



Troop Cookie Manager (TCM) volunteer role description

Required Qualifications

- Access to a phone and a computer with Internet access.
- Ability to communicate well and proactively seek resolution of conflict.
- Must have a valid adult Girl Scout membership for the 2024-2025 membership year.
- Must have an approved background check.

All volunteers are also expected to:

- Abide by the [Girl Scout Promise and Law](#)
- Follow Girl Scout policies and procedures to ensure the safety of girl members.
- Use discretion in all confidential matters including girl information.
- Serve as a positive example for girls by modeling positive attributes such as: *reliability, respect for others, inclusiveness, and a positive attitude.*

TCM Responsibilities

- Attend required TCM training, utilize program guides and resources, and take advantage of supplemental online trainings throughout the program. Not completing required TCM training may result in not being eligible for this role in the future.
- Train the girls in your troop and their families on the Cookie Program (including safety tips, policies and procedures, Digital Cookie/DOC, cookie inventory management, important dates, etc.)
- Troop Cookie Managers (TCMs) are financially responsible for all cookies received and retained in troop cookie inventory. When TCMs collect the required Cookie Program permission form from parents/caregivers and cookies, financial responsibility for cookies distributed to Girl Scouts is transferred to parents/caregivers.
 - ***Do not distribute cookies to parents/caregivers until they fill out, sign, and turn in a permission form.***
 - Receipts must be completed and signed by both TCM and parent/caregiver when cookies are distributed. ***A receipt is needed for every distribution of cookies and payment for cookies! Keep all receipts!***
 - Read all financial responsibilities outlined in more detail below.
- Adhere to all deadlines and submit all required paperwork.
- Submit an initial order (IO) for your troop.
- Make sure that your delivery day ticket/receipt accurately reflects the quantity and variety of initial order (IO) cookies picked up. There are no returns on cookies.

- Arrange for timely and secure pick-up/distribution of cookies to/from families and cookie cupboards.
 - Inform parents/caregivers that only TCM coordinates troop-to-troop transfers, and only parents/caregivers designated by TCM are allowed to do cupboard pickups.
- Organize booth sales, following all guidelines.
- Keep accurate records and receipts for each cookie transaction in eBudde. Allocate cookies to girls and keep other inventory records in eBudde updated throughout the program.
- Coach girls/families on best customer service practices, including booth etiquette and Digital Cookie girl delivery.
- Complete closeout process, submit girl rewards order and check-in with service unit cookie manager at end of program.
- Arrange for pick-up of earned rewards and promptly distribute to the girls.
- Accept and respond to communications (incl. calls and emails) from GSCO staff, volunteers and Girl Scout families. Important information and updates are communicated throughout the program. *Volunteers may not "opt-out" of GSCO/eBudde emails.*
- Communicate important information to council, other volunteers, and Girl Scout families in a timely way.
- Ensure that all verbal or written communications (including telephone conversations, emails, texts, and electronic and social media) do not contain profanity or condescending remarks.
- Refrain from inappropriate displays of anger, aggression, or berating of individuals.
- Volunteers may not use any information received for personal or monetary gain.
- Volunteers will notify GSCO if they have a potential conflict of interest or if they believe anyone else is facing a potential conflict of interest.

Volunteers may be asked to do or support other duties or activities that meet the goals and/or objectives of the service unit and/or GSCO.

Financial Responsibilities

- ***There are no returns on cookies.***
- **TCMs are financially responsible for all cookies the troop receives and retains in troop cookie inventory until it is distributed to Girl Scout families.**
 - The signed permission form is required and serves as an agreement that parents/caregivers are financially responsible for the order money collected, for turning that money in to TCM/troop, and for all cookies that are distributed to them/their Girl Scout(s).
 - **Collect the required Cookie Program participation permission form from parents/caregivers (online forms or paper forms) at the START of the program!**
 - ***Do not distribute cookies to parents/caregivers until they fill out, sign, and turn in a permission form.***
- **Receipts must be completed and signed by both TCM and parent/caregiver when cookies are distributed. *Keep all receipts!***
- **Juliette caregivers (acting as TCMs) are financially responsible for all cookie inventory received.**
- TCMs must collect, record in eBudde, and receipt all money from booth sales and family sales.
- Ensure that the money accurately corresponds to the number of cookies issued.

- Ensure that all cash and checks are deposited into troop account on at least a weekly basis.
- Juliette caregivers should deposit cookie money into the Bank of Oklahoma (GSCO bank account) and/or follow other required money handling guidelines outlined in Juliette deposit instructions in guide and posted to the [cookie resources page](#).
- TCMs/Juliette caregivers must report any unpaid cookie bills by submitting a Money Problem Report with receipts and/or other documentation, on or before the deadline (March 21, 2025, 8 p.m.)
- TCMs/Juliette caregivers must submit a Money Problem Report if the troop or Juliette caregiver, *will not/does not have enough money* to pay GSCO the amount due as stated on eBudde Sales Report. This must be submitted no later than March 21, 2025, 8 p.m.

Ethics

Girl Scouts of Colorado is committed to the highest possible standards of ethical and moral business conduct. The Girl Scout Cookie Program (and the Fall Product Program) give Girl Scouts the opportunity to learn new skills, to promote Girl Scouting, and to live by the Girl Scout Promise and Law. This opportunity comes with the responsibility to follow safety, media relations and business ethics guidelines. As a volunteer for Girl Scouts of Colorado, you are accepting the responsibility to assist Girl Scouts in implementing business ethics by setting a positive example through your actions, words and deeds that mirror the standards of the Girl Scout Promise and Law.

Confidentiality

As a volunteer for Girl Scouts of Colorado, you understand that you may come in contact with confidential information during your time as a volunteer. As part of the condition of your volunteer role with Girl Scouts of Colorado you promise to keep in strict confidence any information regarding any policy or procedure changes outside of the communication timetable, financial misconduct, girl information, parent/guardian information, or any other information deemed confidential. You also agree to never remove any confidential material of any kind from the premises of Girl Scouts of Colorado unless authorized as part of your duties, or with the express permission or direction to do so from Girl Scouts of Colorado.