

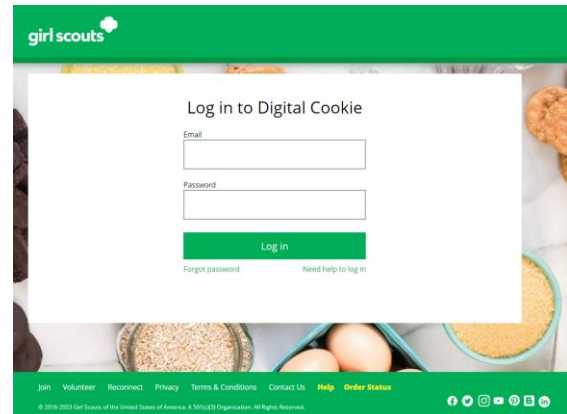
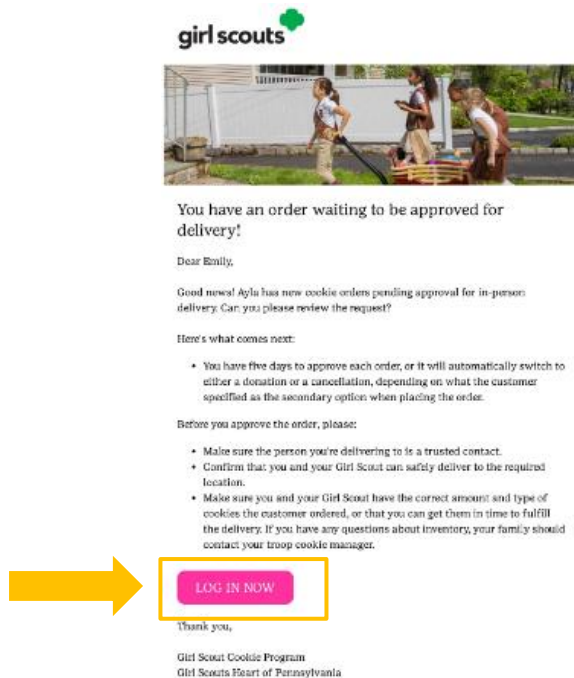
Digital Cookie®

Order Received (In-Person Delivery)

Congratulations! Your Girl Scout received an order and the customer requested she deliver the cookies in person. Below we will walk you through the steps that need to be taken prior to delivering the cookies.

Step 1: If you receive an In-Person Delivery order that you need to approve and you have not approved the order by midnight, you will receive an email from email@email.girlscouts.org with the subject “Action required: you have an in-person delivery request!” letting you know your Girl Scout has received an order for delivery. Hooray!

Step 2: Click the button “Log In Now” in the email. That will take you to Digital Cookie where you can log in or go to digitalcookie.girlscouts.org and log in.



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Step 3: Click on the “Orders” tab and see what orders are pending your approval.



Step 4: You will see a list of all orders needing approval, including the customer order number, number of boxes in each order, the customer’s address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer’s second choice option.

Digital Cookie Orders to Deliver

Running a Good Business
Keep track of what's been ordered, when it's approved, and when it's delivered.

2 Orders to approve for delivery in person
Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Select all in view
 Approve Order Decline Order
Show 5 Items ▼

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, Cincinnati, OH	12/02/2019	4

TIPS!

- *The customer’s second choice could be “Cancel” or “Donate.” Don’t risk a lost sale and a disappointed customer—approve or decline orders within five days.*
- *Be sure to approve the order before delivering it to make sure the customer’s payment is accepted.*

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Step 5: When determining whether to approve or decline the order, consider:

- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location before the end of the sale.

AND

- Do you have or will you have the inventory available?

If so, **"Approve Order."**

If you are unable or unwilling to fulfill the customer's order, click "Decline Order" and the order will default to whatever second option the customer has selected: "Cancel" or "Donate".



Step 6: There are multiple ways to approve and decline orders for delivery.

