Digital Cookie Tip Sheets for Girls and Caregivers
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Digital Cookie®

Registering for Digital Cookie
Caregivers/Girl Scouts Under 13

Step 1: Watch for your registration email* from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!". Your council will let you know the approximate date you can expect to see that email. Search your "Promotions/Clutter/Spam" folder too.

*If you did not receive a registration email, see the No Registration Email Tip Sheet.

> Be sure to add email@email.girlscouts.org to your address book so you get your email!

> Click: "Register Now"

Step 2: In the email is a pink button to take you to the Digital Cookie registration site. Simply click that button!

(For best results, use the most recent version of your web browser)

Step 3: Once you click the link you'll be on the Digital Cookie platform. You'll need to create a password.

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Step 4: Use your new password to log in. Remember to use the same email address where you received your registration email-that's the one your Girl Scout Council has on file for you.
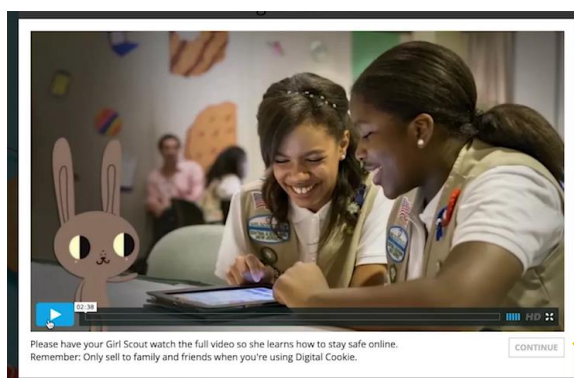
Create Your Digital Cookie Password

When you create your password, a confirmation email will be sent.

Password

Passwords must be 8-16 characters, include 1 number, capital letter and lowercase letter, with optional special characters !, #, $.

Confirm Password

Submit

Step 5: When you first log in, you will have the "*Safe Selling for Smart Cookies*" safety video pop-up to watch and review with your Girl Scout(s).
You can't proceed any further until the full video has been viewed.

Please have your Girl Scout watch the full video so she learns how to stay safe online. Remember: Only sell to family and friends when you're using Digital Cookie.

CONTINUE

Continue button will turn green after video

Step 6: Read and accept the Terms and Conditions agreement. Note, if you are a volunteer, you will first see an additional Terms and Conditions for Volunteers.

You must accept the Terms & Conditions to Participate in Digital Cookie. REQUIRED

Digital Cookie
Terms and Conditions for Parents/Guardians of Girl Scouts
Effective July 30, 2014
Updated August 10, 2022

Welcome to the Digital Cookie® program! Parents/Guardians must agree and adhere to the below terms and conditions ("Parents/Guardians Terms & Conditions") in order for their Girl Scout to participate in the Digital Cookie program.

The Digital Cookie program is an opportunity for your Girl Scout to create her own Digital Cookie site where her customers can purchase cookies online. Girl Scouts will also be able to download the Digital Cookie mobile application which will enable Girl Scouts to access the Digital Cookie platform to process cookie orders via a smartphone or tablet (the "Digital Cookie Mobile App"). Girl Scouts will also learn and practice the five business skills (goal setting, money management, people skills, decision making, and business ethics) in a modern digital setting.

In addition, because your Girl Scout will be involved with managing and entering information associated with the program online, please carefully review the Privacy Policy before agreeing to these Parents/Guardians Terms & Conditions.

Your agreement to these Parents/Guardians Terms & Conditions constitutes your consent to the Privacy Policy and consent that your Girl Scout may participate in the Digital Cookie program.

I will keep my Girl Scout safe during her participation in the Digital Cookie program:

• I will review the Girl Scouts Digital Cookie Pledge, Computer Online Safety Activity Checkpoint, and Girl Scout Privacy. I understand and acknowledge, that in the event, I am aware of a violation or there is a violation in my Girl Scout does not comply with the Girl Scouts Digital Cookie Pledge or any of the materials referenced therein, including the Internet Safety Pledge, my Girl Scout's participation in the Digital Cookie program may be terminated.
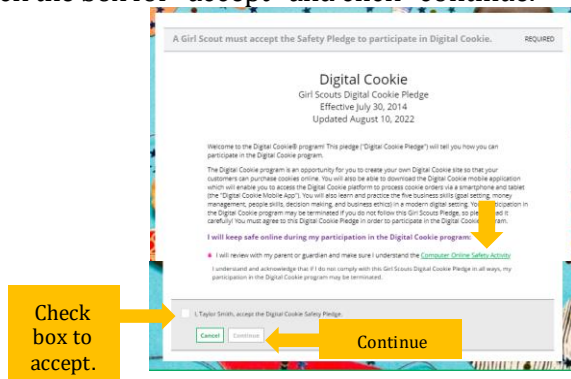
I, Christina Williamson, accept the Terms and Conditions.
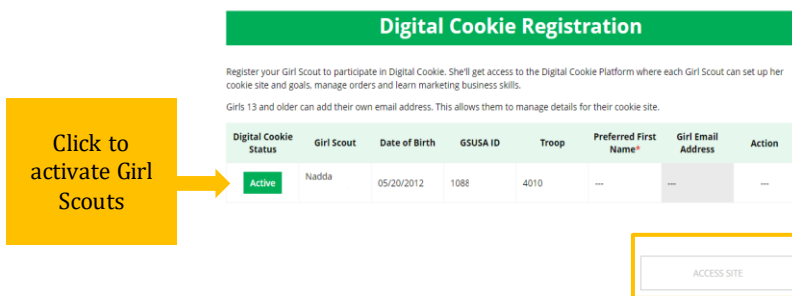
Cancel   Continue

Check box to accept

Continue

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Step 7: Next, the "Girl Scout Safety Pledge" will appear. Be sure to read it to/with your Girl Scout(s). Then check the box for "accept" and click "continue."

You will then be taken to a screen to activate your Girl Scout(s) for the Digital Cookie program and update their preferred name if desired.

If the Girl Scout you are activating is 13 or older, you have the option to enter her email address and she will complete her own registration process. (See "Site Registration-Girl Scout 13 and Older" Tip Sheet for instructions.) Girl Scouts under 13 will login in partnership with their caregiver and do not need a separate email address.

After activating all of your Girl Scouts (if you have multiple), you will click the "Access Site" button to be taken to the first Girl Scout's home page.

Step 8: Once you have registered, watch your inbox for a registration confirmation email and save this email where you can find it during cookie season!

Next Steps: Site Setup
             Marketing to Customers

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Site Registration – Girl Scout 13 and Older

Previous Steps: Site Registration

Step 1: After agreeing to Terms and Conditions, you will be prompted to register all Girl Scouts associated with your email address. Enter their preferred first names.

If your Girl Scout is over 13, you have the option to also enter an email address for her so she can manage most of her Digital Cookie site. Girl Scouts 13+ still need an adult to approve the Girl Scout's site and Girl Scouts 13+ need an adult to approve orders.

If your Girl Scout over 13 doesn't have her own email address, she can work with you and use your login to set up her site.

Digital Cookie Registration

Register your Girl Scout to participate in Digital Cookie. She'll get access to the Digital Cookie Platform where each Girl Scout can set up her cookie site and goals, manage orders and learn marketing business skills.

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Active	Nadda	05/20/2012	1088	4010	---	---	---

Click to Activate

ACCESS SITE

Girl Account

Victoria Roy

Preferred First Name:*
(or use a nickname)

Victoria

Girl Email Address:
(optional)

Enter Girl Scout's Email Address (optional)

Cancel   Save

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Step 2: The Girl Scout will then need to check their email inbox for an email from "Girl Scout Cookies". Girl Scouts should be sure to add email@email.girlscouts.org to their "safe senders" list so that this email goes to their inboxes and not to junk/spam/promotions email folders.


When she gets the email, she simply clicks on the pink button to be sent to the Digital Cookie website where she will be able to set her password.

If she does not get the registration email within 15 minutes of you adding her email address, Girl Scouts can follow the steps on the "No Registration Email" Tip Sheet.

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Step 3: The Girl Scout will need to complete the same steps to set up a password as all other users. Once she has set her password, she will be taken to the *Safe Selling for Smart Cookies* video. She can't proceed further until the full video has been viewed.
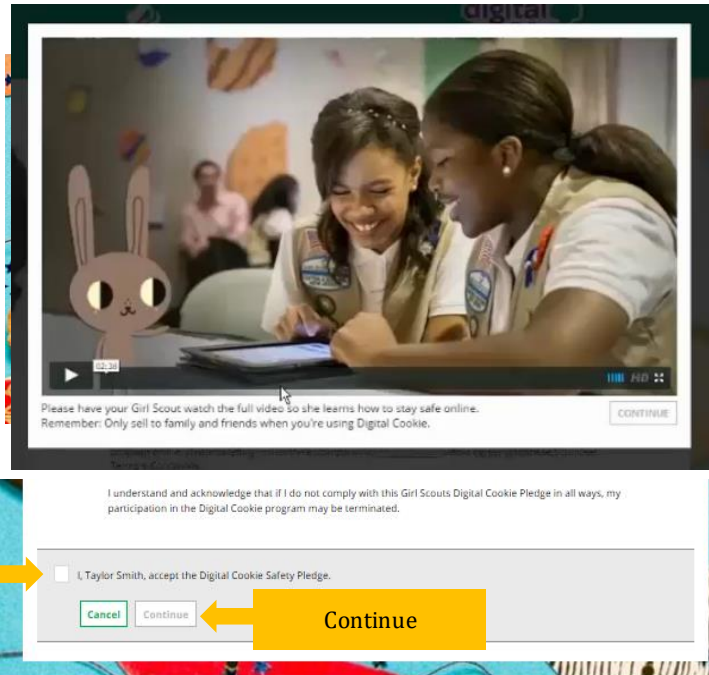
Step 4: Then, read the "Girl Scout Safety Pledge."

After she has read the pledge, she can click the box to accept it and then click "Continue" be taken to the home page of her site to set it up.

Next steps: <u>Girl Scout Site Setup - 13 and Older</u>
<u>Marketing to Customers</u>

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No Registration Email Received

In order to receive a Digital Cookie registration, a Girl Scout must be registered for the current membership year and the Girl Scout council will need to have the correct email address on file for her primary caregiver. If you have opted out of receiving emails from the council, skip to Step 4.

Step 1: Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!". If you do not see the email, follow these steps to get registered for Digital Cookie.

Step 2: Go to digitalcookie.girlscouts.org and click the "Need help to log in" link.

(For best results, use the most up to date web browsers)
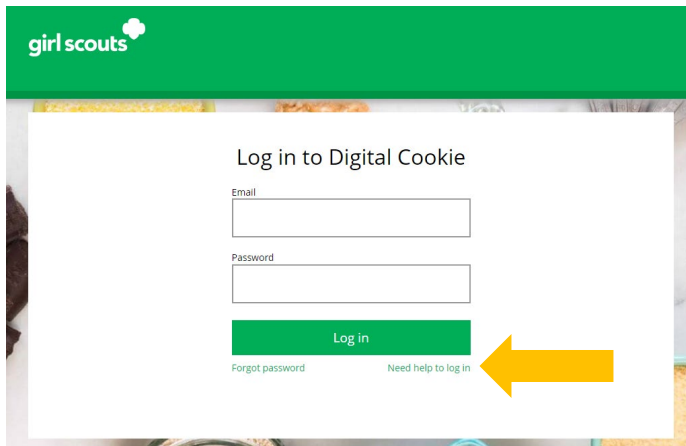
You will get a screen of steps you can use to try and get registered for Digital Cookie.

Distributed by GSUSA – 07/20/2023
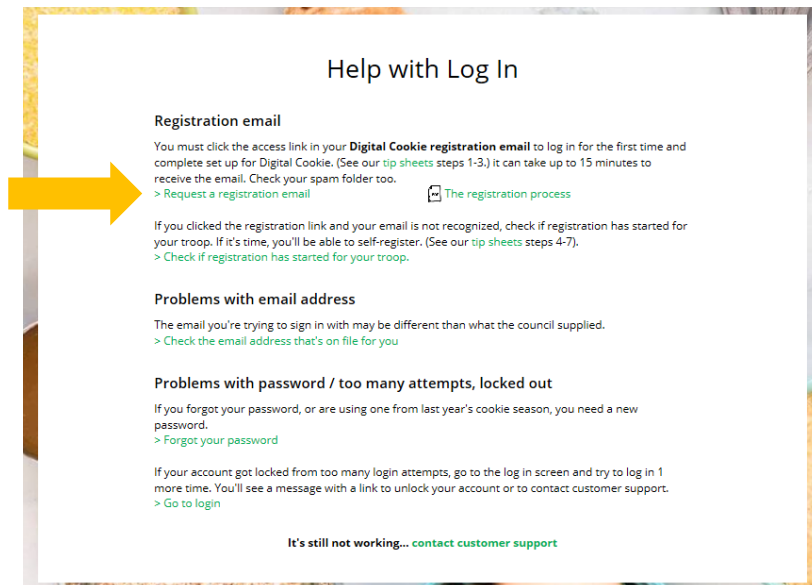
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Step 3: Start by clicking on the "Request a Registration Email" and enter the email address that you used to register your Girl Scout.

Request a Digital Cookie Registration Email

Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.

Email

[   ]

| Cancel | Submit |

Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email, Contact customer support

> Be sure to add email@email.girlscouts.org to your address book so you get your email!

Step 4: If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it within 15 minutes.

If you get a red message:

Email

[testdc512@girlscouts.org]

The email you entered is not recognized.
Parents, check the email address that's on file for you.
For others, click here for help.

and you think your Girl Scout is a registered Girl Scout member with your local council, you can choose "check the email address that's on file for you"

Step 5: You will select your Girl Scout Council

Verify your Digital Cookie Information

Cookie season timelines vary by council. Check to see if Digital Cookie registration is open. The list below shows councils that are currently getting set-up for Digital Cookie.

What council is your Girl
Scout's troop assigned to?   [▼]

I don't see my council listed

| Submit |

Contact Customer Support

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Step 6: Then enter your Girl Scout's first name, last name, and troop number.

Verify your Digital Cookie Information

Look up the parent contact information that's on file for your Girl Scout. If you don't know the troop number, please contact your Troop Leader or council for assistance.

All fields required

What council is your Girl Scout's troop assigned to:	Louisiana East
Girl Scout First Name	Joanne
Girl Scout Last Name	Smith
Girl Scout Troop Number	12352 ✕

Cancel   Search

Contact Customer Support

If your Girl Scout's information is not in the system or not in the system the way you entered it, you will get a message letting you know you will need to contact your council, Troop Leader, or Customer Support for assistance.

The information you entered could not be matched in the Council's Digital Cookie records. Please check the data and try again.

If the problem continues, contact your council, Troop Leader or customer support for assistance.

Close

Step 7: If your Girl Scout and her primary caregiver information are loaded into the Digital Cookie system, you will see the information in order to verify that it's correct.

If the information is correct, you can send yourself a registration email knowing what email address you should use to look for the email.

Verify your Digital Cookie Information

Here's the Digital Cookie contact information that's on file for your Girl Scout.

Girl Scout First Name:	Joanne
Girl Scout Last Name:	Smith
Girl Scout Troop:	12352
Parent First Name:	Crystal
Parent Last Name:	Smith
Parent Email:	dc_***@girlscouts.org

Send Registration Email ➜   **Send Registration Email**   **Update Details**   ⬅ Update Details

If the primary caregiver information is incorrect, click on the "Update Details" button. NOTE: if you are also a cookie volunteer you will need to update your email address in the baker software.

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Step 8: To update your information, you will need to enter your Girl Scout's Date of Birth as a security measure, then you can update your name and/or email address.

Update Your Digital Cookie Information

Any updates to parent information will be reviewed by the council as a security step. You will receive an email confirming the status of your update and if you change your email, a registration email will also be sent.

Girl Scout First Name:	Isabel	All fields required
Girl Scout Last Name:	Garcia	
Girl Scout Troop:	12359	
Girl Scout Date of Birth	07/11/2011	
Parent First Name	Jessica	
Parent Last Name	Garcia	
Parent Email	dctest512-1@girlscouts.org ✕	

Cancel   Submit

Contact Customer Support

You will get a success message once you submit your changes.

Your updates have been submitted to the council and will be reviewed as a security step.

You'll receive an email confirming the status of your update and if you changed your email, a registration email will also be sent.

Close

Your council will then review the updates and approve or reject the updates. You will receive an email notification when they have completed that step.

Step 9: If the Girl Scout is imported but her caregiver information is not on file, you can add the caregiver information.

Add Parent Contact Information

There is no parent information available for this Girl Scout. Please add your information which will be reviewed by the council as a security step. An email confirming your entry and a registration email will be sent to you.

