

# Digital Cookie Tip Sheets for Girls and Families

[No Registration Email Received](#)

[Site Registration \(Girls 12 and Under\)](#)

[Site Registration \(Girls 13+\)](#)

[Girl Site Setup \(Girls 12 and Under\)](#)

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[Order Received \(Shipped\)](#)

[Order Received \(In-person Girl Delivery\)](#)

[Parent Inventory Tab](#)

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[Entrepreneurship Pins and Badges](#)

Go to



## No Registration Email Received

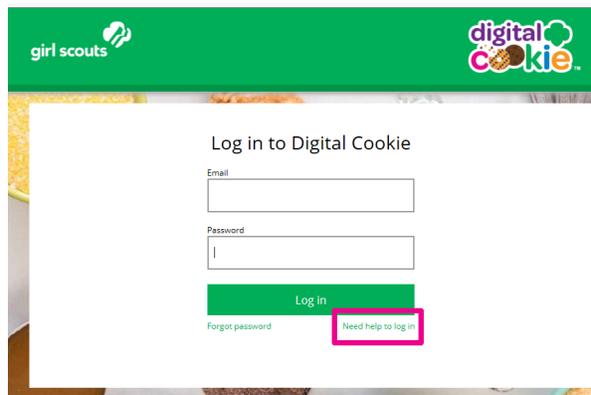
In order to receive a Digital Cookie registration, your Girl Scout must be registered for the current Girl Scout year and your council will need to have the correct email address on file for her parent/guardian. If you have opted out of receiving emails from the council, skip to Step 4.

1

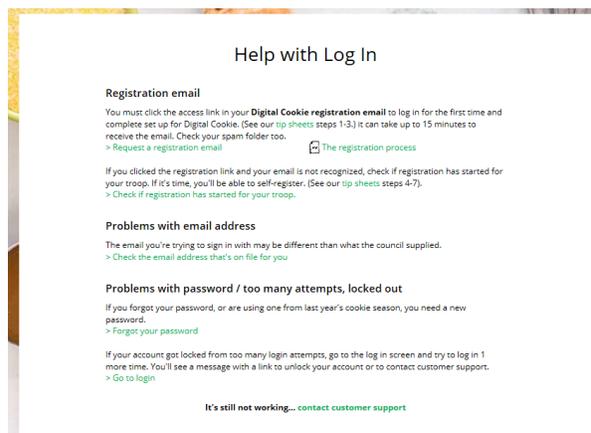
Check your junk/spam/promotions inbox one more time for an email from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)) with the subject “Register for the Digital Cookie Platform Today”. If you do not see the email there, follow these steps to get registered for Digital Cookie.

2

Go to [digitalcookie.girlscouts.org](https://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.



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

  
   
Haven't received the email, you've checked your spam folder and it's been 15 minutes? [Contact customer support](#)

Be sure to add [email@email.girlscouts.org](mailto:email@email.girlscouts.org) to your address book so you get your email!

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.

4

If you get a red message:

Email

**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 that your Girl Scout is a registered Girl Scout member with your council, you can choose “check the email address that’s on file for you”

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](#)

  
[Contact Customer Support](#)

# 6

Then enter your Girl Scout's First and Last Name and her 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

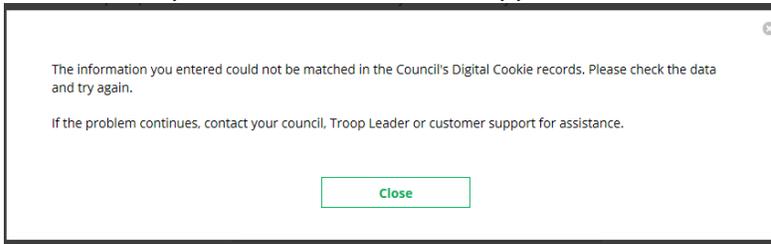
Girl Scout First Name:

Girl Scout Last Name:

Girl Scout Troop Number:

[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 that you will need to contact your council, Troop Leader or Customer Support for assistance.



# 7

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

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



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

If the Parent 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 eBudde.



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:

Parent First Name:

Parent Last Name:

Parent Email:  X

[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.

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.



If the Girl Scout is imported but her parent information is not on file, you can add the parent 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):

Parent First Name:

Parent Last Name:

Parent Email:

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

## Registering for Digital Order Card Parents/Girls Under 13

1

Watch for your registration email\* from “Girl Scout Cookies” ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)) with the subject “Register for the Digital Cookie Platform Today”. 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.



Dear Jessica,

With another awesome Girl Scout Cookie season on the horizon, it's time to help your girl get even more from participating in the largest girl-led entrepreneurial program in the world! Remember, because cookie proceeds stay local, the more successful she is, the more new, unique, and amazing experiences she can help power for herself and her troop all year long!

When she superpowers her cookie sale by adding the Digital Cookie® platform to her traditional sales, she also gets more opportunities to learn essential life skills, gain a ton of confidence, and practice leadership the Girl Scout way—helping her achieve her goals and get incredible things done. It takes her sale to the next level!

And there's more. The Digital Cookie platform provides a great opportunity for you to spend high-quality time with your girl while enabling her to reach family and friends—both near and far—to grow her sale.

Don't miss out on all the adventure! Register to use the Digital Cookie platform this year, and work with your girl to update her site. Yearly registration is required for participation.

And remember, safety first! If your girl is engaging in digital marketing and sales activity beyond friends and family, please have her follow these important guidelines:

- Her online marketing and sales efforts should always be girl-led while still being supervised by her parents or guardians.
- Make sure your girl reviews and applies the [Digital Marketing Tips for Cookie Entrepreneurs and their Families](#).

Register Now



Click: Green  
“Register Now”

Be sure to add  
[email@email.girlscouts.org](mailto:email@email.girlscouts.org)  
to your address book so you  
get your email!

2

In the email is a green button to take you to the Digital Order Card registration site. Simply click that button!  
*(For best results, use the most recent version of your web browser)*

3

Once you click the link you'll be on the Digital Order Card 6.0 site. You'll need to create a password.

Create your New **Digital Cookie** Password

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

New Password:

Passwords must be 8-16 characters, including 1 number, capital letter and lowercase letter, with optional special characters !, @, or %

Confirm Password:

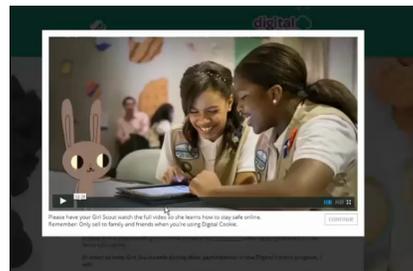
4

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.



