

# 2023 Cookie Chat

Issue #1

This weekly newsletter is brought to you by the GSNNJ Product Program Team –Janet Barnes, Judy Schlemm, Vicki Christie, and Melanie Toj. Cookie Chat is designed to help Troop Cookie Managers navigate the Girl Scout Cookie Program with timely tips and tricks. Each week Cookie Chat is posted to the GSNNJ website and to the eBudde Help Center.

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## 2023 Girl Scout Cookie Program Theme

The theme for the 2023 Girl Scout Cookie Program is “Go Bright Ahead.” This theme is all about facing challenges head-on with a go-getter spirit. Girl Scout Cookie entrepreneurs have always been true forces of nature. They’re bold and curious—and they’re ready to make a splash this cookie season.

## 2023 Girl Scout Cookie Program Updates

- Normally, when Digital Cookie opens for the season, customers can order cookies to be delivered to them by the girl, to be donated to Cookies from Home, or to be shipped directly to their home. However, due to unforeseen circumstances, the direct-shipped option will not be available until February 27. The girl-delivered and donated options will be available on January 23 when the program begins.
- When the shipped option becomes available on February 27, customers will receive \$5 off shipping costs on orders of 12 or more packages February 27 through March 12.
- The Initial Order rewards (as stated on the order card) will now count towards all sales. This is due to the date change of direct-shipped orders. Troops will submit one final reward order on May 2.

## Important Dates

### Initial Order Period

Initial Order	January 23—February 26
Shipped option opens	February 27
Troop Orders due in eBudde	February 28
Delivery to Service Units	March 18—March 26

### Booth Sale Period

Booth Sales begin	April 1
Booth Sales end	April 30
Final Reward orders due in eBudde	May 2

### ACH Payments

Initial Order Payment	Week of April 10
Final Order Payment	Week of May 1
Refunds credited to Troops (if applicable)	Week of May 1

## Program Websites

User	Site information	Access
Digital Cookie		
<a href="#">Girls and families</a>	<ul style="list-style-type: none"><li>• Girls along with the help of an adult, set up an online storefront.</li><li>• Girls send emails to customers or share their unique URL on social media.</li><li>• Girls will have access to view the Cookie Program rewards through Digital Cookie</li></ul>	Email link sent to parent/guardian email address on file in MYGS
<a href="#">Troop Cookie Managers</a>	<ul style="list-style-type: none"><li>• The Troop Cookie Manager will have access to view sales results in Digital Cookie.</li><li>• Troop links can be created to share with customers.</li></ul>	Access email sent to Troop Cookie Manager
eBudde		
<a href="#">Troop Cookie Managers</a>	<ul style="list-style-type: none"><li>• Cookie program management site for Troop Cookie Managers.</li><li>• See a complete overview of your troop’s sales, manage girl orders, reward orders, Booth Sales and much more!</li><li>• Download the eBudde Troop App and have mobile access to your Troop’s Cookie Program.</li></ul>	Access email sent to Troop Cookie Manager

## FAQs (Frequently Asked Questions)

### eBudde

- Q. What should I do if there are girls missing from my eBudde roster?**
- A. Check that your roster is correct in Volunteer Systems. You can also email [customercare@gsnnj.org](mailto:customercare@gsnnj.org) for assistance.
- Q. Are girls and troops automatically added to eBudde?**
- A. Updates from the membership system to eBudde happen often throughout the program.
- Q. What should I do if we have an inactive girl in the troop?**
- A. If a girl has not participated in troop activities this year, she can be removed from your roster in eBudde. Email a member of the Product Program Team for assistance. Active but non-selling girls may not be removed.
- Q. How do I get help for using eBudde?**
- A. The eBudde Help Center tab has a wealth of information for running your Girl Scout Cookie Program. There is also GSNNJ specific section for council-related information.
- Q. Where can I find the sales data for my Troop?**
- A. The troop sales report tab in eBudde has pertinent sale information like the per girl average (PGA), total packages sold, proceeds earned, payments, and balance due to council.

### Digital Cookie

- Q. When will parents and girls have access to Digital Cookie?**
- A. A registration email will be sent to parents on January 23 to the email address linked to their membership account.
- Q. Do Digital Cookie orders feed into eBudde?**
- A. Yes, all girl delivered, donated and shipped orders feed into eBudde.
- Q. When will customers be able to order for direct-shipping?**
- A. The direct-shipped option will open to customers on February 27.
- Q. What does parent approval mean?**
- A. When customers order cookies to be delivered by the girl, the parent must approve the orders. This is to ensure that parents are able and willing to deliver these cookies in person. Emails are sent once a day to parents with orders that need to be approved.
- Q. Can Troop Cookie Mangers approve girl delivered orders?**
- A. No, only the parent can approve these orders.

### Raspberry Rally

- Q. Are Raspberry Rally cookies available for in person and booth sales?**
- A. No. This cookie is designed to be for direct-shipped orders only.
- Q. When will Raspberry Rally be available for purchase?**
- A. These will be available for direct shipped orders only which begins on February 27.



### What is a group of dolphins called?

Groups of dolphins are called pods. Sometimes a pod of dolphins can join other pods, becoming a super pod of up to 1,000 dolphins!

## GSNNJ Product Program Team

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