Girl Scout First Name:	Amanda	All fields required
Girl Scout Last Name:	Green	
Girl Scout Troop:	12350	
Girl Scout Date of Birth (for security reasons)	mm/dd/yyyy	
Parent First Name		
Parent Last Name		
Parent Email		

Cancel   Submit

As in Step 8, the information will need to be reviewed by the council before your Digital Cookie account will be activated. Once approved, you will receive a registration email and can begin accessing Digital Cookie

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Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org and click the "Forgot password" link.
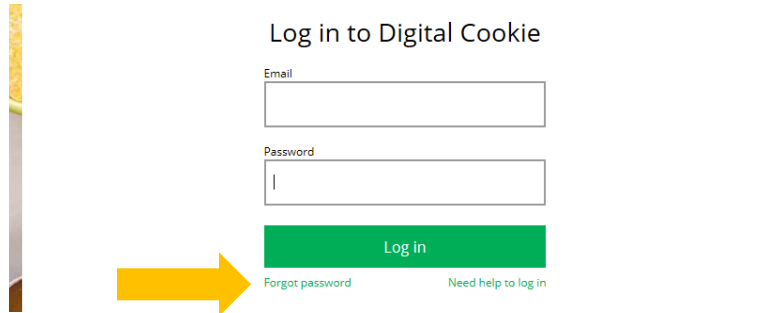
Step 2: Enter the email address associated with your Girl Scout's Digital Cookie registration.
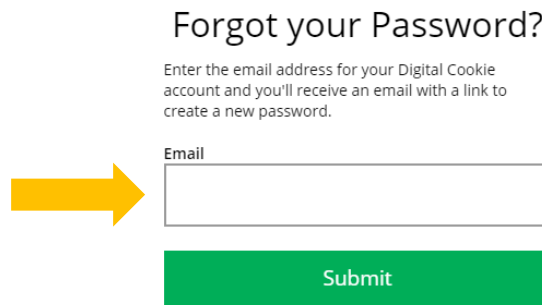
Step 3: You will be sent an email with the subject: "Your Digital Cookie password reset request" from "Girl Scout Cookies" (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders if you don't receive it and be sure to add email@email.girlscouts.org to your "safe sender" list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the "Reset Password" link.

Enter your new password
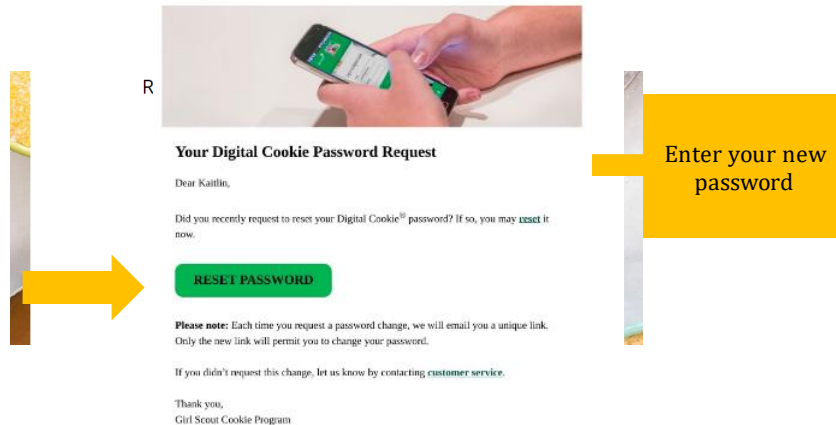
Step 4: You will be taken to a page to reset your password.

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Step 5: If you do not receive an email to reset your password in 15 minutes, return to the login page in step 1 again, click "Forgot password" and this time select "contact customer support" to be taken to a customer service form.

Forgot your Password?

Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.

Email

Submit

Haven't received the email, you've checked your spam folder and it's been 15 minutes? Contact customer support
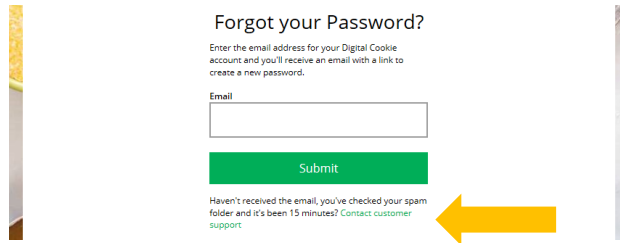
Step 6: Select "Password Reset" then complete the online form for customer support.

Next Steps: Site Registration
Site Setup

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Unlock Account

Step 1: If you have attempted multiple times to login at digitalcookie.girlscouts.org and did not successfully input your password, you may find you locked yourself out. You can contact customer support or unlock your account.

Step 2: If you click the "unlock your account" link, you will be asked to validate the email address you use for Digital Cookie, then click the "Send Email" button
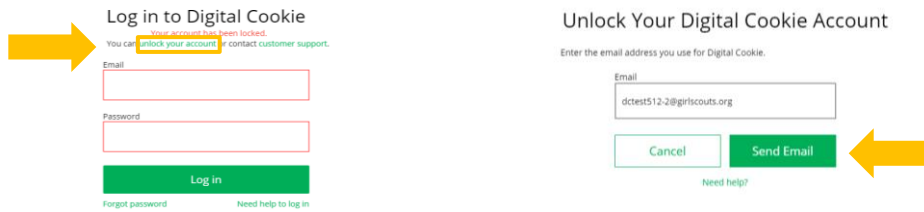
Step 3: You will be sent an email with the subject: "Your requested pin number" from "Girl Scout Cookies" (email@email.girlscouts.org). Check your junk/spam/promotions folders if you don't receive it and be sure to add email@email.girlscouts.org to your "safe sender" list.

You will have a pin number in the email.
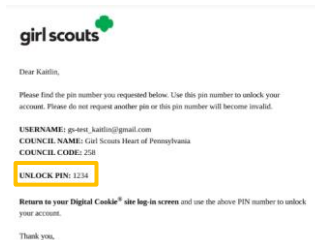
Step 4: Enter the pin code back in Digital Cookie on the unlock screen, then click on "Verify".

Step 5: You will be taken back to the Digital Cookie login screen with your account unlocked
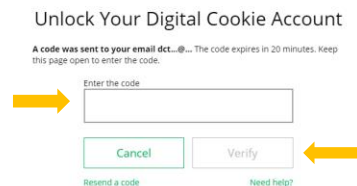
and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the "Forgot password" link.
Otherwise, login and get started with your Digital Cookie experience.

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Site Setup – Girl Scout Under 13

Previous Steps: Site Registration

Step 1: Log in to digitalcookie.girlscouts.org
To help your Girl Scout set up her business for customers, click on the "Set up your Digital Cookie site…" link in the "My Cookie Site" section, or the "Site Setup" at the top.
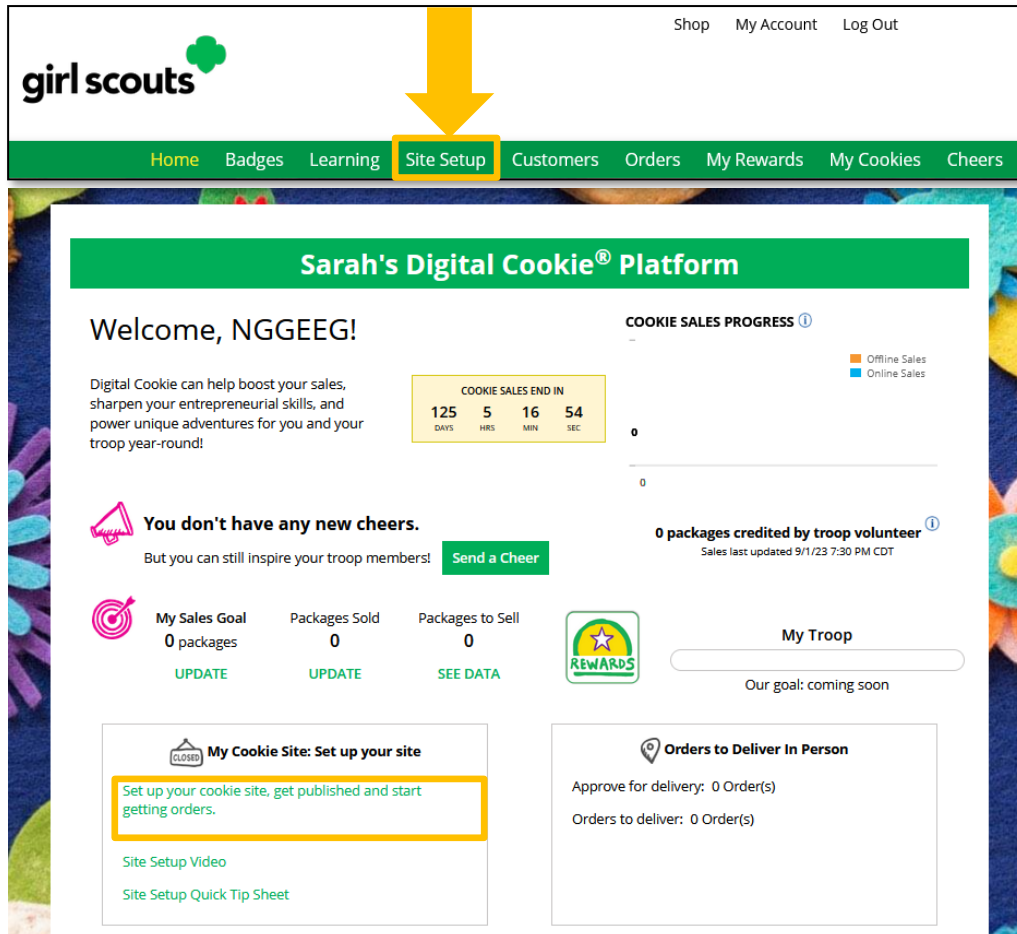
Step 2: There are several different sections to her home page. Click on the headings to be taken to the instructions for that section.

- Goal Setting: "Set My Sales Target"
- "My Cookie Story"
- Photo/Video Upload
- Preview and Publish Your Site

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Goal Setting: Set My Sales Target

1. Girl Scouts enter how many packages of cookies they are working to sell this year through online and offline sales.
2. When the information is entered, the calculator will show how much money the troop will get from her hard work.
3. Clicking on "Rewards" will take you to your council's rewards tab (if available) to see what rewards the Girl Scout might want to work towards.
4. Girl Scouts can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.

Don't forget to save your goal before moving on.

My Cookie Story

1. Girl Scouts tell their customers about a troop goal and why it's important.
2. Girl Scouts share what they've learned from the cookie program.
3. Save their story. They can make edits to it at any time.

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Photo/Video Upload

1. Girl Scouts can choose to upload a photo or use a picture from the gallery.
2. Or, Girl Scouts can upload a video or use the "Cookie Boss" video.
3. Bonus! Girl Scouts can get tips on how to make a great video.
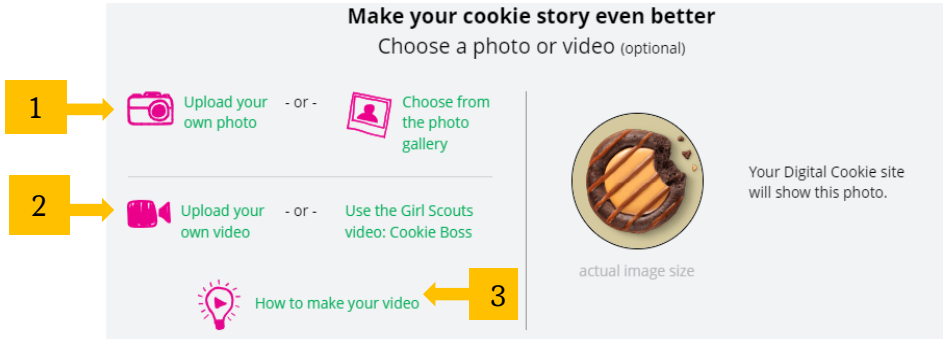
Girl Scouts who uploaded a photo or video of themselves sold more than double the boxes on average than those who did not.

See Your Cookie Site and Publish

Almost there! Simply click the button to see how the site appears to customers and publish.
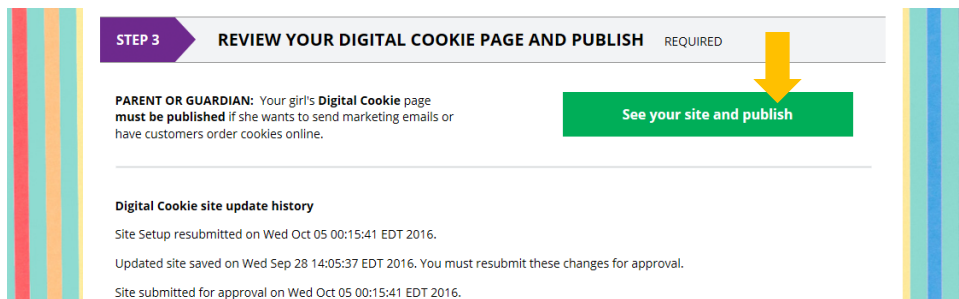
If your button only says "see your site" you may be missing some required fields or didn't make any changes. Go back and check that everything has been completed.

You will see what the customer will see. Some things to check:

- Is the spelling and grammar correct and does it tell a story?
- Make sure the photo or video are displaying correctly.
- Are the goals accurate?
- If you need to change anything, click *Edit* and make changes, then go back to Step 2a.
- If it looks good, *approve and publish it*.

Your Girl Scout's cookie store now has its own website! If your council's digital cookie sale hasn't started, the link will not be active yet.
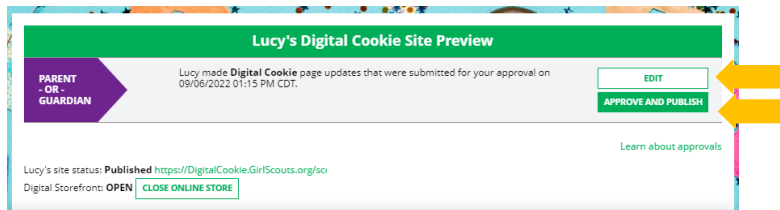
Next Steps: Marketing to Customers
Accessing the Games and Videos

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Site Setup – Girl Scout 13 or Older

Previous steps: Site Registration Girl Scout 13 and over

Step 1: Once in the Digital Cookie site, the setup functions just like the Site Setup Girl Scout Under 13. The difference is that Step 3 will have a button at the bottom of the page instructing the Girl Scout to: "See your site and submit for approval."
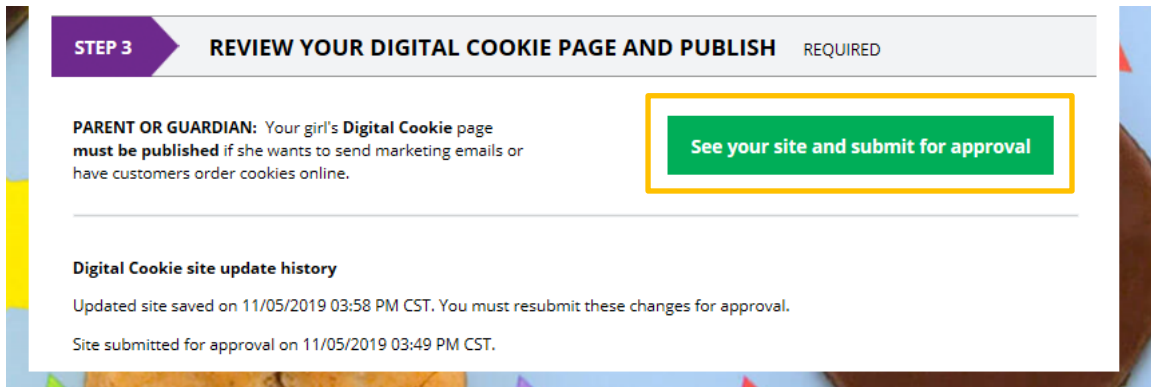
Step 2: A preview of her site will display and she can either make additional edits or submit it for caregiver approval.
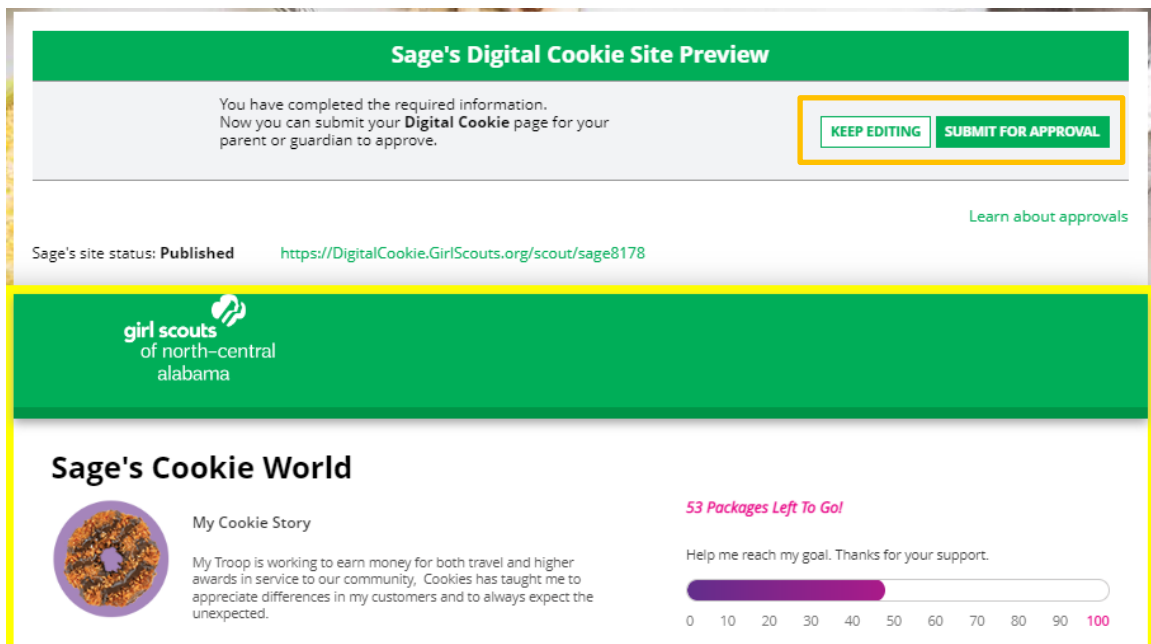
Digital Cookie®

Step 3: Once she has submitted the site for approval, you will receive an email that your Girl Scout's site needs approving.

