

Pick Up Your Initial Order

Selecting an Initial Order pick-up location

The troop's initial cookie order **MUST** be submitted before a location/time can be selected.

- Log into eBudde and click on the DELIVERY tab
- Identify who is picking up for your troop & if you are picking up for multiple troops
- Select a delivery station (location with date)
- A schedule for that location will appear—review your options and select your pick up time.
- Click in an open time slot

eBudde will automatically reserve any additional time slots based on the number of cases you are picking up

- Click the SUBMIT MY INFO button
- Your pick-up time has been reserved!
 - Click the VIEW CONFIRMATION button to PRINT a confirmation receipt

Need to change your location or time?

1. Click on your troop number within your confirmed location schedule
2. Click the SUBMIT MY INFO button to submit your removal
3. Repeat the steps above to reserve a new slot.

****IMPORTANT**** NO adjustments to delivery locations/times will be accepted by GSGATL after January 28.

What is the return policy?

There is NO return policy. Cookies, once received by a troop cannot be returned to GSGATL. All cookies received by each troop are the property of that troop, for which its members hold financial responsibility. This policy is consistent with councils nationwide.

What if a box is damaged?

If a box is damaged, the box can be exchanged for a non-damaged box of the same variety.

Damaged means:

- Crushed package
- Sealed but empty package
- Unsealed package
- Returned by customer for any reason

If customers receive a damaged box of cookies, the parent/girl should apologize for the inconvenience and replace the product. The damaged box should be turned into the TCM who will replace it using the troop's inventory. The TCMs should contact their Area Cookie Coordinator to replace the box to the troop's inventory OR exchange it at one of the designated cookie cupboards that handles replacements.