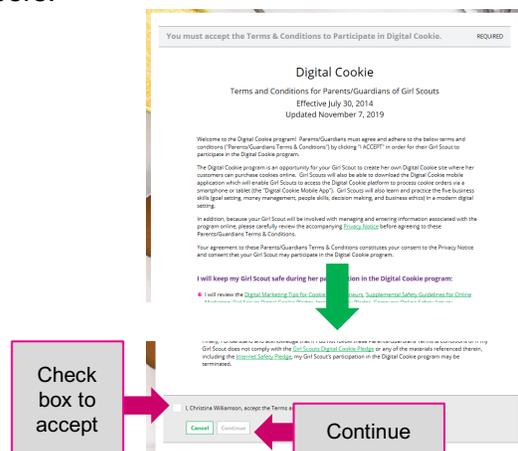
5

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.



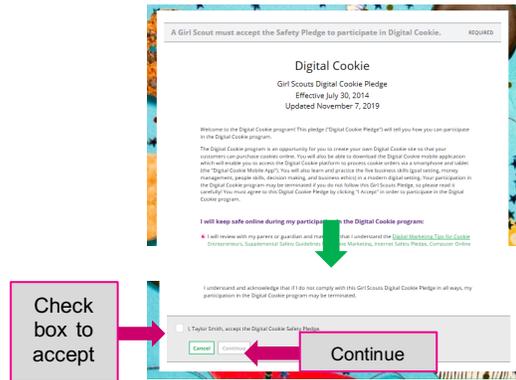
6

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.



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 register your girl or girls for the Digital Cookie program.



If the Girl Scout you are registering is 13 or older, you can enter her email address and she will complete her own registration process. (See [“Site Registration--Girl 13 and Older”](#) Tip Sheet for instructions.) Girls under 13 will login in partnership with her caregiver.

After registering all your girls (if you have multiple girls), you will click the “Access Site” button to be taken to the first girl’s home page.

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](#)

**Other useful trainings:** [Earning Badges](#)  
[Accessing the Games/Videos](#)

## Site Registration - Girl 13 and Older

### Previous Steps: [Site Registration](#)

1

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

If the girl is over 13, you have the option to also enter an email address for that girl so she can manage her digital cookie site herself.

If your Girl Scout over 13 doesn't have her own email address, you can create one and not share the password with her—simply use it to access the registration emails for the Digital Cookie site. It can't be the same email address used for anyone else, such as a parent or another girl.

**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
Register	Victoria Roy	07/01/2004	9999998990	12361	---	---	---

ACCESS SITE

**Girl Account**

Victoria Roy

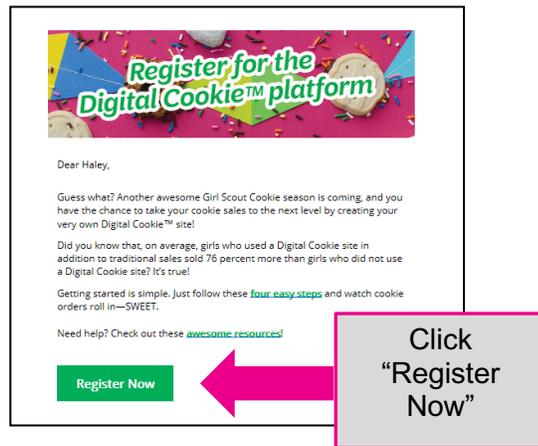
Preferred First Name\*  
(or use a nickname)

Girl Email Address:  
(optional)

2

The girl will then need to check her email inbox for an email from “Girl Scout Cookies”. Girls should be sure to add [email@email.girlscouts.org](mailto:email@girlscouts.org) to their “safe senders” list so that this email goes to their inboxes and not to junk/spam/promotions email folders.

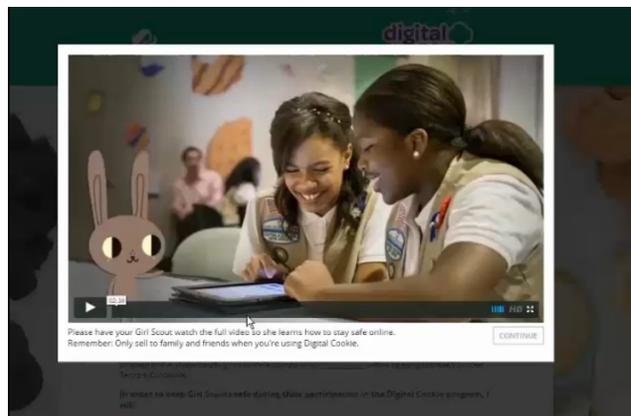
When she gets the email, she simply clicks on the green button to be sent to the Digital Order Card website where she will be able to set her password.



If she does not get the registration email within 15 minutes of you adding her email address, girls can follow the steps on the [“No Registration Email”](#) Tip Sheet.

3

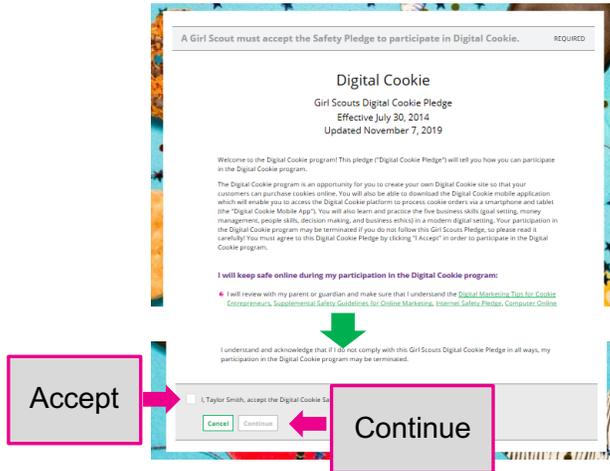
The Girl Scout will need to complete the same steps to set up a password that her parent completed. Once she has set her password, she will be taken to the *Safe Selling for Smart Cookies* video. She can't proceed further until the full video has been viewed.





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:** [Site Setup-Girl 13 and Older Marketing to Customers](#)



## Girl Under 13-Site Setup

Previous Steps: [Site Registration](#)

There are three main sections to setting up your Girl Scout's site:

- Goal Setting: My Sales Target
- Her Cookie Story & Photo/Video upload
- Previewing and Publishing Her site

1

Log in to [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org)

To help your Girl Scout set up her business for customers, click on the “Setting Up your Digital Cookie Site” link in the Welcome section, or the “Cookie Page Setup” at the top.

The screenshot shows the Digital Cookie platform interface for a Girl Scout named Georgia Dawson. The navigation menu at the top includes HOME, BADGES, LEARNING, SITE SETUP (highlighted in pink), INVENTORY, CUSTOMERS, and ORDERS. A pink arrow points to the 'SITE SETUP' link. Below the navigation, there's a 'Welcome, Heavenly!' section with a 'My Progress' bar showing 0 sold online and 0 sold offline. A 'My Cookie Site: Set up your site' section is highlighted with a pink box, containing the text 'Set up your cookie site, get published and start getting orders.' Other sections include 'My Sales Goal', 'Packages Sold', 'Packages to Sell', 'REWARDS', and 'Orders to Deliver in Person'.