Step 4: When you click the pink "Review Site" button in the email, you will login and be sent to your Girl Scout's site preview.

From there you can review it and either "Approve and Publish" to have her site go live, or click the "Edit' button to make changes.

If you make changes, when they are complete, click "Approve and Publish". Make sure to let your Girl Scout know you made changes.

Step 5: The Girl Scout will receive an email confirmation that her caregiver has approved her site. Now she is ready to send marketing emails to customers once the council's Digital Cookie sale is open.
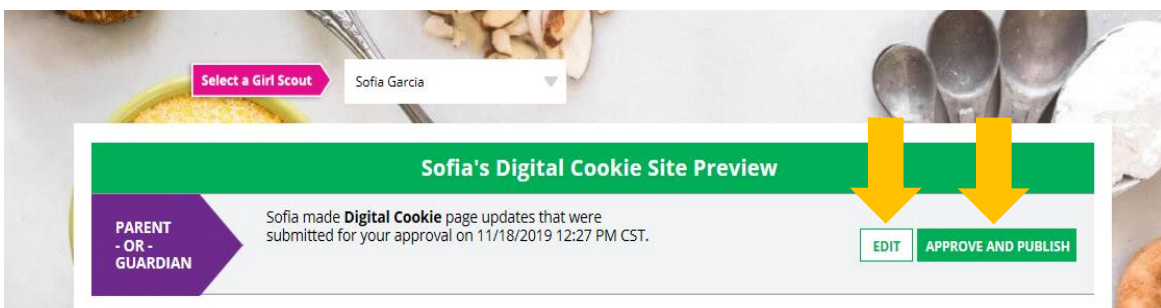
Next Steps: <u>Marketing to Customers</u>

Digital Cookie®

Photo/Video Upload

Want to double or triple your sales? Let your customers see YOU!

Step 1: Caregivers and Girl Scouts can go to the Site Setup tab in their navigation bar. If they have already set up the site and published it, they will need to click on the Edit button at the top of the page.
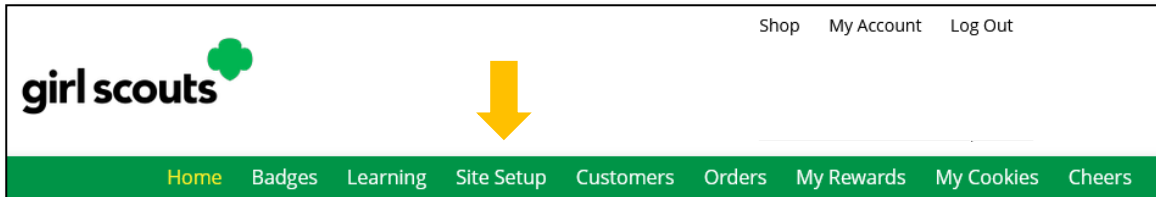
Step 2: From there, scroll down to Step 2: "Write My Cookie Story." The bottom half of that section, "Make your cookie story even better" is where Girl Scouts can show their cookie colors to their customers by uploading a photo or video.
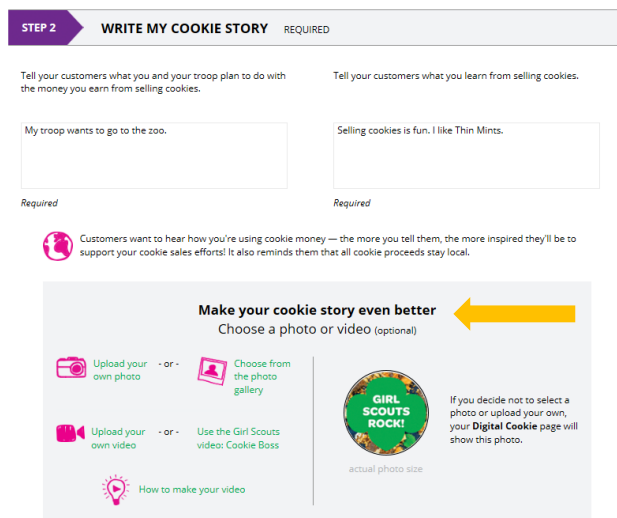
On average, Girl Scouts who uploaded a photo sold almost twice as many cookies and those who uploaded a video three times as many packages as Girl Scouts who didn't upload anything!

To choose a photo

Step 3: Girl Scouts can choose to use a photo from the gallery already in Digital Cookie by clicking on "Choose from the photo gallery."

Clicking on that gives them some images they can use.
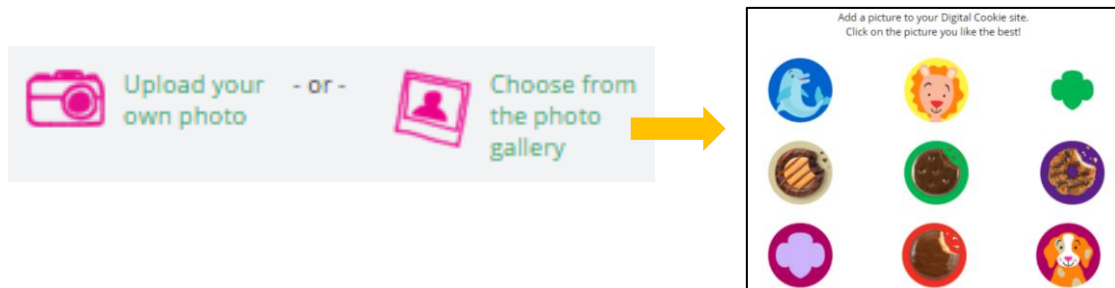
Digital Cookie®

Or they can click "Upload your own photo" and search their own computer files for the photo they want to upload.
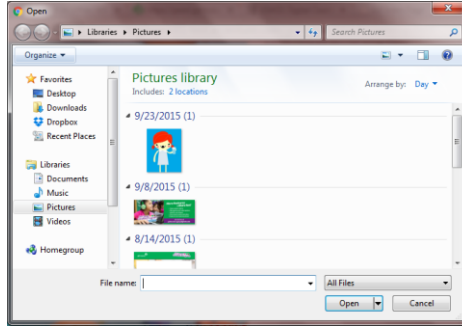
The photo will appear in the preview pane. You can choose to either "Save" and use it on your site, or "Delete" and start over with a new upload.
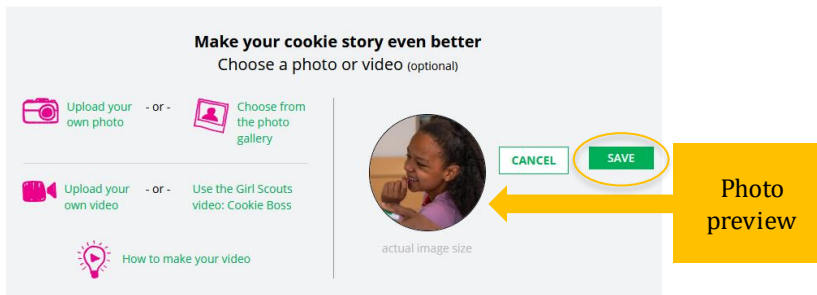
To upload video
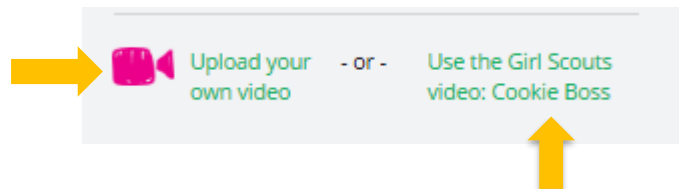
Step 4: Girl Scouts can use the *Cookie Boss* video already in Digital Cookie or they can upload their own video by clicking the "Upload your own video" link.
Clicking the link will take them to their computer files to browse for the video they want to upload.
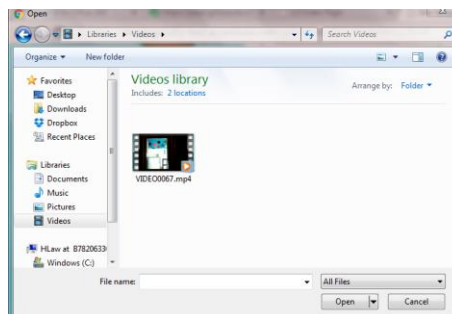
Digital Cookie®

A spinner will appear while the video uploads
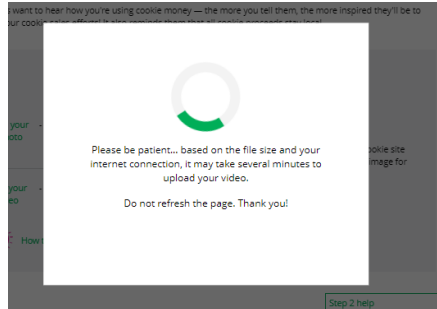
When it uploads, they will see a "Watch My Video" icon. Users can also click the graphic to see a preview of the video in a pop-up video window.

When Girl Scouts are satisfied with the video, they can click "Save." If they don't like it, they can click "Delete" which will remove it; they will need to re-upload using the "Upload your own video" link again.

Click to see preview of the video.

Check out the "How to make your video" link for tips about creating a video that everyone will love to watch!

Once Girl Scouts have saved their video, they can click the green "Download" button to see it in a full page format.

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When Girl Scouts 13 and under are satisfied with the photo or video, caregivers will click "See your site and publish."

When Girl Scouts 13 or over are satisfied with the photo or video, they can click the "See your cookie page and submit for approval" button.

If Girl Scouts want to see the video again, they can click on it in their site preview.

Digital Cookie®

Girl Scout and Caregiver Dashboard

Your Digital Cookie Dashboard has information that helps you support your Girl Scouts in her Digital Cookie sales.

There may be up to nine tabs on your dashboard.

girl scouts					Shop	My Account	Log Out

Home	Badges	Learning	Site Setup	Customers	Orders	My Rewards	My Cookies	Cheers

Home
Badges
Learning
Site Setup
Customers
Orders
My Rewards
My Cookies
Cheers

Home
The dashboard has seven sections.
1. Cookie Sales Progress and Cheers
2. My Cookie Site
3. Orders to Deliver In Person
4. Learning
5. From your Council
6. Online Sales and Marketing

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1. Cookie Sales Progress and Cheers

Track your cookie sales and how your troop is doing towards their goal. You can update your goal and enter offline sales all from your dashboard.

You will also be notified from your dashboard if you have a new Cheer or easily send a Cheer to another Girl Scout in your troop right from your dashboard.

2. My Cookie Site

Once your site is set up, you can copy your site's URL or download a QR code to share with customers. If you have not set up your site, you can use the link to help you. You can also view the Site Setup Tip Sheet for support.

Digital Cookie®

3. Orders to Deliver In Person
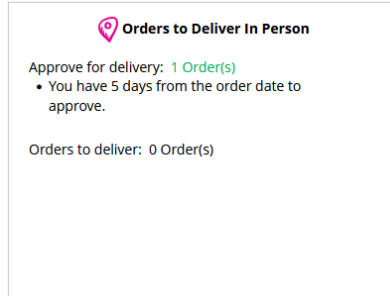
In this section you can see if you have orders to be approved or delivered.

4. Learning

This section will let you know when you have completed a cookie pin or badge. Once you have completed the steps on the Badges page, the pin or badge you have completed will be colored in, as show on the right.

5. From Your Council
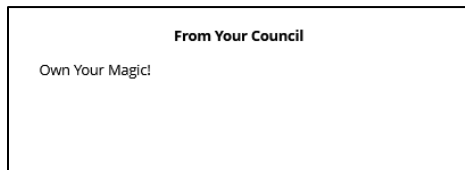
Your council may choose to write a note of encouragement that you will be able to read here.

Digital Cookie®

6. Online Sales and Marketing

Monitor your cookie business by viewing your total sales as well as a breakdown of sales by cookies and delivery options. You can also see how many marketing emails you have sent to customers.
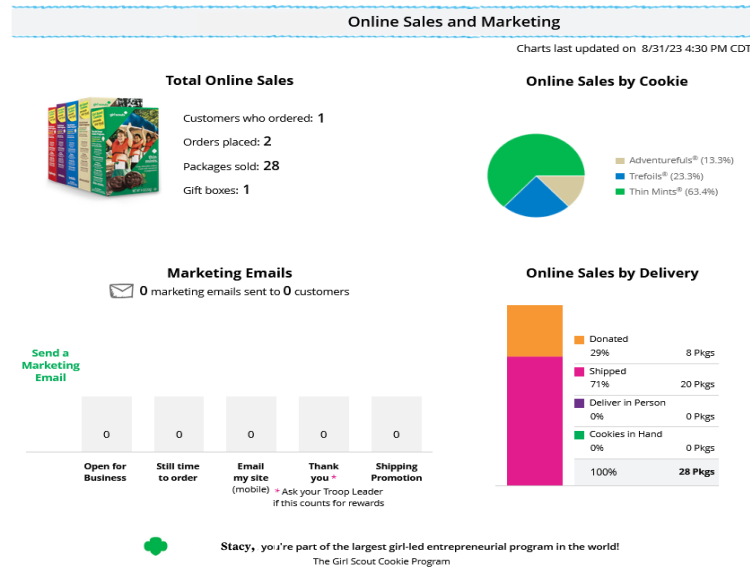
Badges

This page displays the Cookie Entrepreneur Family Pins, and the Cookie Business badges appropriate to your Girl Scout's level. For more information see the "Cookie Entrepreneur Pins/Badges" tip sheet.

Learning

This page has games, videos, and other cookie program exercises tailored to the Girl Scout's age level.

Site Setup

Use this page to set up your cookie site. For support on how to set it up, view the "Site Setup" tip sheet.

Customers

Connect with customers on this page by adding new friends and family, send emails, and monitor their orders.

Orders

View all orders placed on your cookies site. For details on the delivered orders section, view the "Order Received In-person Delivery" tip sheet.

Digital Cookie®

My Rewards

If your council has this functionality, Girl Scouts will be able to see the rewards they can earn and make selections once they get to that level. For details on how to make the selections, view the My Rewards tip sheet.

My Cookies

This page has three different sections depending on your council's type of sale and selections.

- **Initial Order:** place your cookie order directly in Digital Cookie to send automatically to the baker's system that your troop cookie volunteer uses to manage the sale.
- **Cookie Inventory:** monitor your cookie inventory throughout the sale, to keep track when you need to order additional cookies for orders from your troop cookie volunteer.
- **Financials:** monitor the financial piece of the cookie business to see if any money is due to the troop cookie volunteer.
- **Delivery Settings:** this section you can turn off/on cookie varieties as well as the in-person delivery option for customers.

For more details, view the relevant My Cookies tip sheets.

Cheers

Send words of encouragement to other Girl Scouts in your troop and view any Cheers you may have received from customers, your troop volunteer, or other Girl Scouts from your troop.

Digital Cookie®

Mobile App

Girl Scouts and troop volunteers can use the Digital Cookie Mobile App to process and review orders placed through the Girl Scout's individual site as well as the troop site.

Users will start by downloading the Digital Cookie Mobile App from the iTunes or Google Play store. The app is free and can be found by searching for "Digital Cookie Mobile app." Users should download a new version of the app every year.

