



Digital Cookie Troop Cookie Manager Training



Training Agenda

-  Brief Digital Cookie Overview
-  Troop Cookie Volunteer Experience
-  Customer Experience
-  Girl Scout / Caregiver Experience
-  Digital Cookie Help Center



Script:

What is Digital Cookie?

What is Digital Cookie?

Digital Cookie

Unified Online Selling Platform

Packed with fun, easy-to-use tools, Digital Cookie® delivers more ways to participate, more ways to sell, more ways to buy, and more ways to learn! And in addition, studies show Girl Scouts who use Digital Cookie® in combination with traditional sales often sell more cookies and reach their goals faster.



Script:

In general, Digital Cookie is a unified online selling platform. It has easy-to-use tools and provides multiple ways for Girl Scouts to enhance their entrepreneurial skills. eCommerce has grown over the years and the platform gives Girl Scouts the opportunity to supercharge their cookie business. Now we know what Digital Cookie is let's see who all can use Digital Cookie.



Who Uses Digital Cookie?

Script:

Who Uses Digital Cookie

Who Uses Digital Cookie

Girl Scout's use Digital Cookie to supercharge their cookie business!

Girl Scouts create their own sites and send marketing emails to customers.

Girl Scouts and caregivers can manage their online sales, inventory, and financials using Digital Cookie.

Girl Scouts take orders and track purchases.

Troop Cookie Managers support Girl Scouts and families with visibility to their online activities.

Troop Cookie Managers use it to set up and manage sales for their troop specific online sales site.

Script:

- Digital Cookie is primarily used by Girl Scouts and Caregivers. Girl Scouts create their site and send marketing emails to customers. They can manage their online sales, inventory, and finances with their Caregiver. Girl Scouts can take orders and track the purchases from Customers.
- Troop Cookie managers use Digital Cookie to support the Girl Scouts and families with visibility into their online activities. They also use it to set up and manage the troop site and online sales.



Script:

The following slides will walk through the Troop Volunteer Experience in Digital Cookie.

Receive Email

December 20, 2024

Sender: "Girl Scout Cookies"
email@email.girlscouts.org

Subject: Cookie season is almost here! Help your troop reach their goals with Digital Cookie.

Registration Tips

- Make sure myGS account is updated with the correct email.
- Add the sender's email to your contacts list.
- Check promotions, junk, and spam folders for email.
- Tip Sheet: [No Registration Email](#)

Click "Register Now" From Email

Create Password and Login

All users must register through their Digital Cookie registration email every year.

Volunteer Terms and Conditions

Read and Accept T&Cs

If you have a Girl Scout in your household and access for parents/caregivers has opened, you will need watch a safety video with your Girl Scout, accept the parent T&Cs and read and accept the Girl Scout Safety Pledge with your Girl Scout.

Script:

Watch for your registration email* from "Girl Scout Cookies"

(email@email.girlscouts.org) with the subject "Cookie season is almost here!

Help your troop reach their goals with Digital Cookie." on December 20, 2024. If you don't see it, make sure to search your "Promotions/Clutter/Spam".

The email will be sent to the primary email on file in your myGS account, please make sure that is up to date prior to volunteer access date. If you don't receive the registration email, use the tip sheets for additional steps to resend.

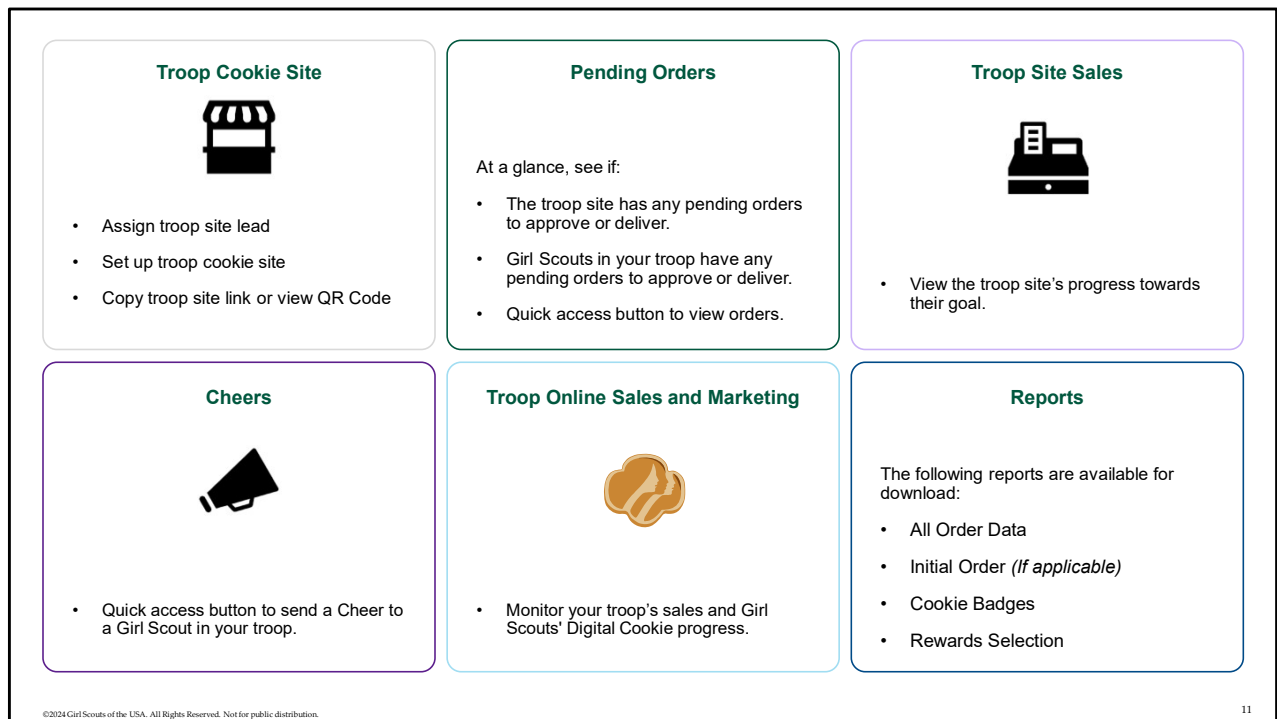
Once you find the email, open it and click on the Register Now button. You will be taken to Digital Cookie to create a password for this year and then log in to Digital Cookie with your email and password. Once logged in you will review the Volunteer Terms and Conditions and click the check box to accept. If you are a parent/caregiver and the parent access date has passed. When you first log in you will have parent Terms and Conditions to accept, a safety video to watch with your Girl Scout and a Girl Scout safety Pledge that will need to be read and accepted by your Girl Scout.