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”

### Step 1>My Sales Target

3

1. Girls enter how many boxes 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. Girls can also input how many boxes she has sold in face-to-face sales to see her complete progress.
4. Clicking on “Sales Rewards” brings up a .pdf of council cookie rewards.

**Cookie Page Setup**

1 Sales Target 2 My Cookie Story 3 Published

**STEP 1 SET MY SALES TARGET REQUIRED**

**1 Your Goal Calculator**

175 packages which = about \$43.75 to help her Troop and others.

The money you earn stays local, funding amazing experiences for you and your troop.

**REWARDS**

**4**

**3**

**SO FAR GEORGIA HAS SOLD:**

Georgia's Total Sale Progress

Online Sales 0  
Offline Sales 0  
Total Packages Sold 0

0 packages left to reach Georgia's goal of 0.

Encourage your Girl Scout to update her in-person progress regularly so she and her online customers can see how close she is to her goal.



## Step 2>Her Cookie Story

4

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

STEP 2
**WRITE MY COOKIE STORY** REQUIRED

Tell your customers what you and your troop plan to do with the money you earn from selling cookies.

My Girl Scout Troop will be doing a service project for the food bank going ice skating camping and to a water park.

Required

Tell your customers what you learned from selling cookies.

I love to ask people to buy cookies when they say yes. I like to sell cookies at a store and sell them to people.

Required 87 characters

SAVE

CANCEL

Customers want to hear how you're using cookie money — the more you tell them, the more inspired they'll be to support your cookie sales efforts!

## Step 2>Photo/Video Upload

5

1. Girls can choose to upload a photo of themselves or use a picture from the gallery.
  - OR
  2. Girls can upload a video of themselves or use the “Cookie Boss” video.
  3. Bonus! Girls can get tips on how to make a great video.
- Need help? You can also see the [photo/video upload](#) training for more tips.

**Make your cookie story even better**

Choose a photo or video (optional)

**1** Upload your own photo - or - Choose from the photo gallery

**2** Upload your own video - or - Use the Girl Scouts video: Cookie Boss

[How to make your video](#) **3**

actual photo size

If you decide not to select a photo or upload your own, your **Digital Cookie** page will show this photo.

Girls who uploaded a photo or video of themselves sold more than double the boxes on average than girls who did not.

Digital Cookie™ 2021

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Girl Under 13 Site Setup v1– 3



## 6

## Step 3a&gt;See Your Cookie Site and Publish

Almost there! Simply click the button to see how the site appears to customers and publish it.

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.

## 7

## Step 3b&gt;Preview Her Site and Approve

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

- Is the spelling and grammar correct and does it tell her story?
- Make sure the photo or video are displaying correctly.
- Are the goals accurate? Do they reflect all online sales?
- If you need to change anything, click *Edit* and make changes, then go back to Step 6.
- If it looks good, *approve and publish it*.

Your Girl Scout’s cookie store now has it’s own website! If your council digital cookie sale hasn’t started, her link will not be active yet.

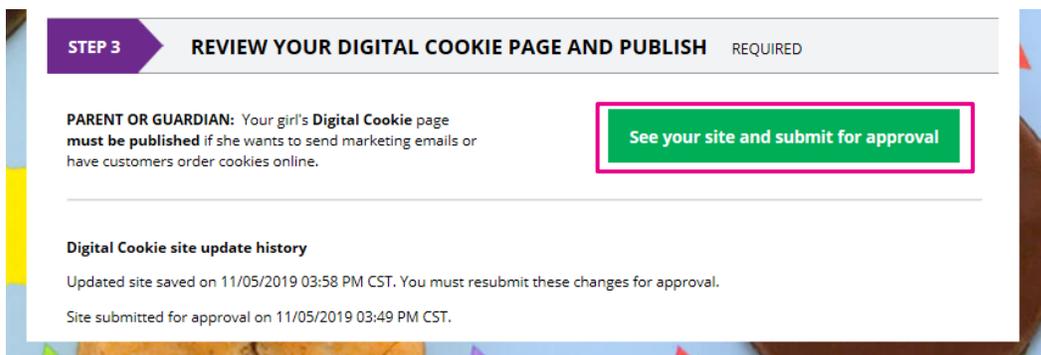
Next Steps: [Marketing to Customers](#)  
[Accessing the Games and Videos](#)

## Girl Site Setup-Girl 13 or Older

Previous steps: [Site Registration Girl 13 and over](#)

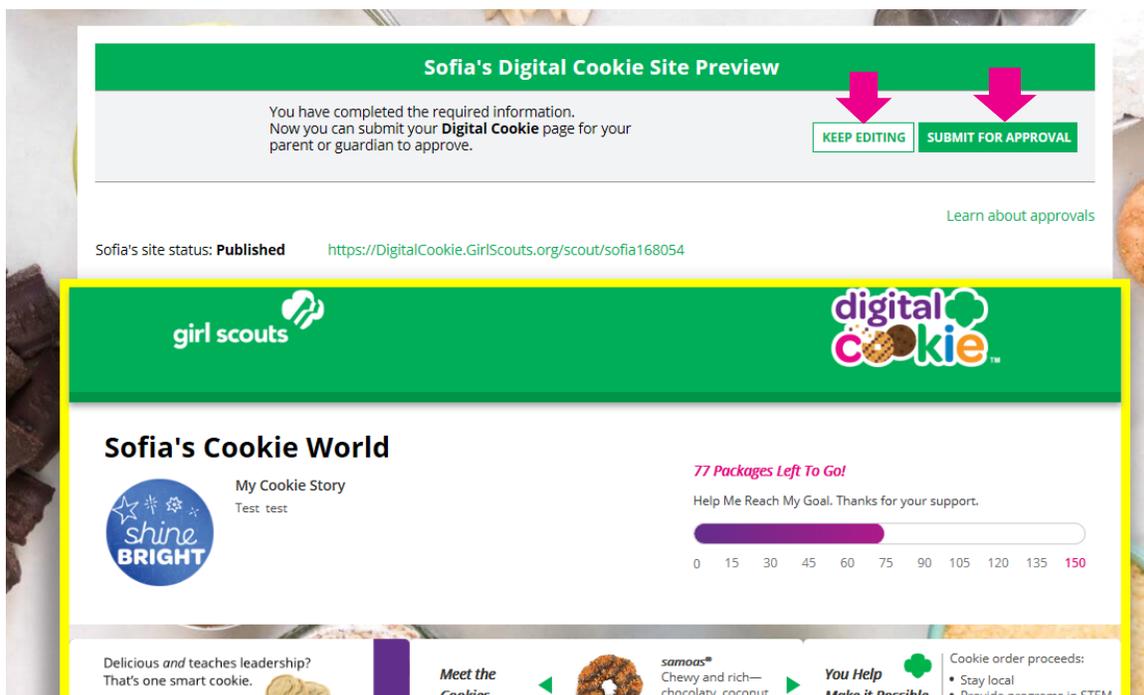
1

Once in the digital cookie site, the setup functions just like the [Girl Under 13 Site Setup](#). The difference is that “Step 3>See Your Cookie Site and Publish” will have a button at the bottom of the page instructing the girl to: “See your site and submit for approval”



2

A preview of her site will display and she can either make additional edits or submit it for parent approval.