The same email and password used to access Digital Cookie is the same to log into the mobile app. **Note: The app will only work if the Girl Scout/Troop's Digital Cookie website is set up and approved, and the council mobile app access date has started.**
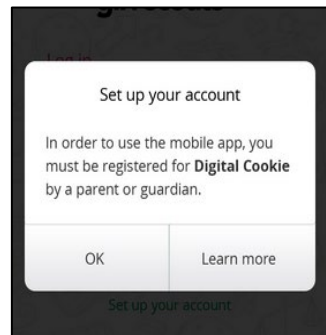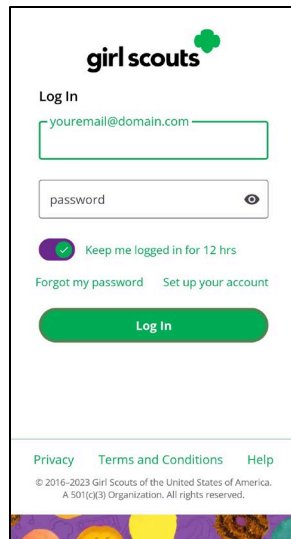
Once a user is logged into the app they see the different accounts available. The user will select which account they want to use. The Girl Scout view is used to take sales on behalf of a specific Girl Scouts. The Troop view is used to take sales on behalf of the troop and not an individual, for example at a troop booth.
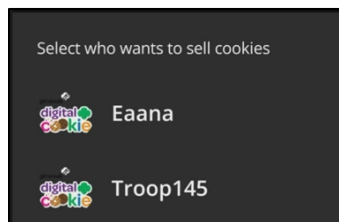
Digital Cookie®

Logged in as Girl Scout

From the home page, the user can select "New Cookie Order", "Visit My Site," "Email My Site," or "All Orders."
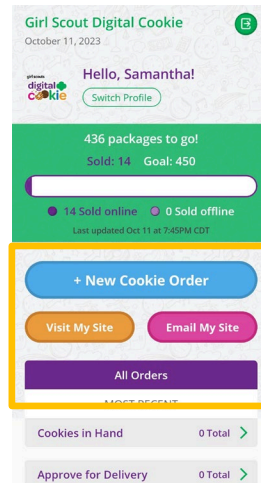
Email My Site is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.
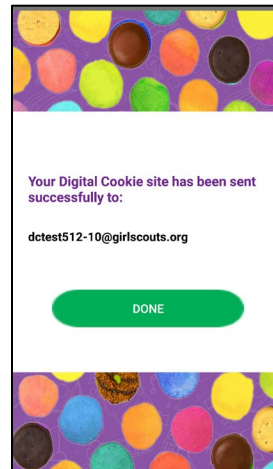
The customer's information will populate into the Girl Scout's Customer tab in Digital Cookie under the Mobile App section. The Girl Scout will need to add the customer to their list prior to sending additional emails or to keep the customer for future seasons.

Digital Cookie®

Visit My Site is used to see the Girl Scout's QR code. Girl Scouts can then show the customer their phone for the customer to scan the QR code which will take them directly to the Girl Scout's site to make a purchase.
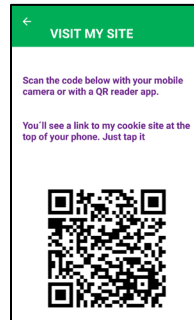
New Cookie Order is used to take cookie orders directly through the app.

Step 1: Click the New Cookie Order button to be taken to the order screen to enter which cookies the customer wants to order by using the "+" and " – " buttons.
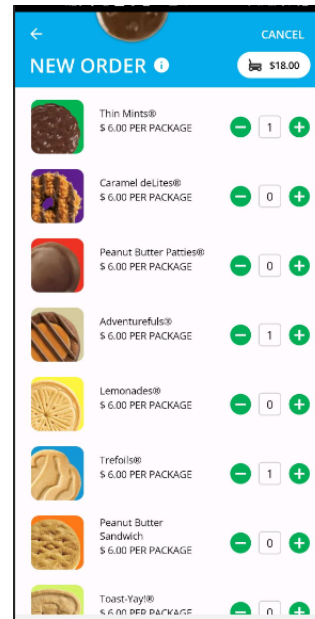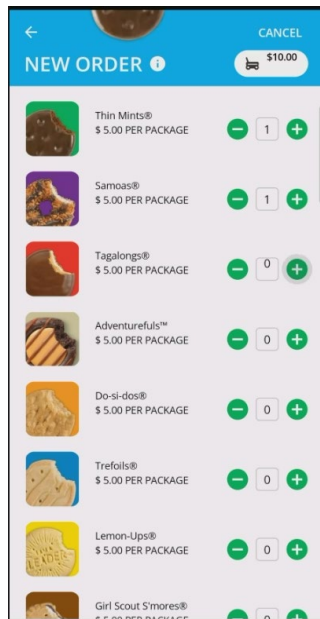
Once the correct number of cookies have been selected the Girl Scout will click the "CHECKOUT" button.
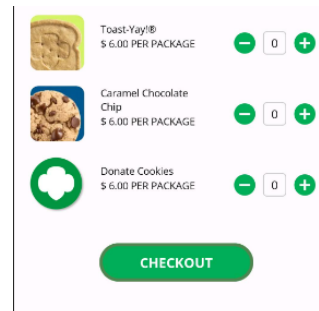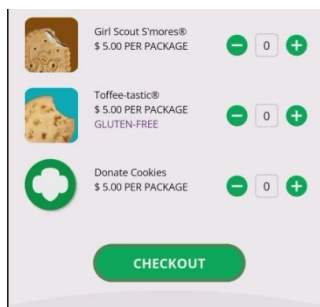
Digital Cookie®

Step 2: Select how the customer would like to receive their cookies. Options may vary based on what the council is making available. After marking the selection, click continue.
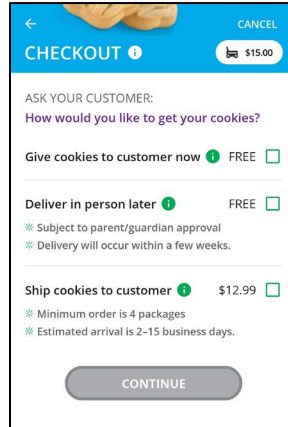
If deliver in person later is selected, the Girl Scout will need to ask the customer what they would like to do if their order can't be approved by the parent within five days, the same as all delivery customers are asked at checkout. Once the selection is made, she can continue with the checkout process.
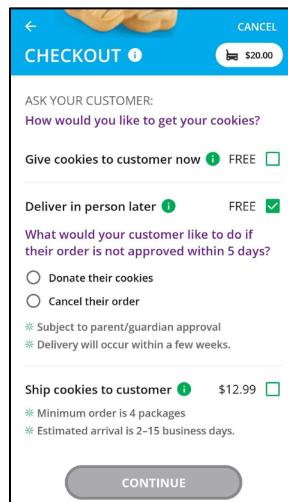
Digital Cookie®

Step 3: Review order and enter customer and payment details. Girl Scout's can review the order with the customer and gather the customer's information including payment details.

If the order is shipped or delivery, the Girl Scout will then complete the customer information for where the cookies will be shipped/delivered to.

For in hand orders (give cookies to customer now), an address is not required, only the customer's name, email address, and billing Zip Code.

Use Scan Card feature instead of typing all the details.
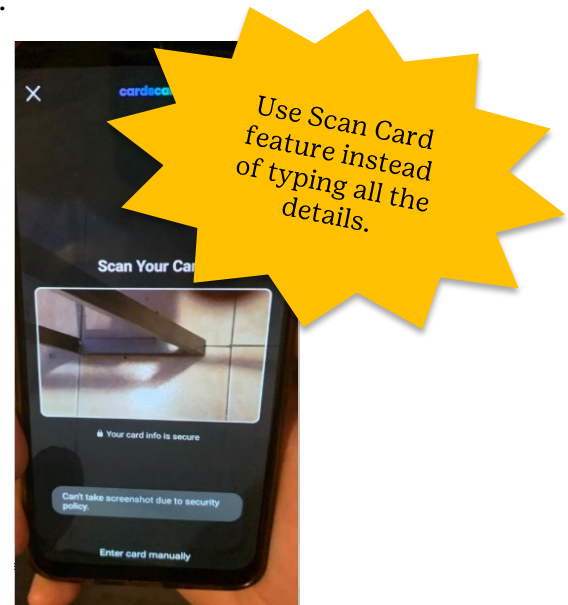
After completing the required info, click review or place order depending on the order type.

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Digital Cookie®

Once the order is placed, the Girl Scout will receive an order confirmation screen and a reminder to thank the customer for the order!
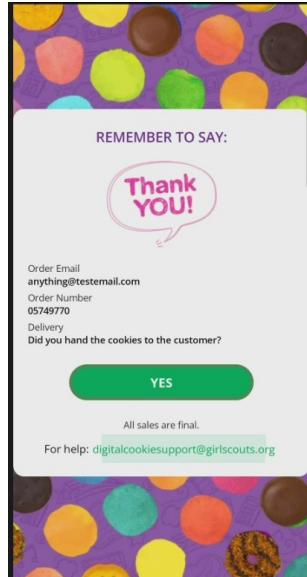
All Orders is used to view all of the orders visible by delivery method.

Step 1: Click the green arrow to view all orders under that specific delivery method.

Step 2: See order details. Click the green arrow next to the order, the details will appear. Users can then review the order, see the status and depending on the type of order and status the user can approve/decline the order or mark it as delivered.

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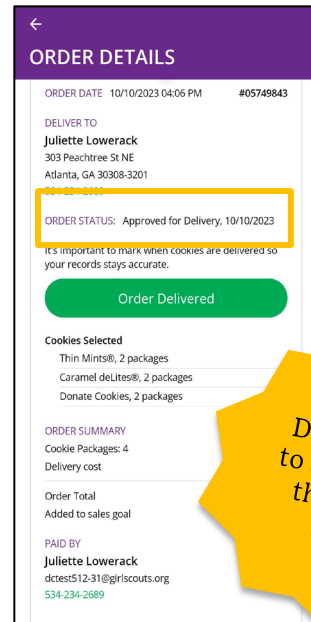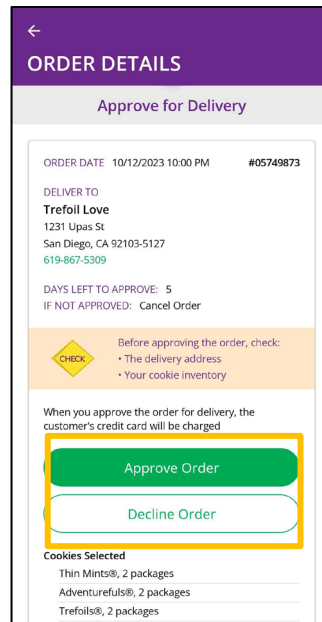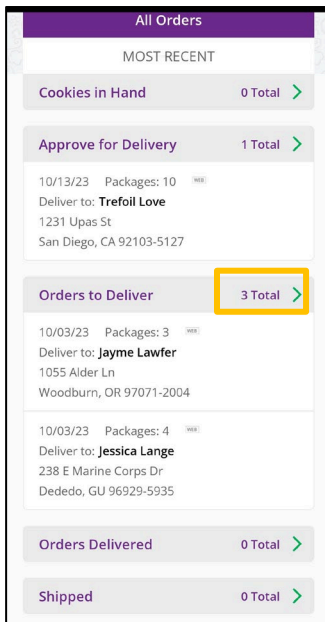
Digital Cookie®

Logged in as Troop

When users are logged in as the troop, they will see the same dashboard as if they were a Girl Scout and have the same choices "New Cookie Order", "Visit My Site," "Email My Site," or "All Orders." Many of the steps taken as a Girl Scout are the same as a troop. This section will focus on the different functionality.

Volunteers who do not have a Girl Scout can still log into Digital Cookie to use the app as the troop.
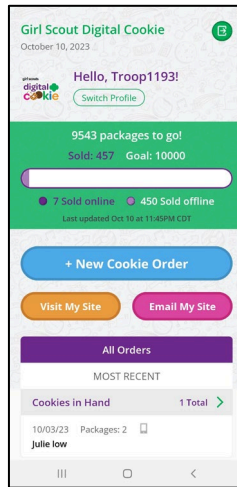
New Cookie Order: When processing a new order, during the checkout steps, if the selection "Give cookies to customer now" is selected the user will see additional options. Depending on the council's settings, once a user has selected "Sold at a booth" they may be able to select that specific booth. When reviewing the order users can see which booth was selected.
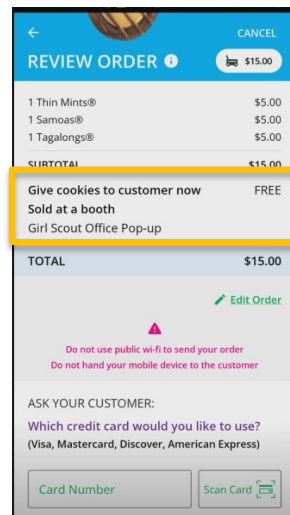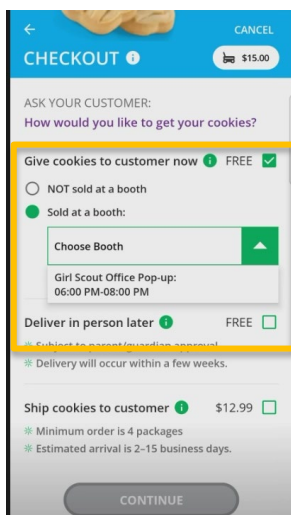
Approving orders: all users when logged in as the troop will be able to view, approve/decline orders the same way Girl Scouts can above. Troop volunteers should discuss with family members how they want the troop orders to be handled prior to using the app.

Digital Cookie®

Cookie Entrepreneur Pins/Badges

Step 1: While you are logged in to Digital Cookie, click the link for "Badges" to be taken to the Cookie Entrepreneur Family Pins and Cookie Business badges that your Girl Scout can view and complete.

| Home | Badges | Learning | Site Setup | Customers | Orders | My Rewards | My Cookies | Cheers |

Step 2: You'll be taken to a page that displays the Cookie Entrepreneur Family Pins and the Cookie Business badges appropriate to your Girl Scout's level.

For the badges, Girl Scouts can read an overview of the steps. For full details, she can check with the troop volunteer or purchase the online requirements using the shop link or from your local council store.

For the Cookie Entrepreneur Family Pins, Girl Scouts can click on the instructions for each step:

Check the box when the activity is finished.

Click on a step.
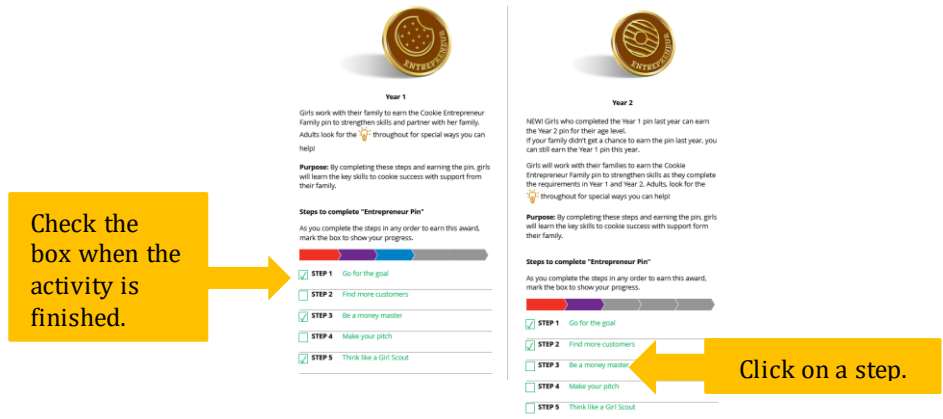
Step 3: The instructions for that step of the pin will pop up. She can click on the link to complete any activities in Digital Cookie, and once completed the Girl Scout will click the box next to each step.

< Back

Click "Back" to return to badges page and mark step as complete

Brownie Entrepreneur Pin - Step 1

Link to activities
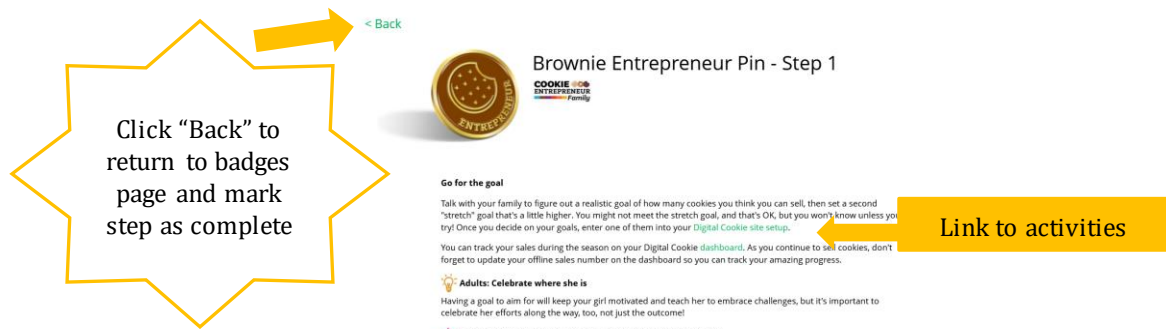
Digital Cookie®

When the box for the last step in earning that pin is checked, a pop-up will appear asking to confirm the Girl Scout completed the last step. Once confirmed, she can't go back.

