

# The Cookie Recipe

Issue 3



A Resource Guide for Volunteers  
during the 2023 Cookie Season



## Updates

Our 2023 cookie program has successfully kicked off! We hope that Girl Scouts and troops have set big goals; embracing this year's theme: "Go Bright Ahead"!

Digital Cookie® online storefronts have also had their grand openings. The Product Sales and Customer Care teams have been working tirelessly to ensure Girl Scouts are on the Digital Cookie platform, and that parents/caregivers have been receiving their registration emails. If a Girl Scout has been recently opted-in to emails, it generally takes 48 (business) hours for her/their account to be uploaded into Digital Cookie.

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

Links to past issues of The Cookie Recipe are on the Resources for Volunteers drop-down menu on the [Cookie Seller & Volunteer Resources page](#).

# Action Steps

As we enter the second week of the cookie program, here are action steps for you to take as we continue to Go Bright Ahead this year!

1. Our next Cookie Chat will be on Wednesday, February 15 at 7:00 PM! Are you new to eBudde or would you like a refresher? Join us for a walkthrough of the eBudde platform!

Please see the Cookie Chat schedule, towards the bottom of the newsletter, for additional dates and topics.

## eBudde Overview

Time: Feb, 15 2023 07:00 PM Eastern Time (US and Canada)

[Join Zoom Meeting](#)

Meeting ID: 976 3805 8075

Passcode: Cookies

2. Digital Cookie online storefronts are live! The Digital Cookie section of the Cookie Seller & Volunteer Resources page contains detailed guides and instructional videos to help troop families get started and learn how to enhance their Girl Scout's Digital Cookie experience.

Please remind parents/caregivers that Girl Scouts cannot be registered in Digital Cookie through the app. This process must be done through a web browser. Trying to register a Girl Scout through the app will result in the account being locked.

If you have parents/caregivers who have not received or cannot find the Digital Cookie registration email, try these tips:

- A. Ensure the Girl Scout is registered for the 2022-2023 membership year and is opted-in to emails on the Girl Scout's membership record (not the parent/caregiver's membership record.)
- B. Search for the sender email address (Ex: email@email.girlscouts.org)
- C. Search for the subject line: "Cookie season is almost here! Help your troop reach their goals with Digital Cookie."
- D. Check your Spam/Junk mail folder.
- E. Gmail Users: Check your "promotions" folder.
- F. Please contact [Customer Care](#) if you still cannot locate the email.

3. If you have Girl Scouts in your troop that are inactive, they will not be removed from eBudde/Digital Cookie by council. Inactive Girl Scouts do not count against the per girl selling average as the system considers them to be a "dormant user."

4. Don't forget to check with your Service Unit Cookie Manager and/or Cookie Booth Manager for procedures for signing up for cookie booths in your service unit.

5. The Virtual Cookie Rally went live on February 2! Girl Scouts can watch the rally separately or together for a fun troop activity! [You can watch the rally now!](#)

Note: There will be a QR code at the end of the rally that will link to the JotForm to order rally patches for Girl Scouts and troops that watch the Virtual Rally.

6. Troop volunteers gained access to eBudde on February 4. All volunteers with the co-leader or troop cookie manager role should have received an email from eBudde with a link to create login credentials for this year. A [Cookie Chat video](#) on how to get started in eBudde will be posted on the eBudde drop-down menu on the Cookie Seller & Volunteer Resources page.

A. Login to eBudde and update your information in the “Contacts” tab.

B. Review the “Girls” tab to ensure that all Girl Scouts in your troop are listed. If there is anyone missing, please contact [Customer Care](#) with your troop number and names so we can investigate.

Reminder! The new version of the eBudde App is now available! This new version will require a download if the user does not have automatic updates enabled on their device.

## Cookie Chats Schedule

Wednesday 2/15 – eBudde Overview

Wednesday 3/1 – Entering the Initial Order

Wednesday 3/15 – Drive-thru Delivery Day

Wednesday 3/29 – Goal Getter Period, Booth Sales, and Troop Link Overview

Wednesday 4/5 – Question & Answer Session

## Cookie Program Resources

Be sure to check out our [Cookie Seller and Volunter Resources](#) page for a complete catalog of resources for Girl Scouts, families, and volunteers.

[Cookie Program Troop Guide](#)

[Printable PDF Order Card](#)

[2022-2023 ACH Authorization Form](#)

[Troop Cookie Manager Checklist](#)

[Troop Cookie Manager Training Recording](#)

## Cookie Program Calendar

A complete calendar for the 2023 Cookie Program is on our [Cookie Program Resources](#) page and on pages 8-9 in the [Cookie Program Troop Guide](#).

February 4, 2023 – Initial Order Taking Period begins. Digital Cookie Platform opens for Girl Delivery and Donation orders.

February 27, 2023 – Digital Cookie platform opens for shipped orders.

March 4, 2023 – ACH authorization due (if not previously submitted since August 15, 2022.)

March 10, 2023 – End of Initial Order Taking Period. Deadline for troops to submit Initial Order in eBudde.

March 11, 2023 – Goal Getter order taking begins.

March 17, 2023 – Cookie Delivery Day time slots open in eBudde.

April 1, 2023 – Cookie Delivery Day & Booth Sales begin.

## Customer Care

Are you looking for more information? Have a specific question about this email or what your next steps might be? We're just a call or email away! Contact our Customer Care Department and they will be happy to assist you!

[customercare@gsofct.org](mailto:customercare@gsofct.org)  
(800) 922-2770

Hours  
Monday - Friday: 8:30 a.m.-4:30 p.m.