3

Once she has submitted the site for approval, you will receive an email that your daughter's site needs approving.



Dear Jessica,

Sofia has updated her awesome new Digital Cookie® site. As soon as you approve it, that's the good to go!

Here's all you have to do:

Log in to your Digital Cookie account and navigate to the "Cookie Page Setup" tab. That's where you review the following:

- For safety reasons, please make sure her site doesn't include her last name, school name, home address, email address, phone number, or any identifiable information. This includes any references in her cookie video.
- If she's uploaded a photo or video, decide whether you are comfortable with the content.
- Review her cookie story to ensure that it shares what she plans to do with the money she earns. Be sure to include the number and other information for customers who purchase cookies so knowing when girls will do each other's home.

If you need to change something, you can edit the information. Be sure to tell her if you made changes. If everything looks good, simply approve the site, and it will be ready for customer orders to start flowing in!

And remember, safety first! If your girl is engaging in digital marketing and sales activity beyond friends and family, please have her follow these important guidelines:

- Her online marketing and sales efforts should always be guided while still being supervised by her parents or guardians.
- Make sure your girl reads and agrees to the [Digital Marketing Tips for Cookie Entrepreneurs and Their Families](#).



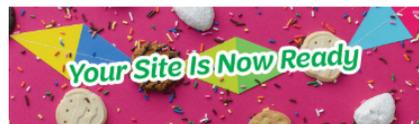
4

When you click the green 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.



5

The girl will receive an email confirmation that her parent has approved her site. Now she is ready to send marketing email to customers one the council's digital cookie sale is open.



Dear Sofia,

Yay—your Digital Cookie® site has been approved! You're all set to start accepting Girl Scout Cookie orders on .

Get ready to hit the ground running by:

- Deciding which Cookie Business badges you'll work on this season.
- Adding or updating your customer list.
- Inviting friends and family to buy cookies using the marketing emails right from your site.

And remember, safety first! When selling cookies online, please follow these

Next Steps: [Marketing to Customers](#)

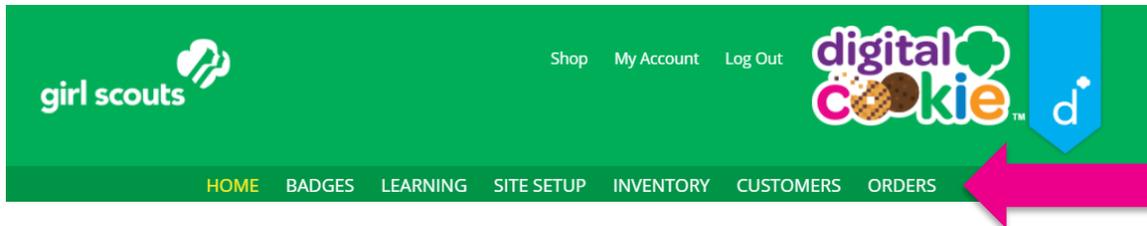


## Order Received (Shipped/Donated)

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.

1

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



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

2

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

### Digital Cookie Online Orders

#### 8 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 type="checkbox"/>	Aunt May	05072932	17	11/07/2019	Shipped	
	Donna Smith	05072647	5	10/27/2019	Donated	✓
<input type="checkbox"/>	Due Galleon	05069959	8	09/26/2019	In Person	
	Jenny Tang	05069956	9	09/26/2019	Shipped	



3

Clicking on the customer 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**

<b>Order Number:</b> 05072649	<b>Order Status:</b> Shipment Pending
<b>Ship To:</b> Jessica Samuels	<b>Order Type:</b> Shipped
<b>Shipping Address:</b> 1711 Hall Dr Tallahassee, Florida 32303-5328	<b>Order Date:</b> 10/27/19 9:59 AM CDT
<b>Shipping Phone:</b> 729-037-2070	<b>Shipped Date:</b>
<b>Customer Connection:</b> Friend	<b>Tracking #:</b>
<b>Ordered From:</b> My Cookie Website	
<b>Order Paid By:</b> Jessica Samuels	
<b>Billing Email:</b> dctest64-6@girlscouts.org	
<b>Billing Phone:</b> 729-037-2070	

Your troop leader has instructions on how these sales get credited to the girls' 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	<b>SUMMARY</b> Purchased Packages: 7    \$33.00 Subtotal:                    \$33.00 Shipping & Handling:    \$10.25 Order Total:                \$43.25 Added to sales goal:    7 packages
samoas™, 2 packages	
girl scout s'mores™, 1 package	
tagalongs™, 1 package	
thin mints™, 2 packages	

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

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.

8 Completed Digital Cookie Online Orders

Select all    **Add to Customer List**    Export ▾    Show 10 Items ▾

<input type="checkbox"/>	Paid by	Order #	Cookie Pkgs	Order Date	<i>i</i> Order Type	In Customer List
<input checked="" type="checkbox"/>	Aunt May	05072932	17	11/07/2019	Shipped	
<input type="checkbox"/>	Donna Smith	05072647	5	10/27/2019	Donated	<input checked="" type="checkbox"/>

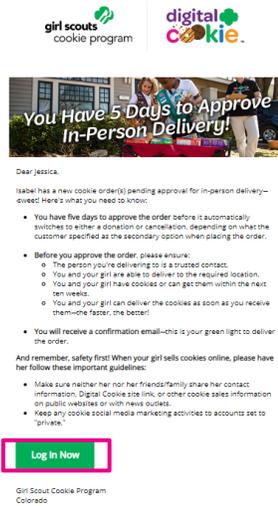


## Order Received (In-Person Delivery)

1

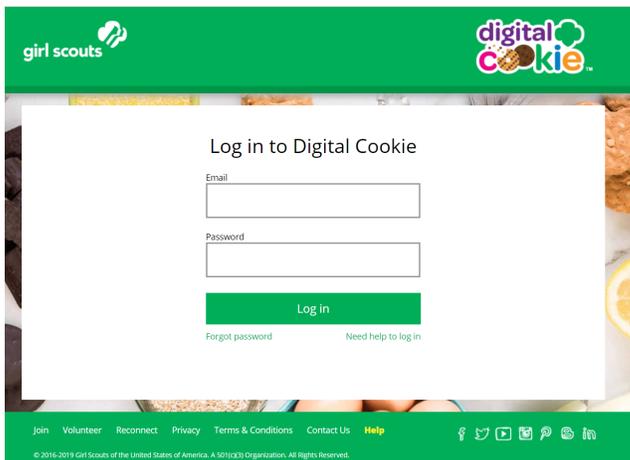
If you receive an in-person delivery order that you need to approve, skip to step 2.