> **Hooray! You are about to complete your award.**
>
> This is the last step needed in order to earn:
> **Entrepreneur Pin**
>
> Once you check "I did it" you won't be able to undo this step. Your award completion date will be set.
>
> Did you complete the last step?
>
> [Yes, I did this step]   [No, not done yet]
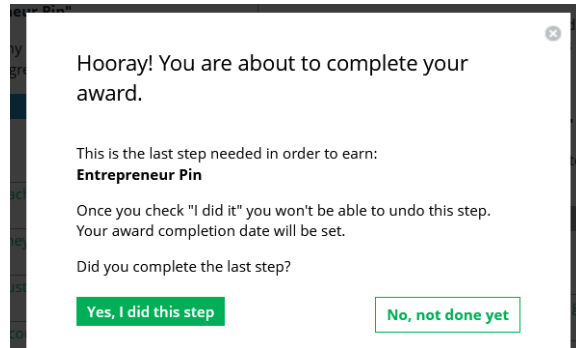
Step 4: Girl Scouts can mark the steps as completed even if they finished the badge earlier.

If she wants to do the steps again, she can—they are all great tools for her cookie sale. When she has completed all the steps, a star will appear at the end of her progress bar and she will get a message of congratulations!

Girl Scouts should let their leaders know when they complete the badge or pin.

Activity Completed-✔

Step 5: Once the Girl Scout has completed her badge or pin, it will display in color on her home page.

Learning
- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

Digital Cookie®

Marketing to Customers

A Digital Cookie site isn't any good without customers! Learn how you can:
- Enter customer information
- Send marketing emails

Step 1: On the Digital Cookie dashboard, click the Customers tab.
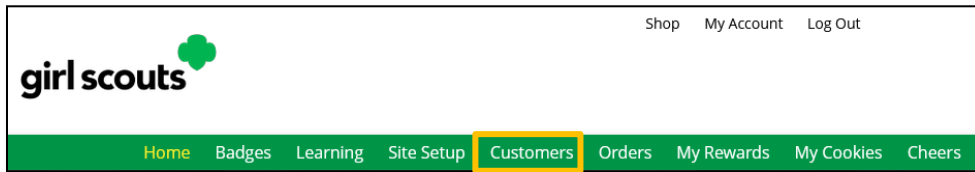
Step 2: The Customers page is broken into two sections
- My Cookie Customers, for managing your customers
- Connect with Customers, to learn more about marketing to customers

Step 3: My Cookie Customers
Girl Scouts can add or import customers they want to send marketing emails to - and keep all of their customers in Digital Cookie for referencing in future cookie seasons.
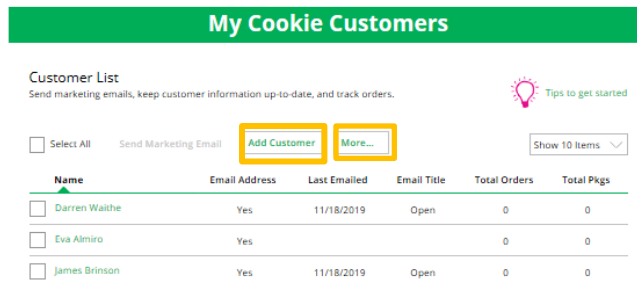
Clicking on a customer's name brings up more information about the customer, including details about any orders.
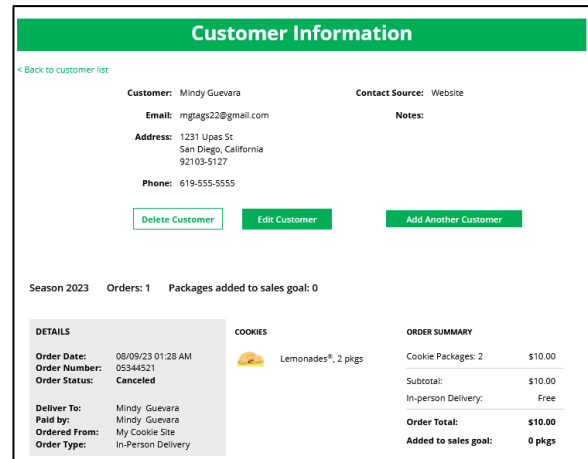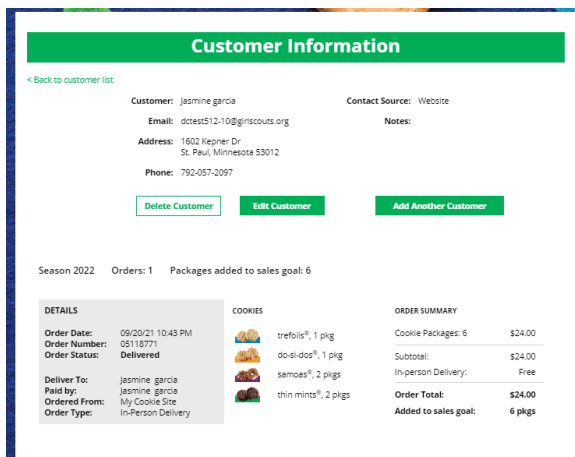
Digital Cookie®

Step 3a: Send Marketing Emails

To send emails to your customers, simply check the box in front of all the customers you want to reach, then click "Send Marketing Emails."
Next, select which of the three emails you would like to send at this time:

"Open for business," "There's still time to order cookies," or "Thanks for your support."

To find out more about each of those emails and see a preview, go to the "Connect with Customers" section.

You can select different customers and send different emails to them or send the same email to all your customers at the same time.

When you have made your selection, check the box next to the email you are going to send and then click "Send Email" at the bottom.

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Step 3b: Add Customer

To add customers manually (instead of importing), click the "Add Customers" button and you will get a screen for entering information.
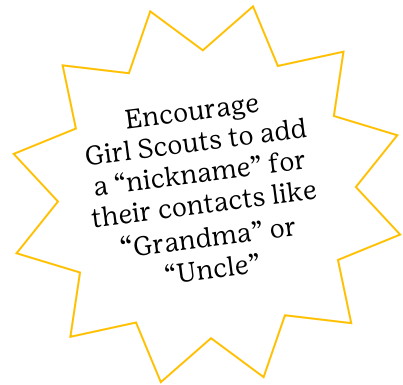
The only required field is name. However, to maximize your marketing, you should complete as many of the fields as possible. If you enter data in the "Nickname" field, the customer will receive their email addressed to the nickname instead of their first name.

When you are finished entering information, click "Add Customer". The customer information will be stored.

If a Girl Scout attempts to add a customer that already has an email address in her customer list, the system will alert her that it is a potential duplicate and ask her what information should be maintained between the two records.

You can also add customers who have made a purchase and aren't in your customer list. See the Parent Orders Tip Sheet for details.

Digital Cookie®

Step 3c: Delete Customer

We recommend keeping customer lists from year to year, but there may be times when you will need to delete one or more. To do that, select the box in front of the customer(s) you want to delete, then click on the "More" dropdown menu and select "Delete Customer".

You will get a pop-up warning that deletion is permanent and confirming how many customers you are attempting to delete. To continue with deletion, click "yes"

Step 3d: Import

Clicking on the "More" dropdown menu gives you the option to import a customer list.

The screen has instructions on how to import contacts. It also includes the template that you will need for importing. The template is on the second tab in the spreadsheet, titled "Import_Customer."

When the list is prepared and saved, use the "Choose File" button to select your file from where you saved it. Then click the green "Import File" button at the bottom. When it has successfully imported you can send marketing emails to those customers.

Digital Cookie®

Step 3e: Export

The "More" drop down menu also gives you the option to export your customer list. When you choose "Export" a screen will pop up with instructions on how to export your customer list and save it to your computer.

Simply click the green "Export File" button and you will be asked where you want to save the file on your computer.
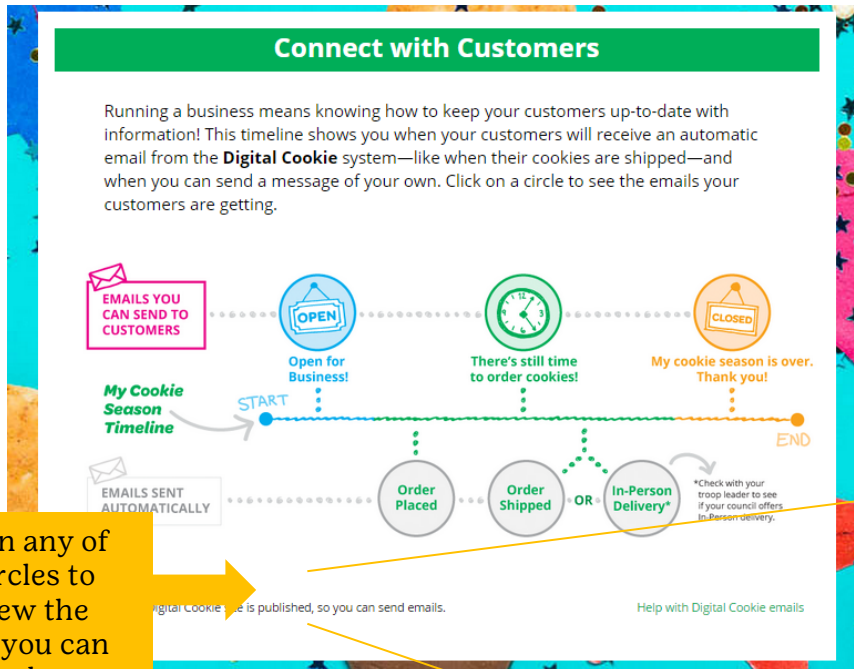
Export Your Customer List

Saving a copy of your customer list is easy. When you select the "Export file" button, a file will download to your computer with the name "DigitalCookieCustomers". You can rename the file, if you wish, and save it on your computer.

Cancel	Export file

Step 4: Connect with Customers

Learning about marketing to your cookie customers is a great skill that can increase cookie sales. In this section you can see the three different emails to send to your customers - and get suggestions for when to use them.

Connect with Customers

Running a business means knowing how to keep your customers up-to-date with information! This timeline shows you when your customers will receive an automatic email from the **Digital Cookie** system—like when their cookies are shipped—and when you can send a message of your own. Click on a circle to see the emails your customers are getting.

EMAILS YOU CAN SEND TO CUSTOMERS

Open for Business!

There's still time to order cookies!

My cookie season is over. Thank you!

My Cookie Season Timeline

START

END

EMAILS SENT AUTOMATICALLY

Order Placed

Order Shipped

OR

In-Person Delivery*

*Check with your troop leader to see if your council offers In-Person Delivery.

Preview of "Open for Business" email

Click on any of the circles to preview the emails you can send.

Digital Cookie site is published, so you can send emails.

Help with Digital Cookie emails

Digital Cookie 2024: Marketing to Customers
Distributed by GSUSA – 09/01/2023
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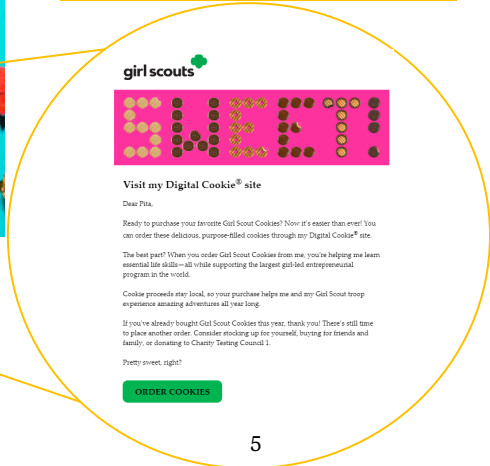
Digital Cookie®

Step 5: You can also send customers a link to your Digital Cookie website OR generate a QR code for them to use directly from your home page.

Customers who purchase directly from a link won't be reflected as an email sent in your totals. But their orders are treated the same no matter how they reached your website.
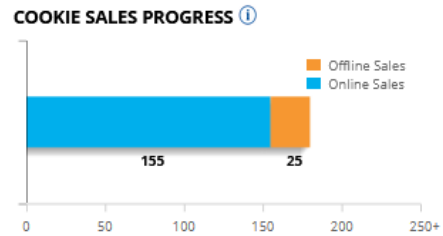
INAAA's Digital Cookie® Platform

Welcome, AAATA!

Digital Cookie can help boost your sales, sharpen your entrepreneurial skills, and power unique adventures for you and your troop year-round!

COOKIE SALES END IN
132 DAYS 9 HRS 32 MIN 55 SEC

COOKIE SALES PROGRESS ⓘ

Offline Sales
Online Sales

155   25

0   50   100   150   200   250+

170 packages credited by troop volunteer ⓘ
Sales last updated 8/25/23 3:15 PM CDT

You have 1 new cheer to look at!
VIEW YOUR RECENT CHEERS

My Sales Goal 250 packages — UPDATE
Packages Sold 180 — UPDATE
Packages to Sell 70 — SEE DATA

REWARDS

My Troop
Our goal: coming soon

My Cookie Site: Open for Business
INAAA's cookie site url:
https://DigitalCookie.GirlScouts.org/scout/inaaa34999965
Copy Link   View QR Code

Orders to Deliver In Person
Approve for delivery: 1 Order(s)
• You have 5 days from the order date to approve.

Orders to deliver: 5 Order(s)

Digital Cookie®

Cheers

Girl Scouts can be even more excited about their Digital Cookie experience when they give a Cheer to another Girl Scout in their troop or receive one from a troop member, troop volunteer, or even a customer.

Step 1: Girl Scouts can see if they have any cheers on their dashboard. If they don't, encourage them to send some from the "Send a Cheer" button on their homepage or the "Cheers" tab.
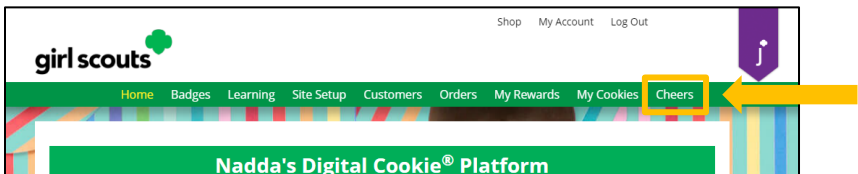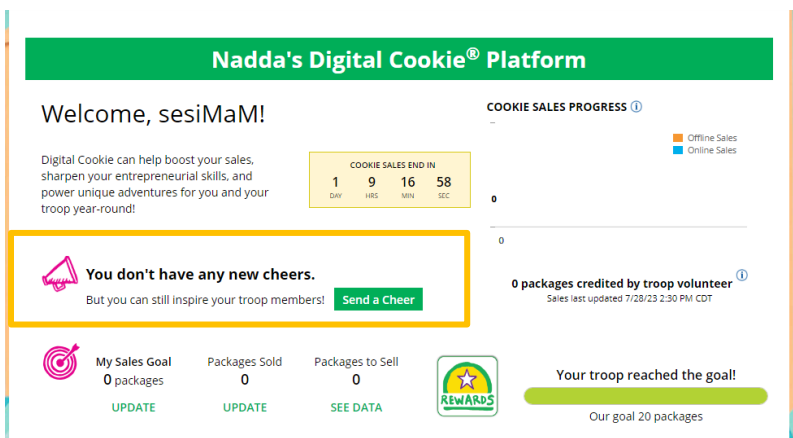

Step 2: In the Cheers module, Girl Scouts can see the other members of their troop and the percentage of sales towards them reaching their goal.

