

2018 Cookie Season FAQ's!

1. When do Pre-Sales Start?
 - a. Pre-Sales start on January 12, 2018!
2. If I took my training online when will I receive access to eBudde?
 - a. You should receive access by the next business day. If you did not receive your access please email customerservice@girlscoutsnv.org or give us a call!
3. If I took my training with my Service Unit when should I receive access to eBudde?
 - a. You should already have access if your paperwork has been received by Council. Please contact your Service Unit Product Manager and have them send in the Troop Manger Agreement. If you have any issues getting a hold of your SUPM or need additional assistance, please send us an email or give us a call!
4. What can I do if there are girls missing from my Troop in eBudde?
 - a. First, make sure the girls are in your troop in MyGS (<https://gsmembers.force.com/members/login>). eBudde is synced once every business day with your MyGS account, so if a girl was recently added, it may take one business day before she will appear in eBudde. If she is missing from your troop in MyGS, contact customerservice@girlscoutsnv.org and a member care specialist will be happy to help!
5. Where can I find extra forms, handbooks, cookie cards, ect....
 - a. We have the digital copy of all our forms, handbooks and cookie cards available on our website. If you would like a hard copy we have plenty here at our Council office!
6. What happens if I do not turn in my Troop Cookie Manager Agreement and ACH forms?
 - a. If council has not received your Troop Cookie Manager Agreement and or ACH forms by January 10th your eBudde account will be temporarily suspended until we receive the forms.
7. How much do the girls earn per box of cookies sold?

The troop proceed is \$1.00 per box sold and \$1.10 per box sold if the troop opts out.
8. Where can I find training?
 - a. If you would like to complete your training in-person we have the following date with spots still available: January 9th from 6:30-8:30pm at the council office. Please reserve your spot for this class using the following link- http://www.girlscoutsnv.org/content/girlscoutsnv/en/events-repository/2017/troop_cookie_trainin_3.html
 - b. If you would like to complete your training online, we have self-paced classes available. Use the following link to access the online training <http://training.girlscoutsnv.org/login/index.php>