If the order isn't approved by midnight, you will receive an email from [email@email.girlscouts.org](mailto: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!



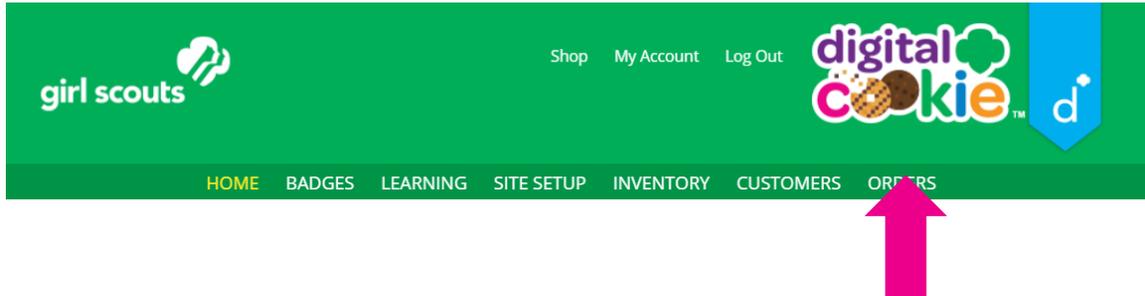
2

Click the green button "Log In Now" in the email. That will take you to the Digital Order Card website where you can log in. Or, go to the [Digital Cookie website](#) and log in.



3

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



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, 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

### 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 ten days.
- Be sure to approve the order before delivering it to make sure the customer’s payment is accepted.



When determining whether to approve or decline the order, consider -

5

- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location in the next ten weeks?

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."

6

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

- a) 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

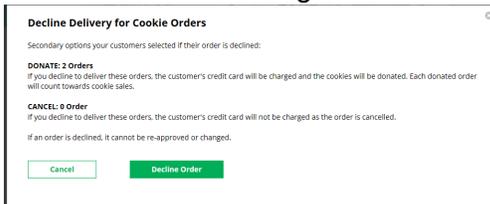
Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt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

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:



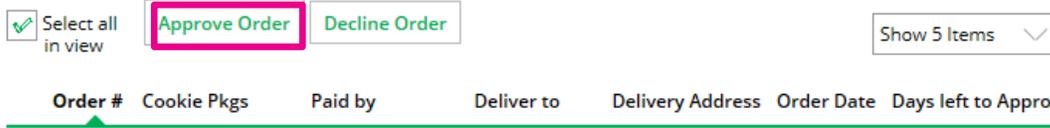
Once you approve or decline you can't change the action and an email is deployed to the customer.

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



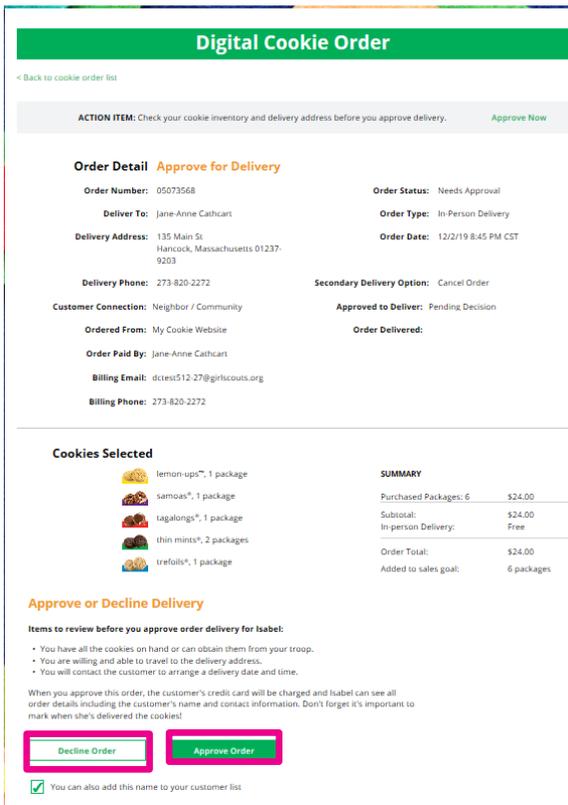


b) Click the “Select All” box, which will select all of the orders on that page that need approval, then click “Approve Order” or “Decline Order”.



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

c) Click on the individual customer to bring up that person’s order details:



And click “Approve Order” or “Decline Order” at the bottom.



7

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

2 Orders to deliver

Click on a name to mark when the cookies were delivered. ⓘ

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

8

Once you have delivered the cookies, log back into Digital Order Card 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. ⓘ

**Select all** →  Select all   **Order Delivered**   Export Orders   Show 5 Items ▾

OR

**Select a customer** →  05073376   4   Jasmin Winter   PO Box 2347, New York, NY   11/18/2019

05073568   6   Jane-Anne Cathcart   135 Main St, Hancock, MA   12/02/2019



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

## 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
Jane-Anne Cathcart	05073568	6	12/02/2019	In Person	<input checked="" type="checkbox"/>
Janet Gates	05073435	4	11/20/2019	In Person	<input type="checkbox"/>
<input type="checkbox"/> Julie Low	05073432	5	11/20/2019	Shipped	<input type="checkbox"/>



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

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

Paid by	Order #	Cookie Pkgs	Order Date	Order Type	In Customer List
Jane-Anne Cathcart	05073568	6	12/02/2019	In Person	<input checked="" type="checkbox"/>
Janet Gates	05073435	4	11/20/2019	In Person	<input type="checkbox"/>
<input checked="" type="checkbox"/> Julie Low	05073432	5	11/20/2019	Shipped	<input type="checkbox"/>

Make sure you follow through and deliver those cookies. When you approve the order, the customer will be charged.

Your leader will see the financial transaction as a credit to your Girl Scout in eBudde 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 girl tools on the website. Along the way, your Girl Scout will pick up some good cookie program tips!

## Inventory Tab

A new tab labeled Inventory exists on your Digital Cookie Dashboard



Depending on the time of the sale and your council's offerings, it may contain two sections:

- [Initial Cookie Order](#)
- [Girl Scout Delivery Settings](#)

### Initial Cookie Order

*May not be available in your Girl Scout Council based on sale format and deadlines.*



When your Girl Scout has collected orders on her paper order card and it is time to submit the order to your Troop Leader/Troop Cookie Manager, you can enter her order on the Initial Cookie Order Entry section.

Initial Cookie Order and Settings

**Initial Order: 208 packages**

- Packages you entered: 208
- Packages from approved [Digital Cookie delivery orders](#): 0

Your initial order form can no longer be edited. It's past the parent's due date.