They can select the "Pick a cheer to send" drop down next to the name of the Girl Scout they wish to cheer.
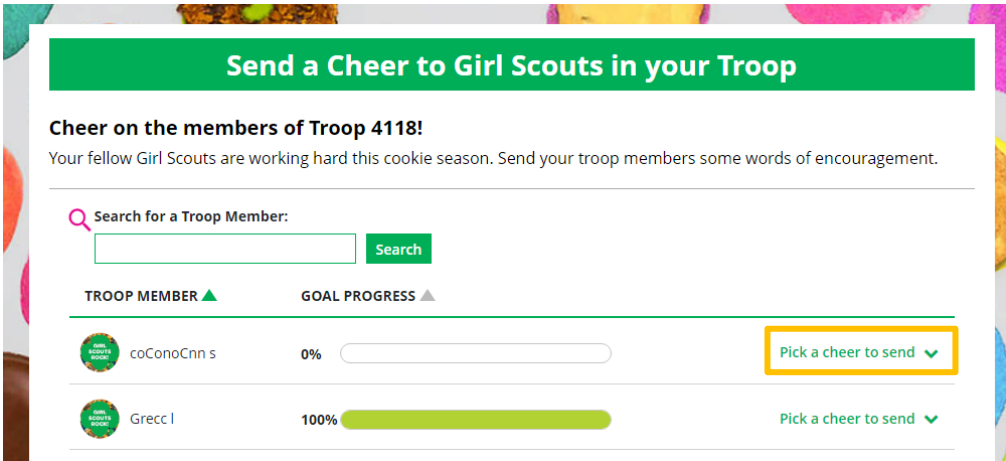
Digital Cookie®

Step 3: Girl Scouts will see a choice of .gif images and short messages they can send. As they select the message and image they will see a preview of the cheer and then can click "Send this Cheer"
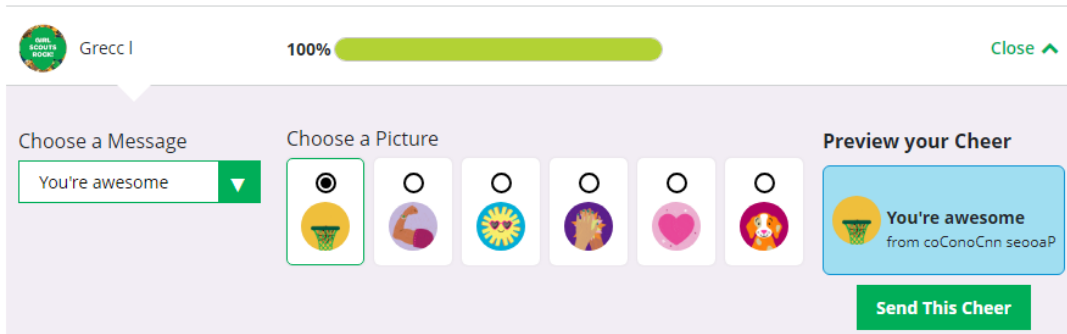
Step 4: When Girl Scouts have cheers that have been sent to them, they can see how many cheers on their dashboard and from there, they can click to view their cheers.
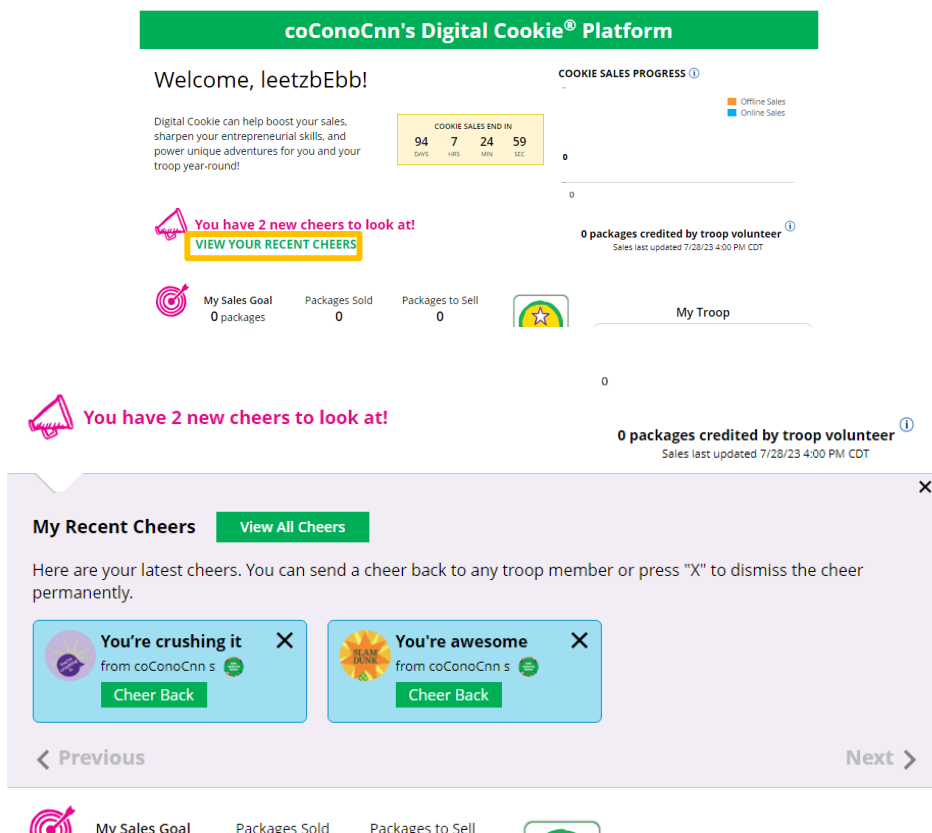
Digital Cookie®

Step 5: If the cheer is from another Girl Scout in their troop they can "Cheer Back", which will take them to a quick screen to return the cheer.

Send a Cheer ✕

Encourage coConoCnn s to reach her goal for this cookie season.
Say "Thanks for the Cookies!" by sending her a customized Cheer using the form below.

SEND TO   GOAL PROGRESS

coConoCnn s   NaN%   Sent a cheer an hour ago

Choose a Message   Choose a Picture

You're awesome ▼

Preview your Cheer

You're awesome
from coConoCnn seooaP

Send This Cheer
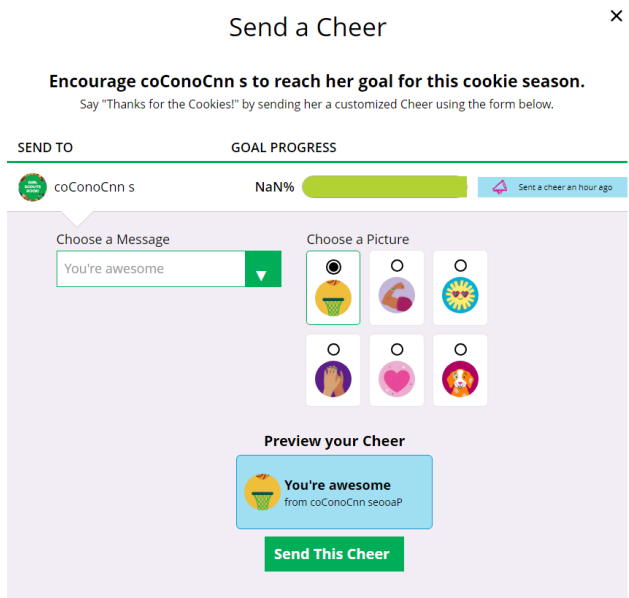
If they do not see "Cheer Back" as an option, the cheer is from a troop volunteer or customer and they can't send a cheer back to those supporters.

Step 6: When they are viewing cheers on their dashboard, they can also choose to "View All Cheers" which will take them to the Cheers tab. From there, they can view all cheers and dismiss old ones if they wish.

My Cheers

Here are your latest cheers. You can send a cheer back to any troop member or press "X" to dismiss the cheer permanently.

You're crushing it ✕
from coConoCnn s
Cheer Back

You're awesome ✕
from coConoCnn s
Cheer Back

‹ Previous   Next ›
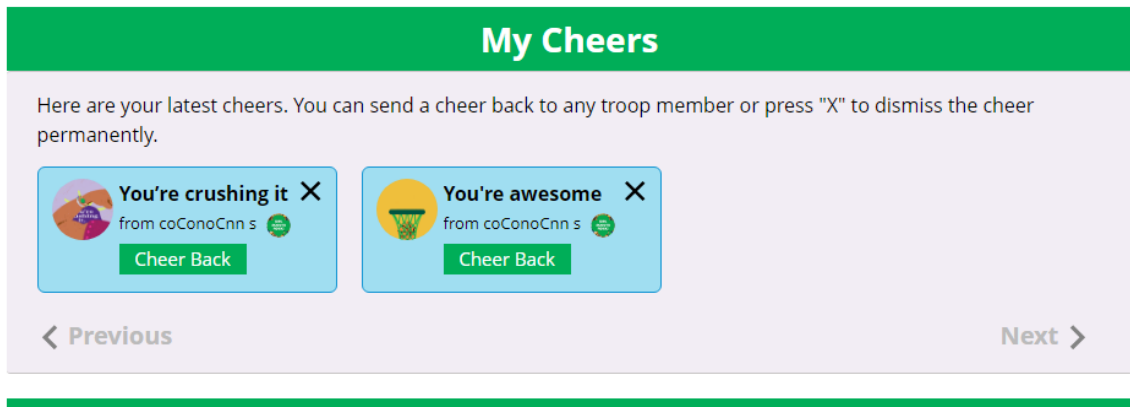
Digital Cookie®

My Account Tab

Use this tab to update your email address or password, or girl information.

Step 1: While logged into Digital Cookie, click on the "My Account" at the top of the page.

Step 2: You can either change your email or password OR click on the "Girl Account(s)" to change the Girl Scout's name or email address (if she is 13 or over)

Step 3: Clicking on the "Change email" link will give you a screen to update your email address.
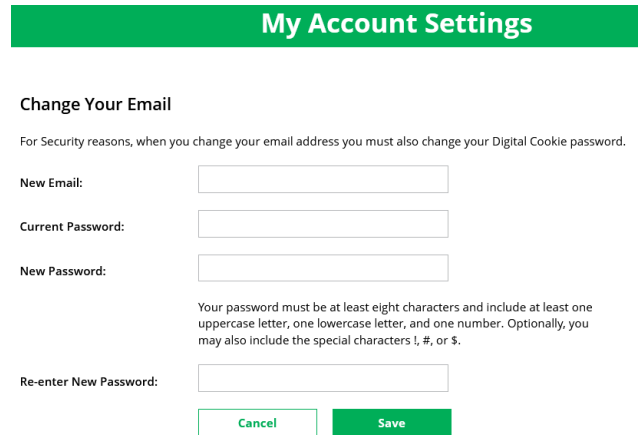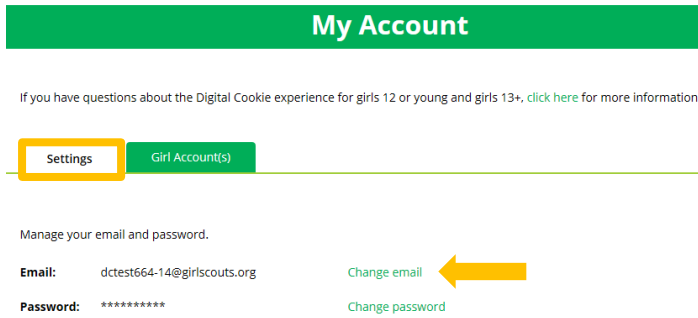
Step 4: If you are also a troop or service unit volunteer, you cannot change your email address here. You will need to update your email address in your baker software instead.

Step 5: Clicking on the "Change Password" will give you the opportunity to update your password

Digital Cookie®

Step 6: Clicking on the "Girl Account(s)" tab will allow you to update the preferred first name and email address if the Girl Scout is 13 or over.

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, click here for more information.

| Settings | **Girl Account(s)** |

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Registered	Alicia Martinez	07/01/2006	9999998985	12362	Alicia	---	Edit

NOTE: Updating your email in Digital Cookie does not mean it will be updated in your council membership system. Please login to MyGS to update your email there as well.

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.

Digital Cookie®

Step 3: Click on the "Orders" tab and see what orders are pending your approval.
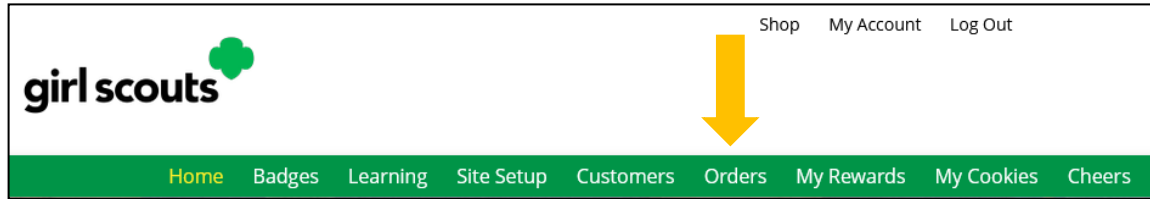
Step 4: You will see a list of all orders needing approval, including the customer order number, number of packages in each order, the customer's address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer's second choice option.

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".

Customers receive an email to expect their cookies within two weeks of when you have them.

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"

	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
☑	05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
☐	05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cincinati, OH	12/02/2019	4

Check box

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:

Once you approve or decline you can't change the action and an email is deployed 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!

[CANCEL]   [**Approve Order**]

Digital Cookie®

Or that you want to decline all of the orders you selected and understand if the orders are being cancelled or donated:
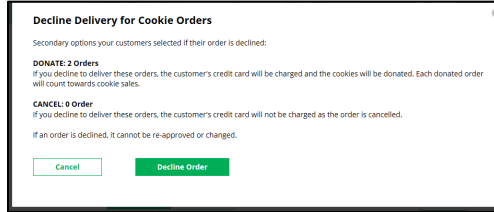
2. Click the "Select All" box, which will select all of the orders on that page that need approval, then click "Approve Order" or "Decline Order".

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.

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."

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

Digital Cookie®

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 year for repeat business.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

	Paid by	Order #	Cookie pkgs	Order Date	ⓘ Order Type	In Customer List
✔ View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	✔
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	✔

Select all   Add to Customer List   Export   Show 10 Items

⭐ Grow your customer list! Select checkboxes for the names you want to add.   Need Help?

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!*

Digital Cookie®

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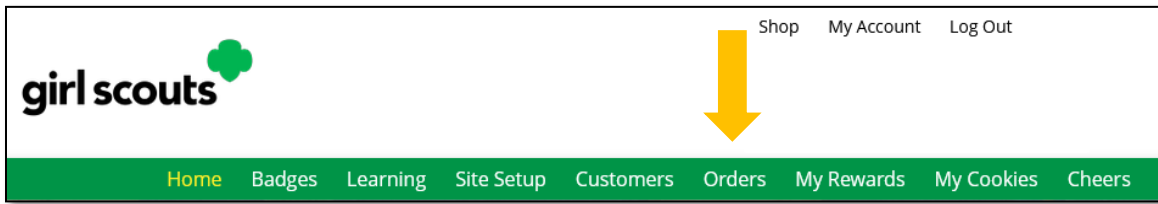
Step 2: On the cookie orders page, you can see all of the orders that have been received. Girl Scouts can see who purchased the cookies, how many, when, and if they had them shipped or donated.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

		Paid by	Order #	Cookie pkgs	Order Date	ⓘ Order Type	In Customer List
✔	View	Nina Smith	00112249	10	6/26/2023	Shipped	
	View	Jasmin Winter	00112247	7	6/26/2023	In Person	✔
	View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	✔

Select all   Add to Customer List   Export   Show 10 Items

★ 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!

Digital Cookie®

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:	05749191	**Order Status:**	Shipment Pending
Ship To:	Cookie Monster	**Order Type:**	Shipped
Shipping Address:	1231 Upas St	**Order Date:**	9/1/2023 8:05 PM CDT
	San Diego, California 92103-5127		
Shipping Phone:	619-867-5309	**Shipped Date:**	
Ordered From:	My Cookie Website	**Tracking #:**	
Order Paid By:	Cookie Monster		
Billing Email:	mgtags22@gmail.com		
Billing Phone:	619-867-5309		

Cookies Selected

- Thin Mints®, 2 pkgs
- Adventurefuls®, 2 pkgs
- Trefoils®, 2 pkgs

Order Summary

Purchased Packages: 6	$30.00
Subtotal:	$30.00
Shipping & Handling:	$12.99
Order Total:	**$42.99**
Added to sales goal:	**6 pkgs**

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.

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	(i) Order Type	In Customer List
✔ View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	✔
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	✔

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

Need Help?

Digital Cookie®

My Rewards

Girl Scouts can see the rewards they can earn for selling cookie packages, get more details about each reward, and select which ones they want when they unlock a new reward level through sales.

Step 1: To access the information and see what rewards are available, click the "My Rewards" tab in Digital Cookie.
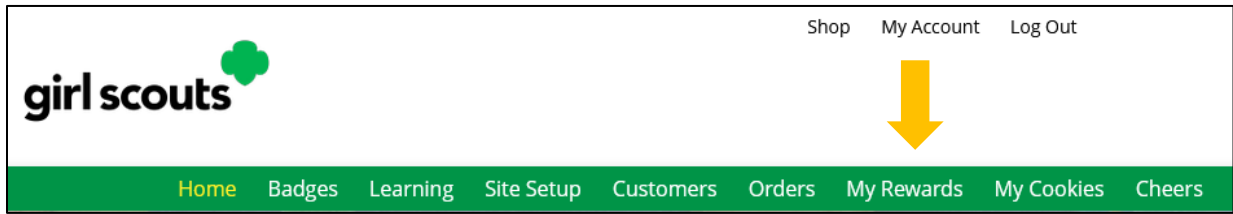
Girl Scouts can see what rewards are available at various packages sold levels AND if the council offers other types of rewards from Digital Cookie sales or emails, they would be displayed here also.

