They SOAR!
Service Unit Cookie Manager

SUCM Manual
(Online only)

Getting Started

• Be Registered
• Be an Approved Volunteer
• Fill out your SUCM Contract
• “Looker” Access!
Service Unit Cookie Manager
Roles and Responsibilities

Service Unit Cookie Managers
3 Main Jobs

• Point of Contact
• Distribution Center – Sales Materials and Cookies
• Information and knowledge
Troop Communication
You are the first resource/expert for all troop ?’s

• Find out who your troops are and get a list of troops in your SU. Looker is your best resource!
• Create an intro email in ebudde. Be sure to include the following: name, email, cookie rally information, address, best contact method, best contact time, material pick up information, phone number, deadlines, invitation to your training
• Continue to communicate with your troops through ebudde, SU meetings, email, phone or text
Service Unit Cookie Manager
Roles and Responsibilities

Service Unit led **Troop Cookie Manager Training** Dec 1-Jan 10
• Invite both TCMs and Troop Leaders
• Distribute materials
• Be enthusiastic, ask for help, and have fun during training!

Materials for TCM Training

• 2020 TCM PowerPoint
• 2020 Troop Manual
• Sales Materials
• **Looker – Troop/SU Rosters**
Service Unit Cookie Manager

Roles and Responsibilities

Service Unit Delivery Date and Location between **Feb. 21-25**
- Please use last years delivery schedule

**Tips for New SUCMs**
- Ask your SUM what your SU has done in the past
- Make sure you have enough room to sort all your troops cookies
- Make sure you have the location all day, delivery can be unpredictable

*After you know your delivery date and location be sure to input it into eBudde*
Service Unit Cookie Manager

Delivery Tab

Click here to edit Delivery Tab
Service Unit Cookie Manager

Roles and Responsibilities

eBudde Access for Troops and SUs

• Imported by Council, add additional as needed
• You may add Troop Leaders as well
• Login and Password procedures

Password Rules

• One capital letter
• One non-alphabetic character
• At least 8 characters long
Host or aid a Cookie Rally

- Set the date for on or around Jan. 10-17, 2020
- Use the Little Brownie Rallies Guide (on LBB website)
- Get Help, Have Cookie Stations, cover the 5 Skills, talk about safety, get excited and have Fun!
Service Unit Cookie Manager

Roles and Responsibilities

Order Cards and Initial Order  Jan. 17-Feb 2
• TCM Initial Order due February 5, 2020
• SUCM Initial Order due February 6, 2020
• Council Initial Order due February 7, 2020

Tips for Initial Order
• Start calling Troops that have not submitted by Jan. 29, to see if they need any assistance
• SUCMs and TCMs are locked out of submitting after their due dates. All changes must go through Council afterwards

*All un-submitted troops will be automatically “rolled-over” and uses whatever data has been input at the time of the Council deadline
Cookie Delivery and Troop Pick-up

* Use eBudde to coordinate with troops (use Delivery Tab)
* Make sure you have plenty of help, this can be physically demanding
* ALWAYS: Separate, Count, Count again, sign receipt and then load
Booth Sales  Feb. 28-March 22

- SUPM should approve “My Sales” in eBudde
- Cupboards
  - Boise, Meridian, Twin Falls, Pocatello and Idaho Falls
  - Other areas, Service Units must order extra cookies if more are needed for the area
Service Unit Cookie Manager

Roles and Responsibilities

Rewards Orders

- Initial Rewards Order due with Initial Order
- TCM Final Rewards Submission due March 22, 2019
- SUCM Final Rewards Submission due March 24, 2019
- Rewards come from both Little Brownie and Council
- Distribute in mid-late April

Tips for Distribution

- Rewards are distributed to a troop when their amount owed to council reaches zero.
- Count all items received before distributing to any troops.
- Report any missing items immediately to Council

*All un-submitted troop rewards will be automatically “rolled-up” and uses what ever data has been input at the time of the Council deadline*
Close Out
• Records Retention – Keep till end of season
• Bad Debt Support – Parent Bad Debt, Troop Bad Debt
• 2020 Cookie Survey – out in mid April

Records to Keep
• Delivery Tickets from Delivery Agent
• Packing Slips from LBB and Council
• Cookie Receipts from any transaction you oversee
Customer Care

Customer Care Team

• Quickest response to most cookie related questions
• Standing by to help answer questions Mon – Fri, 9am-5pm
• Special training on eBudde to get you the answers you need

Phone: 208-377-2011   email: customercare@girlscouts-ssc.org
QUESTIONS?