

Need to make a correction on your troop's initial order? Troubleshoot your eBudde access? Check your status as Troop Cookie Manager, etc.? Contact your SU Cookie Coordinator! Not sure who that is? Use the [SU Cookie Coordinator Directory](#).

Are you a Troop Cookie Manager (TCM) or parent/guardian of a girl who has not been loaded into eBudde and you need to find out why?

- (1) Does she have a [parent permission form](#) completed for the 2018 cookie season?
- (2) Does the Girl Scout's name and troop number match EXACTLY what appears in [My GS](#)? Parents can access their [My GS account](#) to check as well as Troop Leaders.
 - a. If the name doesn't match, the quickest way to correct is to resubmit the [parent permission form](#).
 - b. If the troop number on the parent permission form is incorrect, resubmit the [parent permission form](#).
 - c. If she is not in the correct troop in our membership system ([My GS](#)), complete a [troop changes form](#).
 - d. If you put your name in place of your Girl Scout's name, resubmit the [parent permission form](#) with your Girl Scout's information, giving your consent for her participation.
- (3) Is the Girl Scout registered for the 2018 Membership Year? Parents and Troop leaders can verify in their [My GS Account](#).
- (4) All requirements met? We perform loads on Mondays, Wednesdays and Fridays by 11:59 p.m. for those who completed requirements by 11:59 p.m. the night BEFORE the load. i.e. Requirements completed 5:00 a.m. Monday will not be loaded until Wednesday by 11:59 p.m.
- (5) Please Note: If the Girl Scout's NAME and TROOP NUMBER **DOES NOT MATCH** her membership information, there will be a delay in loading her into the Cookie Software (eBudde).

eBudde uploads the week of Thanksgiving will only be completed on Monday (20th) and Tuesday (21st) by 11:59 p.m. Girl Scouts of Northeast Texas offices will be closed beginning Tuesday, November 21st and we will reopen on Monday, November 27th.

Are you a Troop Cookie Manager (TCM) who is trying to access eBudde for 2017-2018 and need to troubleshoot why you are not loaded?

- (1) Are you a registered member for 2018 and listed as a Troop Cookie Manager for the troop? Make sure to check your My GS Account!
- (2) Do you have a background check on file with us expiring after 10/1/2017? Your troop leader can see this information in their [My GS Account](#)!
- (3) Have you completed the [TCM Agreement](#) for each troop you are seeking access for? Need access to two troops? You must complete a TCM Agreement for each troop!
- (4) Have you completed the [TCM Assessment](#) with a score of 85% or higher and listed the SAME email address as you did on the [TCM Agreement](#)?
- (5) All requirements met? We perform loads on Mondays, Wednesdays and Fridays by 11:59 p.m. for those who completed requirements by 11:59 p.m. the night BEFORE the load. i.e. Requirements completed 5:00 a.m. Monday will not be loaded until Wednesday by 11:59 p.m.
- (6) Not sure about your status? Reach out to your [SU Cookie Coordinator](#) so they can let you know what steps you still need to complete.

Need to get in touch with your SU Cookie Coordinator? Check out the SU Cookie Coordinator directory! www.texascookietime.org/succdirectory

Troop Cookie Initial Order & Initial Rewards: Is open now and closes on 12/1 at 11:59 p.m. In order to qualify for Initial Order rewards, based on packages ordered and troop per girl average (PGA), girls must be loaded in eBudde with packages assigned at the time of the troop's Initial Order. See the [TCM Guide](#) on pages 33-34 for more information.

Troop Delivery / Initial Order Pick-Up Selection: Opens for selection at 12:00 p.m. on 12/6 and closes at 11:59 p.m. on 12/8. See the [TCM Guide](#) on page 35 for more information.

Interested in participating in Cookie Concierge? Eligible troops must have their initial order submitted by 11/26 at 11:59 p.m. and have 400 cases (4,800 packages) in their initial order. See the [TCM Guide](#) on page 34 for more information.

Are you a new Troop Cookie Manager looking for information on how to get started?
Check out www.texascookietime.org/volunteers

Are you a parent or guardian of a Girl Scout looking for information on how to participate in the Cookie Program?
Check out www.texascookietime.org/girls-and-families

Click below to check out these helpful resources:

[2018 Cookie Program Family Guide](#)

[2018 Cookie Program Troop Cookie Manager Guide](#)

[2018 Cookie Program Flavor Cheat Sheet](#)

Don't forget to check out www.texascookietime.org for all things cookies, including resources, program information and so much more!

Girl Scouts of Northeast Texas offices will be closed beginning Tuesday, November 21st and will reopen on Monday, November 27th.