordered/reserved through the cupboard?

Below is a brief overview of how to reserve cookies to pick up at a cookie cupboard. Additional specifics will be posted at [gsocfct.org](http://gsocfct.org) and included in *The Cookie Recipe* emails and written eBudde instructions as the booth sale and cupboard season draws closer.

- Troop volunteers enter the cookie order directly in eBudde on the Transaction tab as a Pending Order to the desired cupboard. The date the troop selects to pick up MUST be at least six days in the future and no more than five business days before the troop's booth sale.  
For example, if a troop needs cookies for a booth sale on Saturday, April 8, it will need to plan to pick up cookies the week of April 2, which is within five business days of the troop's booth sale. A troop volunteer can submit the order to the cupboard beginning on March 17, when the eBudde Transaction tab is enabled. For example, if the troop wants to pick up on April 3, the order must be submitted by March 28, six days before the desired pickup date. But it could also be submitted anytime before March 28.
- Troop cookie volunteers should submit a cookie order to a cupboard AS SOON AS they know they will need cookies. Waiting until the week before the booth sale to submit the order might result in the cupboard not having the cookies the troop is requesting.
- If cookies are needed sooner than six days from when the troop cookie volunteer is submitting the request and the troop cookie volunteer attempts to enter it into eBudde, eBudde WILL NOT save it, and it will not be transmitted to the cookie cupboard manager. If a troop needs cookies on short notice (sooner than six days), the troop cookie volunteer will need to contact the cupboard manager directly to confirm if the cupboard has the inventory to fill the request.

## How do I change a cookie order that has already been submitted in eBudde?

Troop volunteers cannot modify or delete a cookie reservation once it has been submitted. However, the cupboard manager can change or delete a cookie reservation. For this reason, it is far preferable for troops to submit cookie reservations early and request to modify or cancel the order, if needed, rather than waiting until the last minute to submit a reservation.

## Can cookies picked up at the cupboard be returned if not sold?

Yes, with the following qualifications:

- Troops can return up to 60% of the number of cases picked up from the cupboard within five business days of the pickup date. For example, if a troop picks up 20 cases of cookies on April 3, it can return up to 12 unopened cases in sellable condition to the cupboard no later than April 10.
- Only full cases can be returned (no partial cases or individual packages). The cases must be unopened and in sellable condition.
- Cookies eligible for return MUST have been originally picked up from the cupboard during the 2023 booth sale season AND be returned no more than 5 business days after being picked up.