Girl Scouts can also see where their cookie goal is in relation to the rewards!

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Girl Scouts can see all the rewards they can earn by clicking on the down arrow on the right side. It may still be locked, which means the Girl Scout hasn't yet sold enough packages to earn the reward, but they can still see the rewards and get more details by clicking on them.

Step 2: As Girl Scouts earns a reward, they will see a message on their "My Rewards" tab letting them know they earned another reward.

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The data for what rewards the Girl Scout has earned comes from the amount of cookies the troop volunteer has in their records for the Girl Scout. Check with the troop volunteer if you believe the information is incorrect.

47 Packages Sold / Goal: 250 ⓘ

You have 203 packages to reach your next reward level.
You can select rewards until 3/31/2022

Reward options may change based on final sales and troop reconciling.
Your Troop may opt out of rewards, so please check with your troop volunteer for more details.

Step 3: When Girl Scouts earn a new reward, they can select if there is more than one choice at that level. They can also indicate the size they want if the item has size options.

Once this level is unlocked, you can select o
adjust your option at any time before the dead

Select the Reward → ○ **Reward 1**

shirt
Select size ← Select the Size

View Item

To change a reward selection, the Girl Scout simply needs to check the box for her new selection at any point prior to the rewards due date. That date can be found at the top of the screen.

47 Packages Sold / Goal: 250 ⓘ

You have 203 packages to reach your next reward level.
You can select rewards until 3/31/2022
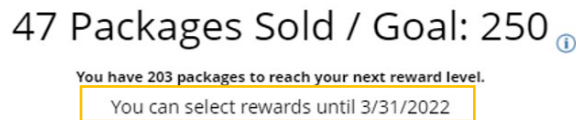
Step 4: If the troop volunteer needs to adjust the record of sales, it could impact the Girl Scout's rewards. Should that happen, the Girl Scout would see a message letting them know that rewards had changed.

After the rewards due date, Girl Scouts can still see the rewards that they earned but can't make any more selections. The troop volunteer will have pulled the rewards selections from Digital Cookie and placed the order for them, so they can't be changed.

Your earned rewards have been changed.

Troop sales reconciliations can cause reward levels to change.

Please contact your troop volunteer for more information.

OK
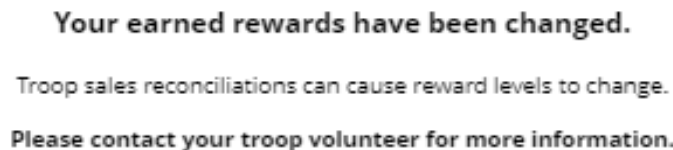
Digital Cookie®

My Cookies: Inventory by Variety

Digital Cookie can help you make sure that you have enough cookies for your orders, track your progress on delivering/selling offline orders AND/OR make sure that your record of cookies received agrees with what your troop cookie volunteer has given your Girl Scout.

To learn more, go to your "My Cookies" tab.
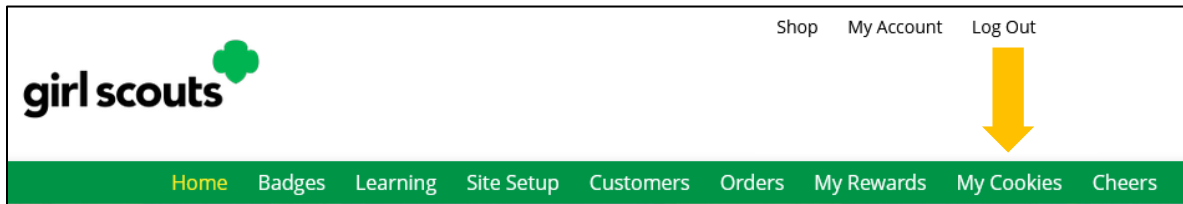
NOTE: The top part of your dashboard shows the total number of packages that have been allocated to your Girl Scout from the troop cookie volunteer. It could include booth sales or troop sales. It is not the same as the number of cookies you are financially responsible for.

Step 1: The inventory section gives you a quick view of how many cookies you should still have undelivered and how many you may need to fill your in-person orders.

The first thing to note is "My Offline Sales"

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This is something that needs to be updated by the Girl Scout/her caregiver when she delivers cookies and receives a cash or check payment for them. If they are not entered in this section, they will not be removed from her inventory and this section will not be correct.

To enter offline sales, click the down arrow by the number of packages on the left side and open a screen to enter those sales.

When those are entered, click "Save Updates"
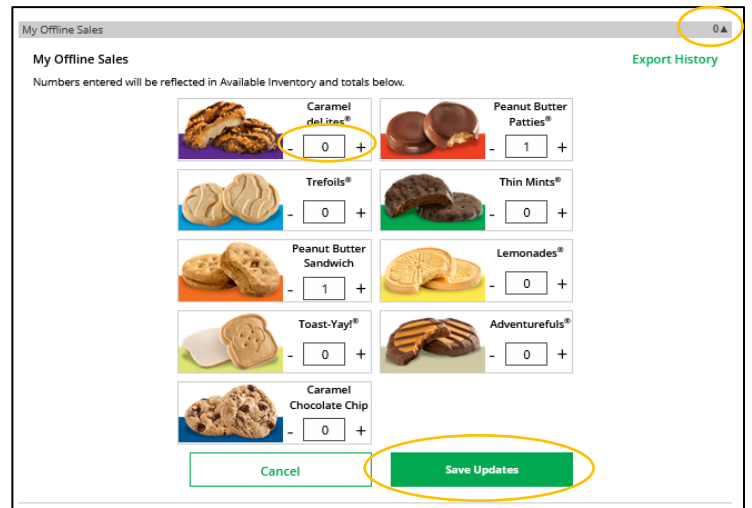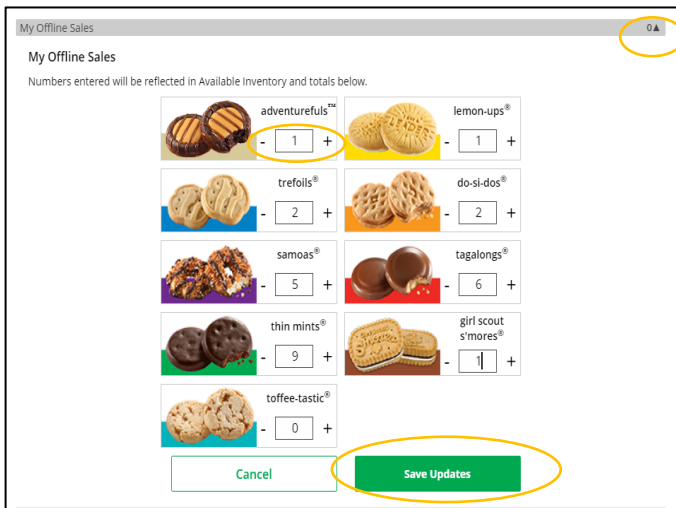
Once you click Save Updates, you will be asked to confirm you want to update the inventory.
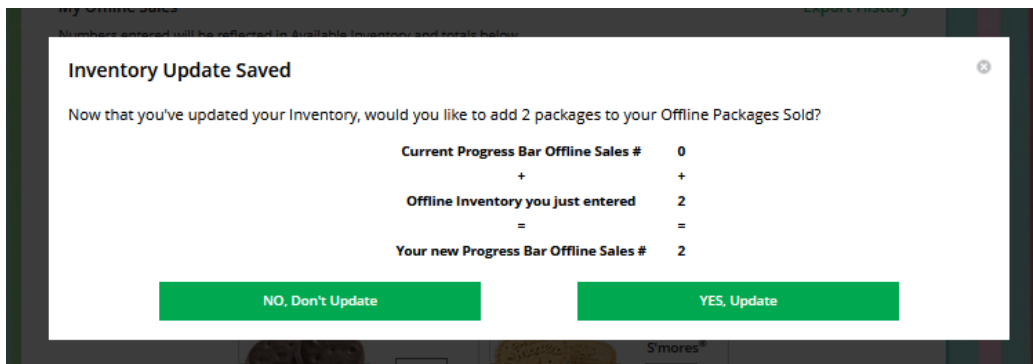
Digital Cookie®

Step 2: There are three other sections that calculate your inventory. The first is "Current Inventory". Clicking the arrow next to the total number of packages will show you this information by variety.

If you click the arrow next to any of the varieties, you will see more detail on how that number was calculated.

The "Received" numbers come from the information the Troop Cookie Volunteer has of how many cookies you have received and signed for. If you believe there is an error in this, please contact your Troop Cookie Volunteer.

The "Delivered" section will reflect the Offline Sales the Girl Scout has entered above, any sales the Girl Scout made on her Mobile app using the "Give Cookies to Customer Now" feature and any girl delivery orders that have been delivered and marked delivered to her customer on the orders tab.

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Step 3: The next section will show how many cookies you need to fill girl delivery orders you have approved and girl delivery orders that you have yet to approve. Expanding each variety will show you how many orders are approved and how many are needing to be approved with how much inventory you need for each of those categories.

Pending Delivery/To Approve	19▲
Variety	**Pending**
▮ Thin Mints®	10▼
▮ Trefoils®	4▼
▮ Adventurefuls®	5▼
▮ TOTAL	19▼

Step 4: The final inventory section is Inventory Needed. This will show if you need any packages of cookies to fill your orders.

Inventory Needed	9▲
Variety	**Available**
▮ Thin Mints®	5▲
Current Inventory	5
Pending	10
TOTAL NEEDED	**5**
▮ Trefoils®	2▼
▮ Samoas®	0▼
▮ Do-si-dos®	0▼
▮ Tagalongs®	0▼
▮ Toffee-tastic®	0▼
▮ Girl Scout S'mores®	0▼
▮ Lemon-Ups®	0▼
▮ Adventurefuls®	2▼

Inventory Needed	25▲
Variety	**Available**
▮ Peanut Butter Patties®	6▼
▮ Adventurefuls®	2▼
▮ Caramel Chocolate Chip	1▼
▮ Thin Mints®	14▼
▮ Caramel deLites®	2▼

Expanding any of the sections that show a number will show you how many you need and why. If you see a number for a variety in this column, be sure you can get the cookies you need before approving an order for a customer.

If you have questions about any of the numbers of received orders listed in your Current Inventory, ask your Troop Cookie Volunteer for more information.

Remember, it may take the volunteer a few days to enter transactions, so be patient if you have received cookies from the troop that need to be entered.
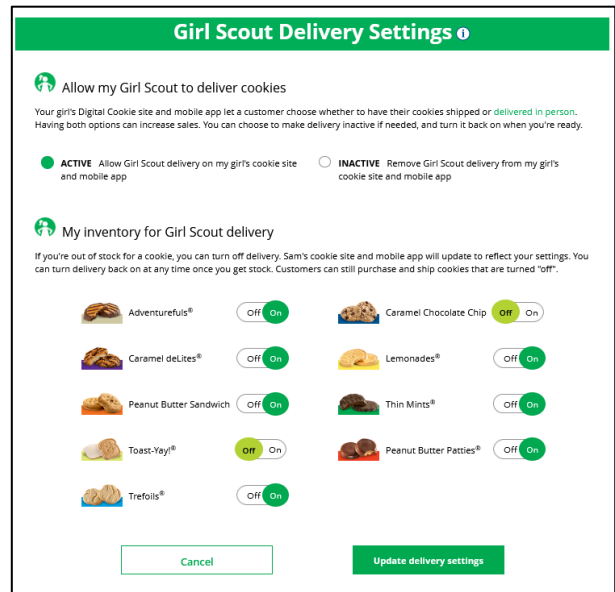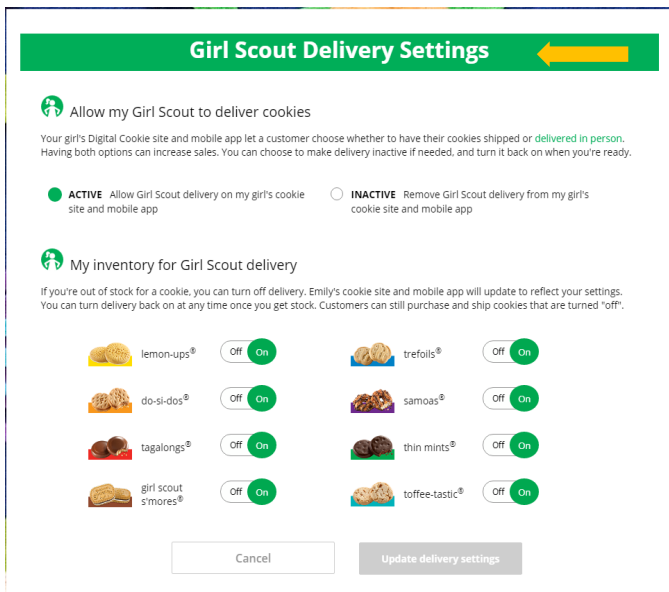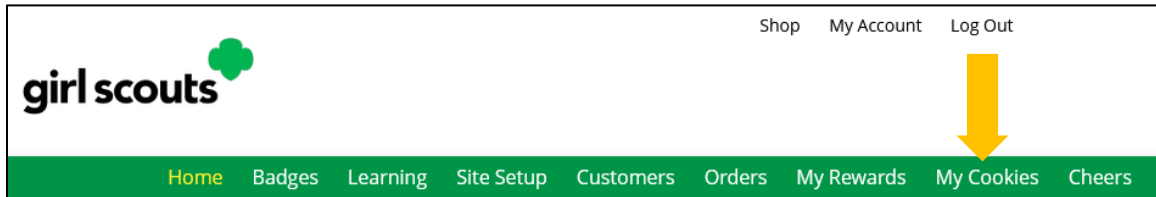
Digital Cookie®

My Cookies: Delivery Settings

The "My Cookies" tab contains a number of different functions for parents. This sheet explains the "Delivery Settings" portion.

If enabled by your council, the Delivery Settings function gives you the opportunity to turn off Girl Scout delivery and off varieties of cookies. This might be useful if you run out of a cookie variety and can't get any more to fill customer orders or you are entirely out of cookies for delivering to customers or otherwise are unable to deliver cookies to customers.

If you are worried about your inventory, always check with your troop cookie volunteer first to see if you can get more cookies before turning off a variety. Turning it off means a customer doesn't have the option to purchase it for delivery so you don't have to decline their order and disappoint them if they can't get the variety they ordered.

Step 1: When you know you need to turn off delivery or a variety(ies), go to the bottom of your "My Cookies" tab and find the Girl Scout Delivery Settings section.

Digital Cookie®

Step 2: When you select "inactive" to turn off the Girl Scout delivery option for your customer, you will get a warning message. If you want to turn delivery off, click "Update delivery settings".
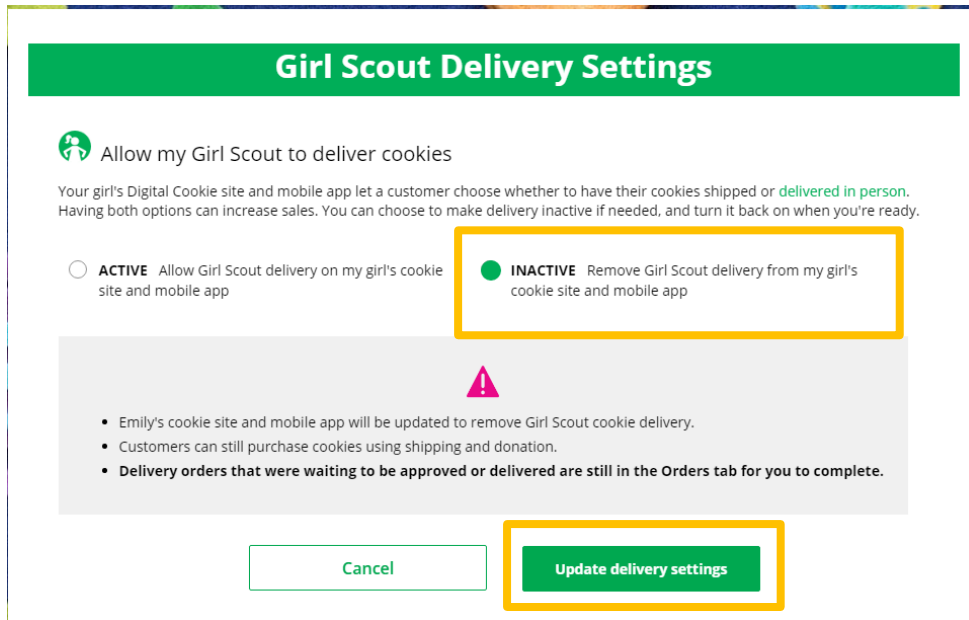
Once you have turned it to inactive, the varieties section will be removed and is superseded by the active/inactive setting. You do not need to turn off each of the varieties individually if you set it to inactive.