Girl Scout delivery settings (below)  
Parents due date: 09/30/2020

lemon-ups	<input type="text" value="17"/>	trefoils	<input type="text" value="23"/>	do-si-dos	<input type="text" value="19"/>
samoas	<input type="text" value="44"/>	tagalongs	<input type="text" value="32"/>	thin mints	<input type="text" value="51"/>
girl scout smores	<input type="text" value="12"/>	toffee-tastic	<input type="text" value="3"/>	Donations	<input type="text" value="7"/>

- If you used this form, your troop leader has your initial order count.
- Since you can no longer edit the form, contact your troop leader if you need to make a change.

Simply enter your totals by variety prior to the Parents Due Date noted in the upper right hand corner of the section. After the due date, you can't make edits to the numbers on this page.

**NOTE:** The package totals entered here do not automatically transmit to the Troop Cookie Manager's order entry system. Please confirm with the Cookie Manager that she has received and viewed your order.

## Girl Scout Delivery Settings

*May not be available in your Girl Scout Council based on sale format and deadlines.*

2

Your council may be giving you the opportunity to turn off varieties of cookies. This might be useful if you run out of a variety of cookie and can't get any more to fill customer orders, or 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 manager first to see if you can get more cookies before turning a variety off so a customer doesn't have the option to purchase it for delivery.

When you know you need to turn off a variety(ies), go to the bottom of your inventory tab and find the Delivery Settings section.

Girl Scout Delivery Settings

**Allow my Girl Scout to deliver cookies**  
Your girl's Digital Cookie site and mobile app let a customer choose whether to have their cookies shipped or **delivered in person**. Having both options can increase sales. You can choose to make delivery inactive if needed, and turn it back on when you're ready.

**ACTIVE** Allow Girl Scout delivery on my girl's cookie site and mobile app
 
 **INACTIVE** Remove Girl Scout delivery from my girl's cookie site and mobile app

**My inventory for Girl Scout delivery**  
If you're out of stock for a cookie, you can turn off delivery. Emily's cookie site and mobile app will update to reflect your settings. You can turn delivery back on at any time once you get stock. Customers can still purchase and ship cookies that are turned "off".

lemon-ups®	Off <input checked="" type="checkbox"/> On	trefoils®	Off <input checked="" type="checkbox"/> On
do-si-dos®	Off <input checked="" type="checkbox"/> On	samoas®	Off <input checked="" type="checkbox"/> On
tagalongs®	Off <input checked="" type="checkbox"/> On	thin mints®	Off <input checked="" type="checkbox"/> On
girl scout s'mores®	Off <input checked="" type="checkbox"/> On	toffee-tastic®	Off <input checked="" type="checkbox"/> On

### 3

If you wish to offer delivery but are out of a variety of cookie 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 and it will remove that variety from delivery option. If you are able to offer that to customers again, click the "on" and turn it back on.

#### My inventory for Girl Scout delivery

If you're out of stock for a cookie, you can turn off delivery. Emily's cookie site and mobile app will update to reflect your settings. You can turn delivery back on at any time once you get stock. Customers can still purchase and ship cookies that are turned "off".

lemon-ups® <input checked="" type="checkbox"/> Off <input type="checkbox"/> On	trefoils® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On
do-si-dos® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On	samoas® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On
tagalongs® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On	thin mints® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On
girl scout s'mores® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On	toffee-tastic® <input type="checkbox"/> Off <input checked="" type="checkbox"/> On



4

If you wish to offer delivery but are out of a variety of cookie 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 and it will remove that variety from delivery option. If you are able to offer that to customers again, click the "on" and turn it back on.



### My inventory for Girl Scout delivery

If you're out of stock for a cookie, you can turn off delivery. Emily's cookie site and mobile app will update to reflect your settings. You can turn delivery back on at any time once you get stock. Customers can still purchase and ship cookies that are turned "off".

 lemon-ups®	<input checked="" type="radio"/> Off <input type="radio"/> On	 trefoils®	<input type="radio"/> Off <input checked="" type="radio"/> On
 do-si-dos®	<input type="radio"/> Off <input checked="" type="radio"/> On	 samoas®	<input type="radio"/> Off <input checked="" type="radio"/> On
 tagalongs®	<input type="radio"/> Off <input checked="" type="radio"/> On	 thin mints®	<input type="radio"/> Off <input checked="" type="radio"/> On
 girl scout s'mores®	<input type="radio"/> Off <input checked="" type="radio"/> On	 toffee-tastic®	<input type="radio"/> Off <input checked="" type="radio"/> On

Cancel

Update delivery settings

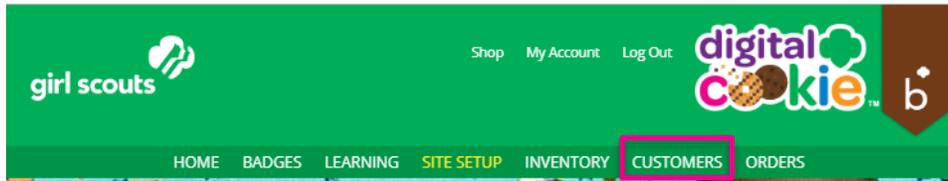
## Marketing to Customers

A Digital Cookie site isn't any good without customers! Learn how you can:

- Enter customer information
- Send marketing emails

1

On the Digital Cookie dashboard, click the "Customers" tab.



2

The Customers page is broken into two sections -

- "My Cookie Customers" for entering customer lists
- "Connect with Customers" to learn more about marketing to customers

**My Cookie Customers**

Customer List  
Send marketing emails, keep customer information up-to-date, and track orders. Tip to get started

Select All    [Send Marketing Email](#)    [Add Customer](#)    [More...](#)    Show 10 items

Name	Email Address	Last Emailed	Email Title	Total Orders	Total Plgs
<input type="checkbox"/> Darren Washie	Yes	Pending	Open	0	0
<input type="checkbox"/> eve almirso	Yes			0	0
<input type="checkbox"/> James Brinson	Yes	Pending	Open	0	0
<input type="checkbox"/> Jason Williams	Yes			0	0
<input type="checkbox"/> Joan Gearheart	Yes			0	0
<input type="checkbox"/> Jorge Ruiz	Yes	Pending	Open	0	0
<input type="checkbox"/> Jay Johnson	Yes			0	0
<input type="checkbox"/> Jay Odofu	Yes			0	0
<input type="checkbox"/> Kaja Mandul	Yes	Pending	Open	0	0
<input type="checkbox"/> Mariela Lopez-Perez	Yes			0	0

[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**

**EMAILS SENT AUTOMATICALLY**

★ Your Digital Cookie site is published so you can send emails.    Help with Digital Cookie emails

3

### My Cookie Customers

Girls can add or import customers they want to send marketing emails to - and keep all of their customers in DOC for referencing in future cookie seasons.

**My Cookie Customers**

Customer List  
Send marketing emails, keep customer information up-to-date, and track orders.