1. Check the boxes in front of the orders you want to approve or decline and then click "Approve Order" or "Decline Order"

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hanc ock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cin cinati, OH	12/02/2019	4

You will get a pop-up message confirming you want to approve all of the orders you selected and can deliver them to the customer:



Approve Delivery for Cookie Orders

Orders selected: 2

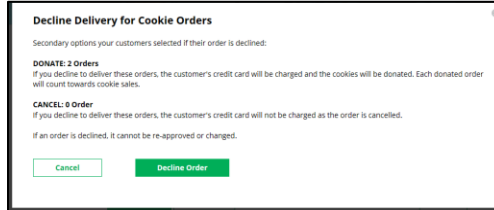
Items to check before you approve order delivery for Jennifer:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve delivery of these orders, the customer's credit card will be charged for the cookies and Jennifer will be able to see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

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Or that you want to decline all of the orders you selected and understand if the orders are being cancelled or donated:

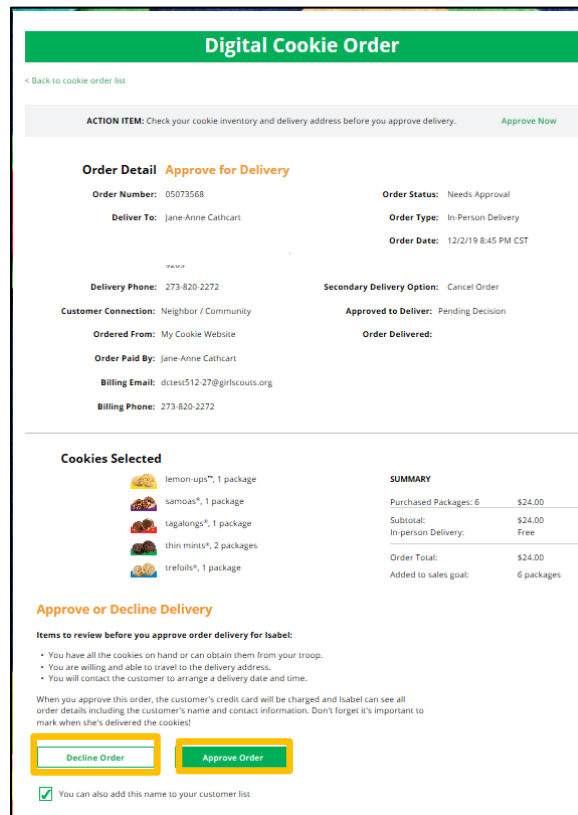


2. Click the "Select All" box, which will select all of the orders on that page that need approval, then click "Approve Order" or "Decline Order".



You will also get a pop-up message confirming your batch approval or declining of the orders selected, as above in option 1.

3. Click on the individual customer to bring up that person's order details and click "Approve Order" or "Decline Order" at the bottom.



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Step 7: If you have approved the order, it will move down to the section “Orders to Deliver”, below the “Approve” section.

2 Orders to deliver					
Click on a name to mark when the cookies were delivered. ⓘ					
<input type="checkbox"/> Select all	Order Delivered	Export Orders	Show 5 Items ▾		
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date	
<input type="checkbox"/> 05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019	

When you approve the order, the customer will be charged.

Make sure the Girl Scout follows through and delivers those cookies.

Step 8: Once you have delivered the cookies, log back into Digital Cookie and mark those orders delivered. There are two ways to indicate you have delivered your order:

1. Check the “Select All” box to select all of the orders on the page; they will all be marked “Order Delivered”.
2. Check the box in front of any orders you have delivered, and then click “Order Delivered.”

2 Orders to deliver					
Click on a name to mark when the cookies were delivered. ⓘ					
<input type="checkbox"/> Select all	<input type="checkbox"/> Order Delivered	Export Orders	Show 5 Items ▾		
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date	
<input type="checkbox"/> 05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019	
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	

Select all → Select all Order Delivered
OR
Select a customer → 05073376

When they are marked as delivered, they will move down into the third section on the page as a completed order.



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Step 9: If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer’s name and click “Add to Customers tab.” Then, the customer will be in her records for sending thank-you emails this year and marketing emails next

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all
 [Add to Customer List](#)
 [Export](#)
 [Show 10 Items](#)

	Paid by	Order #	Cookie pkgs	Order Date	 Order Type	In Customer List
<input checked="" type="checkbox"/> View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/> 
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>

 Grow your customer list! Select checkboxes for the names you want to add. [Need Help?](#)

year for repeat business.