Should you wish to turn delivery back on, simply click "active" and your customers will see delivery as an option again. Make sure you click "Update delivery settings".
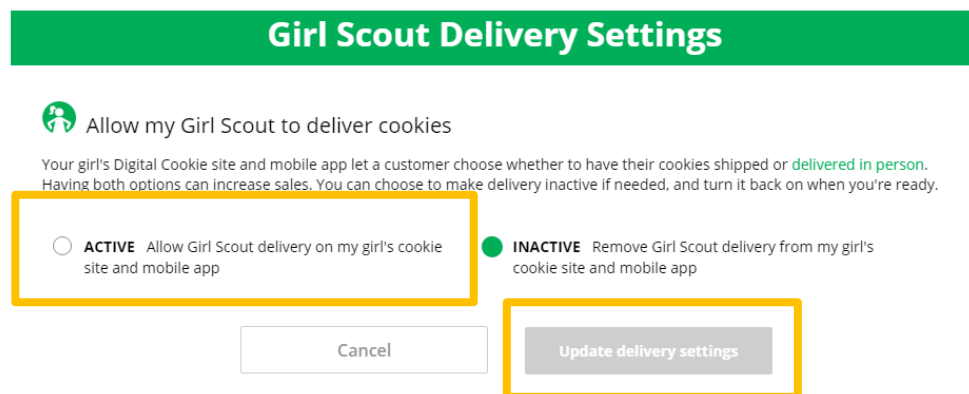
Digital Cookie®

Step 3: If you wish to offer delivery but are out of a cookie variety and can't get more inventory, you can turn off just that variety of cookie for delivery and customers can only purchase those for shipping and not delivery.

To do that, simply click the "off" button then click the Update delivery settings button, and it will remove that variety from the Girl Scout delivery option. If you are able to offer that to customers again, return to this section and click the "on" slider to turn that variety back on.

Distributed by GSUSA – 08/21/2023

Digital Cookie®

## Closing Your Site (In Season)

If you aren't actively promoting your site, chances are that you won't get sales, but, if you need to be sure that no one can access your store and purchase more cookies, you do have the ability to turn the site off to customers.

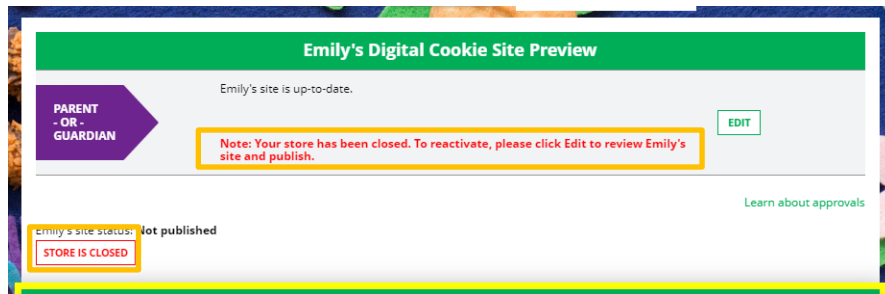**Step 1:** Navigate to the Site Setup tab
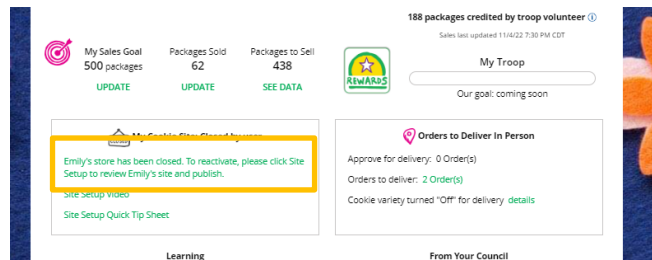
Then click on the "Close Online Store"
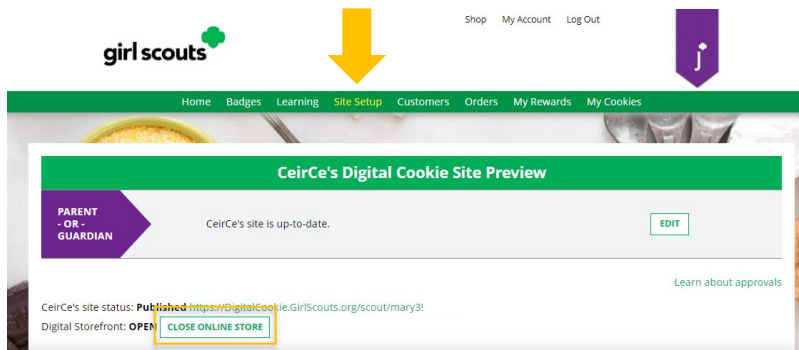
Confirm that you want to close the Girl Scout's Digital Cookie Store.
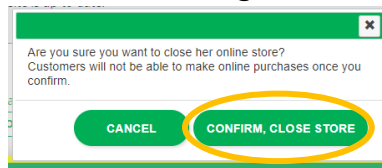
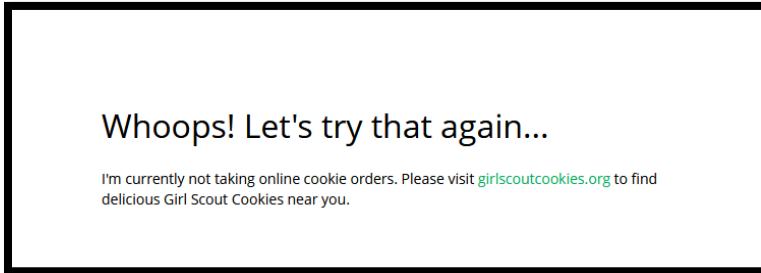**Step 2:** The site will show as closed on both the Site Setup page

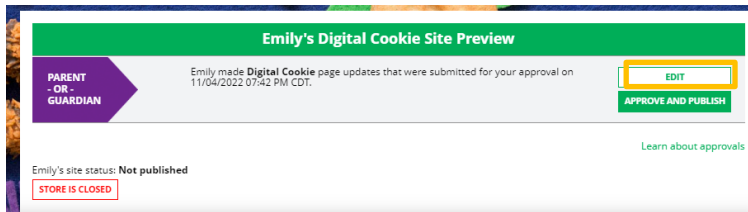And the dashboard on the Home page will also indicate her store is closed.

Digital Cookie®

Step 3: If a customer were to arrive on the Girl Scout's website when it is closed, they will see a message that the Girl Scout is not currently taking orders.

Step 4: If you need to reactivate the Girl Scout's Site, simply navigate back to the Site Setup tab, and click "Edit"

Then scroll down to the bottom of the Girl Scout's Site Setup page to click the green "See your site and publish" button to review her site and publish it. It will be active for customers again in minutes.
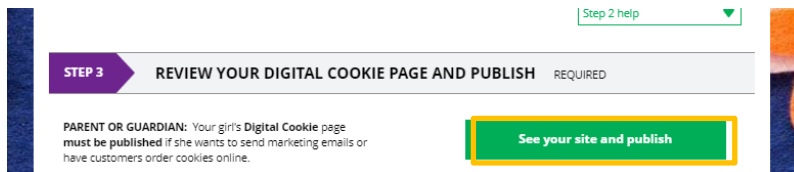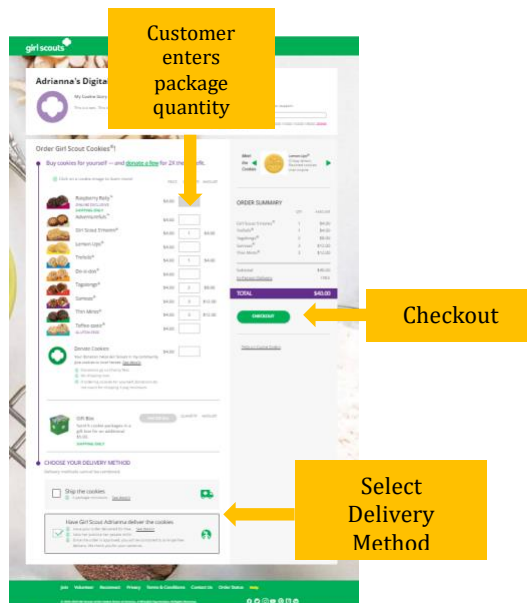
Digital Cookie®

Customer Experience: In-Person Delivery Order

Wonder what customers see when they get your invitation to purchase cookies?

Step 1: A customer receives a girl's email announcing that cookie season is open. The customer clicks the "Buy Cookies Online" link and is taken to the girl's Digital Cookie site.


Step 2: As the customer orders packages, the total amount updates. Once the customer has selected the cookies she wants, she can click the "Have Girl Scout Deliver the Cookies in Person" option.
Once the customer is satisfied with her order, the customer simply clicks the "Checkout" button.
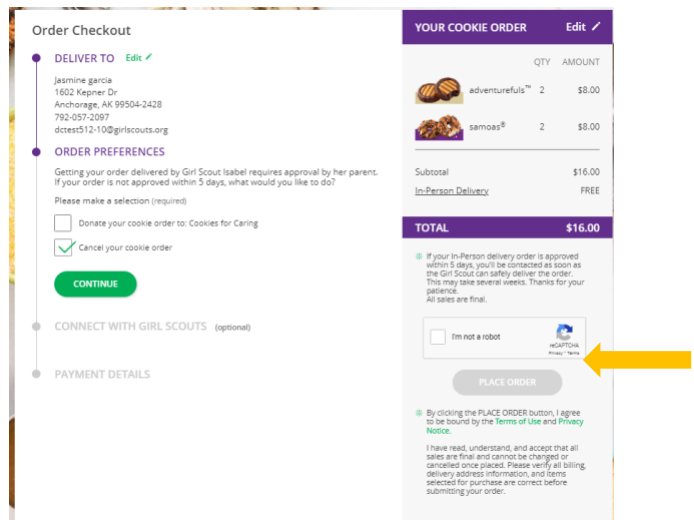
Digital Cookie®

Step 3: The customer is taken to a checkout screen to complete basic shipping and billing information.
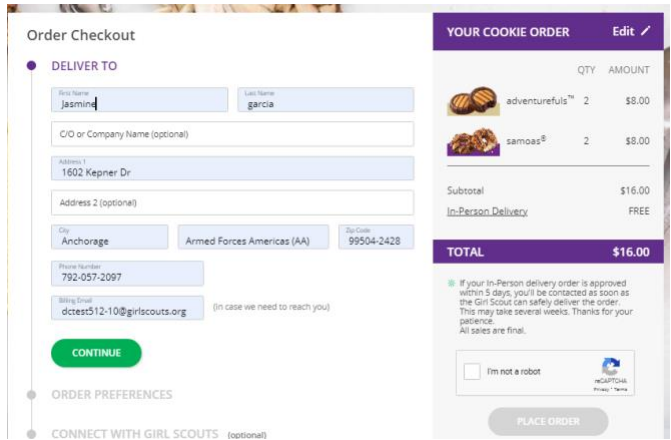

The next screens ask customers to:
- Complete credit card information.
- Choose a second option if Girl Delivery is not approved.
- Share if they were Girl Scouts. (optional)
- Indicate if they want membership or volunteer information (optional)

Once the customer has completed the information, they click the "I am not a robot" box and the "Place Order" button on the right side.

Digital Cookie®

Step 4: The customer then sees an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!
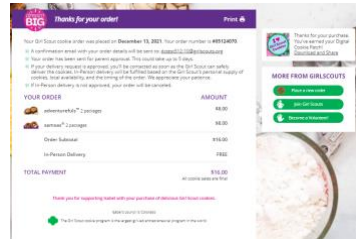
Step 5: Customers will receive a series of emails about their order.

The first is an order confirmation letting them know that their order is pending approval from the parent.
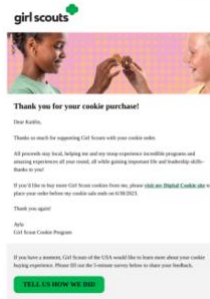

Then an email is sent indicating the order has been approved. If the order has been declined, an email is sent to notify the customer and give them the option to place a new order to have cookies shipped or donated.

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An email thanking the customer for their support for his/her support and asking them to complete a quick survey can be sent by the girl.

If the order is a donation or contains a donation, the emails will reflect that as well.

Remind your Girl Scout a personal note helps create a satisfied customer who is likely to purchase cookies from her again.
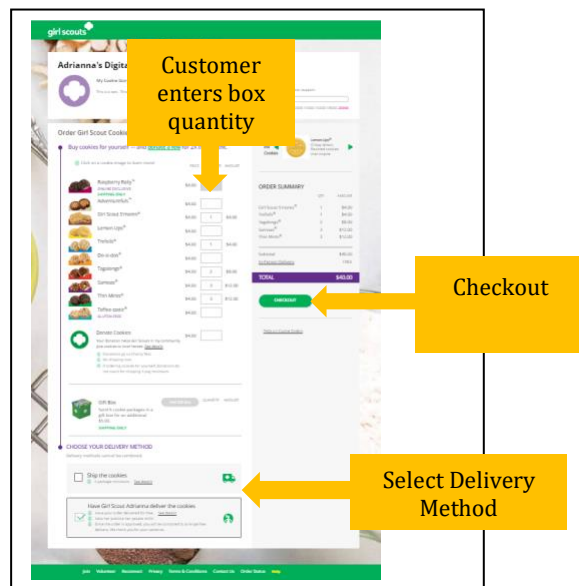
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Customer Experience- Shipped Order

Wonder what customers see when they get your invitation to purchase cookies?

Step 1: A customer receives a girl's email announcing that cookie season is open. The customer clicks the "Buy Cookies Online" link and is taken to the girl's Digital Cookie site.
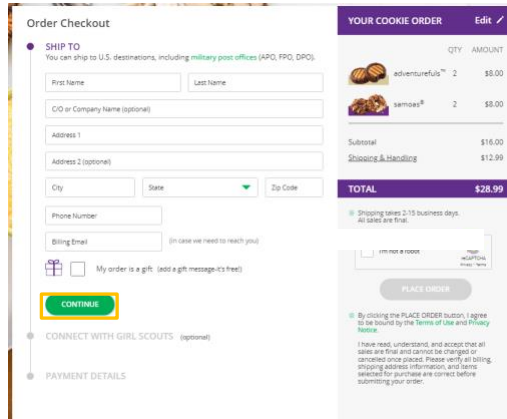

Step 2: As the customer orders boxes, the total amount updates.
Once the order is completed, the customer selects the delivery method, then clicks the "Checkout" button.
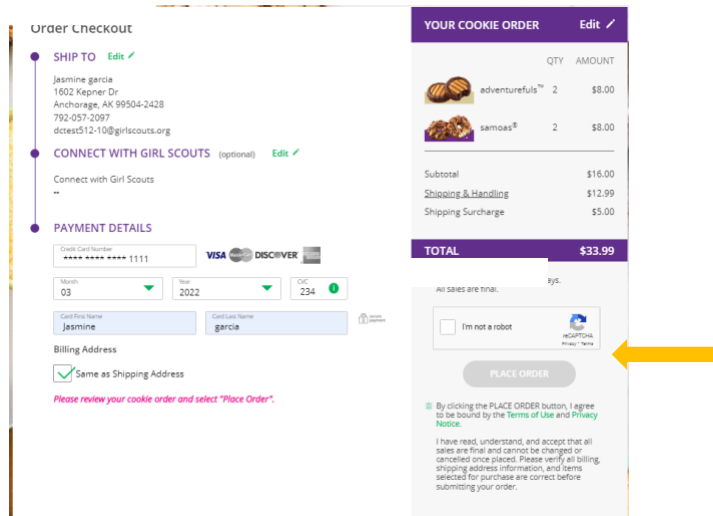
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Step 3: The customer is taken to a "Check Out" screen to complete basic shipping and billing information. Once they complete that, they click the "Continue" button.


Step 4: The next screen is optional and asks customers to share if they were Girl Scouts and indicate if they want membership or volunteer information. Then, they enter their payment information. After that they will need to click the "I am not a robot" box and then click "Place Order".

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Step 5: The customer then sees an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!
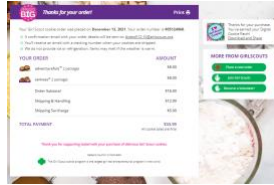
Step 6: Customers will receive a series of emails about their order.

First they get an order confirmation:

Then they receive an email when the cookies have shipped and are on their way.

An email thanking the customer for his/her support and asking them to complete a quick survey can be sent by the girl at the end of the sale.

If the order is a donation or contains a donation, the emails will reflect that as well.

Remind your Girl Scout a personal note helps create a satisfied customer who is likely to purchase cookies from her again.