Select All   Send Marketing Email   **Add Customer**   **More...**   Show 10 Items

Name	Email Address	Last Emailed	Email Title	Total Orders	Total Pkgs
<input type="checkbox"/> Darren Waithe	Yes	11/18/2019	Open	0	0
<input type="checkbox"/> Eva Almiro	Yes			0	0
<input type="checkbox"/> James Brinson	Yes	11/18/2019	Open	0	0
<input type="checkbox"/> Jasmin Williams	Yes			0	0
<input type="checkbox"/> Jasmin Winters	Yes			1	4
<input type="checkbox"/> Jorge Ruiz	Yes	11/18/2019	Open	0	0
<input type="checkbox"/> Joy Johnson	Yes			0	0
<input type="checkbox"/> Joy Odulu	Yes			0	0
<input type="checkbox"/> Katja Mandivi	Yes	11/18/2019	Open	0	0
<input type="checkbox"/> Maricela Lopez-Perez	Yes			0	0

Total customers: 10   Total emails sent: 4   Total unique customers emailed: 4   [Need help?](#)

Encourage Girls to add a "nickname" for their contacts like Grandma or "Uncle"

Clicking on a customer's name brings up more information about the customer, including details about any orders.

**Customer Information**

< Back to customer list

**Customer:** Joan Gearheart   **Contact Source:** Website  
**Nickname:** Aunt Joan   **Notes:**  
**Email:** dctest512-1@girlscouts.org  
**Address:**  
**Phone:**

[Delete Customer](#)   [Edit Customer](#)   [Add Another Customer](#)

Cookie Season 2019-2020   Orders: 1   Packages added to sales goal: 4

DETAILS	COOKIES	SUMMARY
<b>Order Date:</b> 11/18/19 08:30 PM	lemon-ups™, 1 package	<b>Purchased Packages:</b> 4   \$16.00
<b>Order Number:</b> 05073376	samoas®, 1 package	<b>Subtotal:</b> \$16.00
<b>Order Status:</b> Approved for Delivery	tagalongs®, 1 package	<b>In-person Delivery:</b> Free
<b>Deliver To:</b> Jasmin Winter	thin mints®, 1 package	<b>Order Total:</b> \$16.00
<b>Paid by:</b> Jasmin Winters		<b>Added to sales goal:</b> 4 packages
<b>Ordered From:</b> My Cookie Site		
<b>Order Type:</b> In-Person Delivery		

### 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.”

**My Cookie Customers**

Customer List  
Send marketing emails, keep customer information up-to-date

Select All

Name	Email Address	Status	Total Orders	Total Pkgs	
<input type="checkbox"/> Darren Waithe	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Eva Almiro	Yes			0	0
<input type="checkbox"/> James Brinson	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Jasmin Williams	Yes			0	0
<input checked="" type="checkbox"/> Jasmin Winters	Yes			1	4
<input type="checkbox"/> Jorge Ruiz	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Joy Johnson	Yes			0	0
<input checked="" type="checkbox"/> Joy Odufu	Yes			0	0
<input type="checkbox"/> Katja Mandivi	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Maricela Lopez-Perez	Yes			0	0

Total customers: 10   Total emails sent: 4   Total unique customers emailed: 4

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.

**Send Marketing Email**

To: Brenda Wolinski X JayAnne Ruiz X Sarah Shepherd X Scott Jameson X  
Stephanie Carotous X Todd Worthington X

Select the email you would like to send:

Open for business    Still time to order cookies!    Thanks for your support

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.

### 3b Add Customer

To add customers manually (instead of importing), click the “Add Customers” button and you will get a screen for entering information.

Add Customer

[< Back to customer list](#)

required \*

**First Name:**

**Last Name:**

**Nickname:**  Add a personal hello to your marketing emails, e.g. Grandma, Uncle Mike.

**Email:**

**Address:**

**City:**

**State:**

**Zip Code:**

**Phone:**

**Notes:**

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 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.

**Add Customer**

The email you entered is already in your customer list. Since an email address can only be used once, you will need to choose the customer information you would like to keep and merge these records for email: dtest664-22@girlscouts.org

YOU ENTERED	ON FILE
Name <input checked="" type="radio"/> Jane Dow	<input type="radio"/> Suzie Greenburg
Address <input checked="" type="radio"/> 43215	<input type="radio"/> --
Phone <input checked="" type="radio"/> 325-235-0273	<input type="radio"/> --
Notes <input checked="" type="radio"/> --	<input type="radio"/> --

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.

### 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”

**Delete Customer**

You want to delete 1 name from your customer list.  
If deleted, this cannot be undone.

### 3d Import

Clicking on the “More” drop down 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.”

	A	B	C	D	E	F	G	H	I	J	K
1	First Name	Last Name	Nickname	Street Address	City	State	Zipcode	Phone Number	Email Address	Notes	
2	Jane	Dow	Aunt Jane	123 Main St	Rolling Hills	OK	23902		dctest64-14@girlscouts.org		
3											

**Import a List of Customer Names**

You can take a copy of information you have in one program and use it in another program. When you do this, you are importing a file from one place to another.

Steps to import a customer list into Digital Cookie

1. Download our [Cookie Customers Template](#). There are helpful instructions in the file.
2. Type the names of customers who would like cookies into the file. Include their email addresses so you can send them a cookie marketing email. Remember to save the file.
3. When you have finished putting in the names of your customers, select “Import file.”

Choose File

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.

### 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

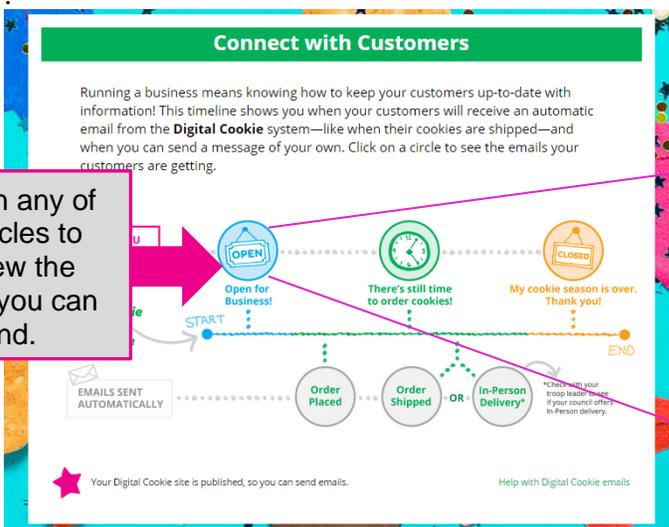
Saving a copy of your customer list is easy. When you select the “Export file” button, a file will download to your computer with the name “DigitalCookieCustomers”. You can rename the file, if you wish, and save it on your computer.