The troop volunteer will see the financial transaction as a credit to your Girl Scout in the baker software after you have approved delivering the order.

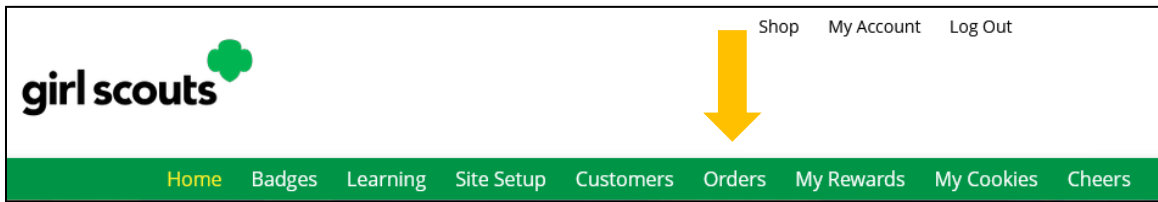
While in the site checking on orders, girls can add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Along the way, your Girl Scout will pick up some good cookie program tips!

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Order Received (Shipped/Donated)

Congratulations! Your Girl Scout received an order that is being shipped directly to the customer and/or donated. There isn't anything you need to do (except remind your Girl Scout to send a Thank-You email), but here are things you will want to know.

Step 1: Once you are in the Digital Cookie site, click the "Orders" tab to see what orders you received.



Step 2: On the cookie orders page, you can see all of the orders that have been received. Girl Scouts can see who purchased the cookies, how many, when, and if they had them shipped or donated.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all
 [Add to Customer List](#)
[Export](#)
Show 10 Items

	Paid by	Order #	Cookie pkgs	Order Date	Order Type	In Customer List
<input checked="" type="checkbox"/> View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>



Grow your customer list! Select checkboxes for the names you want to add.

[Need Help?](#)

While you're in the site checking on sales, it's a great time for your Girl Scout to add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Your Girl Scout will probably pick up some good cookie program tips along the way!

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Step 3: Clicking on the customer’s name for any of the orders will bring up details about what that customer ordered, including any donated boxes.

Digital Cookie Order

[< Back to cookie order list](#)

Order Detail

Order Number: 05072649	Order Status: Shipment Pending
Ship To: Jessica Samuels	Order Type: Shipped
Shipping Address: 1711 Hall Dr Tallahassee, Florida 32303-5328	Order Date: 10/27/19 9:59 AM CDT
Shipping Phone: 729-037-2070	Shipped Date:
Customer Connection: Friend	Tracking #:
Ordered From: My Cookie Website	
Order Paid By: Jessica Samuels	
Billing Email: dcrest664-0@girlscouts.org	
Billing Phone: 729-037-2070	

Your troop volunteer has instructions on how these sales get credited to the Girl Scout's account automatically. But rest assured it is an automatic process and she gets credit for digital sales the same as any other cookie sale.

Cookies Selected

- lemon-ups®, 1 package
- samoas®, 2 packages
- girl scout s'mores®, 1 package
- tagalongs®, 1 package
- thin mints®, 2 packages

SUMMARY

Purchased Packages: 7	\$33.00
Subtotal:	\$33.00
Shipping & Handling:	\$10.25
Order Total:	\$43.25
Added to sales goal:	7 packages

Don't forget to have your Girl Scout send thank-you messages to make sure the customer becomes a repeat customer!

Step 4: If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer’s name and click “Add to Customer List.” Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all
 [Add to Customer List](#)
[Export](#)
[Show 10 Items](#)

	Paid by	Order #	Cookie pkgs	Order Date	Order Type	In Customer List
<input checked="" type="checkbox"/> View	Nina Smith	00112249	10	6/26/2023	Shipped	
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<input type="checkbox"/> View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>

Grow your customer list! Select checkboxes for the names you want to add.

[Need Help?](#)