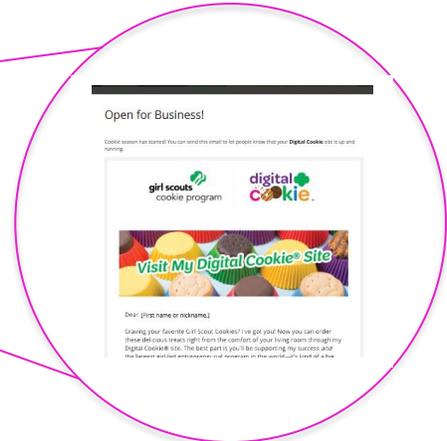
### 4 Connect with Customers

4

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.



Preview of “Open for Business” email



5

You can also send customers a link to your Digital Cookie Website directly from your home page.

## Emily's Digital Cookie Platform

Welcome, Jennifer!

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  
 198 2 3 24  
DAYS HRS MIN SEC

Online sales last updated 11/14/20 9:45 PM CST

My Progress 167 packages to go!



My Troop

Our goal: coming soon



My Sales Goal  
300 packages

UPDATE

Packages Sold  
133

UPDATE

Packages to Sell  
167

SEE DATA



My Cookie Site: Open for Business

Emily's cookie site url:

<https://DigitalCookie.GirlScouts.org/scout/emily379909>

Site setup approved: 10/16/2020 09:41 PM CDT



Orders to Deliver In Person

Approve for delivery: 0 Order(s)

Orders to deliver: 0 Order(s)

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.

Remember: Girl should NOT post their link or create posts to Resale or Retail sites online or publicly such as Facebook Marketplace or eBay, online yard sale sites or the like.



## Cookie Entrepreneur Pins/Badges

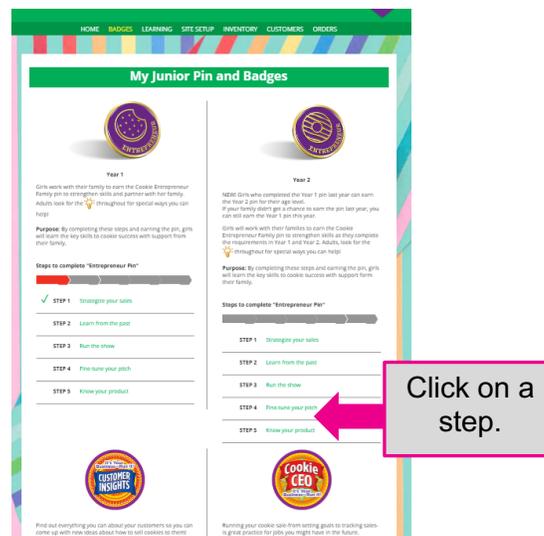
1

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.



2

You'll be taken to a page that displays the Cookie Entrepreneur Pins and the Cookie Business badges appropriate to your Girl Scout's level. Girls can click on the instructions for each step:





3

The instructions for that step will pop up. If there are activities within Digital Cookie that will help her complete the step, links will be included. When she is finished with each step, she can check the box to show she completed it.

My Junior Pin and Badges

Check the box when the activity is finished.

< Back

Junior Entrepreneur Pin - Step 1

**COOKIE**  
ENTREPRENEUR  
Family

I did this

**Strategize your sales**

Talk with your family to figure out a realistic goal of how many cookies you think you can sell, then set a secondary goal focused on your sales method—like how many packages you'll sell digitally or how many customers you can reach. Enter your package goal in your [Digital Cookie site setup](#).

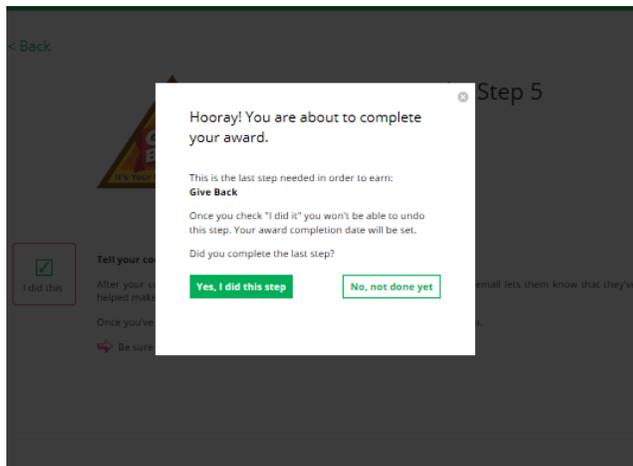
**Adults: The path to success**

Goal setting isn't only about numbers—it can also be about sales strategy. Help her think through all the different ways she could make a sale, then create a goal for one of them.

Be sure and check the box to show that you've completed this step.

Link to activities she can complete in the site.

**NOTE** that when a girl checks the box for the last step in earning that badge, she will get a pop-up asking her to confirm it. Once she marks the steps as complete and the badge earned, she can't go back.



4

When she marks the box as completed, it will show as completed on her badge page.

Girls 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!

**My Brownie Badges**

**GIVE BACK**  
It's Your Business—Run It!

You will be using your cookie money to do lots of fun things with your Brownie Friends, but you also can use some to help others, too!

**Purpose:** When I've earned this badge, I'll know how to "give back."

**Steps to complete "Give Back"**

- ✓ STEP 1 Find out about businesses that give back
- ✓ STEP 2 Set a giving goal
- ✓ STEP 3 Involve your customers
- ✓ STEP 4 Practice giving back
- ✓ STEP 5 Tell your cookie customers how they helped

**Congratulations**  
Yahoo! You've earned the Give Back badge! Keep up the good work! Be sure to tell your troop leader so you can get your badge!

**MEET MY CUSTOMERS**  
It's Your Business—Run It!

When you run a business, you need to know all about your customers: who they are, how to talk to them, and how to make them happy.

**Purpose:** When you've earned this badge, you'll know how to find customers, make them happy, and help your cookie business grow.

**Steps to complete "Meet My Customers"**

- ✓ STEP 1 Find out where your customers are
- STEP 2 Talk to some customers
- STEP 3 Practice handling money and making change
- ✓ STEP 4 Role-play good customer relations
- STEP 5 Thank your customers!

**Activity Completed-✓**

**Girls should let their leaders know when they complete the badge or pin,**

5

Once the girl has completed her badge it will display in color on her home page.

**Kylee's Digital Cookie Platform**

Welcome, Tinley!

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: 203 2 40 49

Online sales last updated: 11/9/20 9:15 PM CST

**My Progress**

- 0 sold online
- 0 sold offline

**My Troop**

Our goal: coming soon

**My Sales Goal**  
0 packages

**Packages Sold**  
0

**Packages to Sell**  
0

**REWARDS**

**My Cookie Site: Set up your site**  
Set up your cookie site, get published and start getting orders.

**Orders to Deliver In Person**  
Approve for delivery: 0 Order(s)  
Orders to deliver: 0 Order(s)

**Learning**

- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

**Completed badges/pins are in color.**