Once the terms and conditions have been accepted you will be taken to your troop volunteer dashboard.

Troop Dashboard Six Sections

Script:

There are six sections to your troop dashboard.



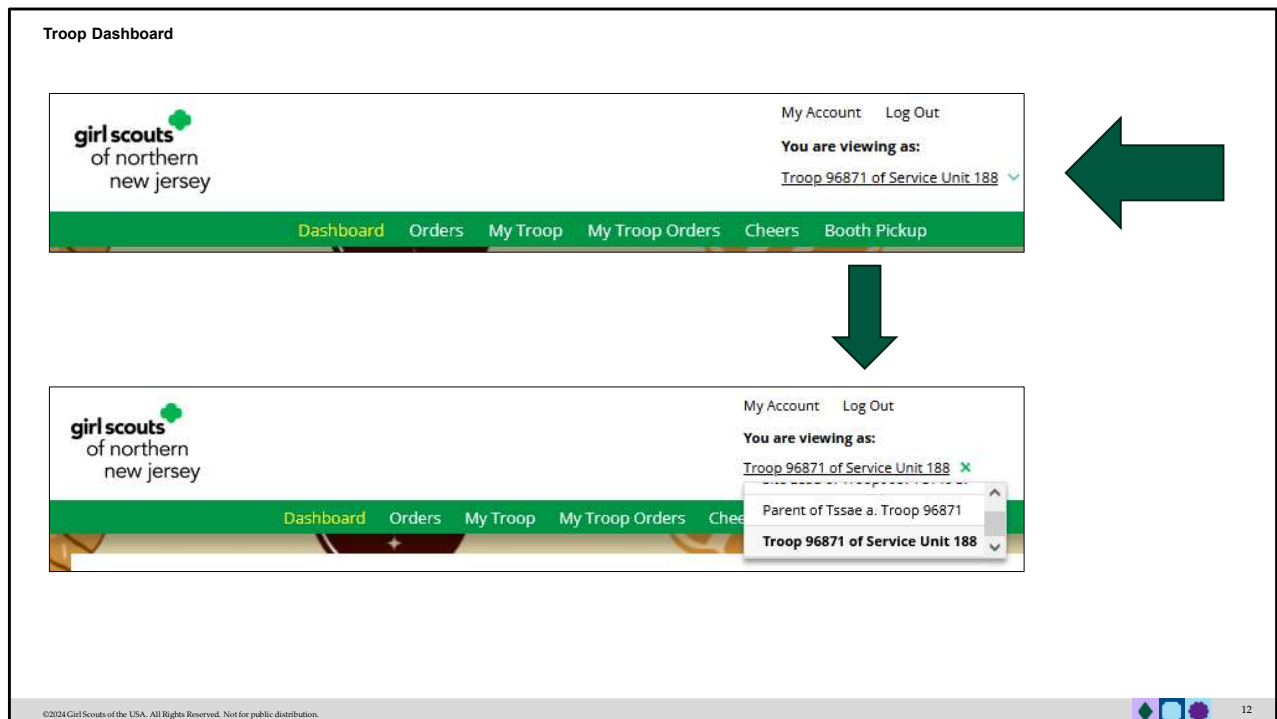
Script:

On your troop dashboard you will see six different sections.

1. Troop Cookie Site: when you first log in you will see a Get Started button, once the troop site is set up this box will have the troop site links and QR code.
2. Pending Orders: In this section you will see if the troop site has any pending orders to approve or deliver and if Girl Scouts in your troop have any pending orders to approve or deliver.
3. Troop Site Sales: This progress bar is for troop site orders only and does not include any Girl Scout orders.
4. Cheers: here you will find a quick access button that will take you to the Cheers page where you can send a Cheer to a Girl Scout in your troop.
5. Troop online Sales and marketing: In this section, you can monitor the troop site sales and Girl Scout's Digital Cookie progress.
6. Reports: This section contains up to four reports to view that can help you manage the Digital Cookie activity for the Girl Scouts in your troop:

- *All Order Data* will show you details on every order for every girl.
- *Initial Order* (If applicable) will show you the initial paper order card entry by the parents to allow you to compare what is in the baker software if desired.
- *Cookie Badges* will let you know if girls are completing any of the Cookie Business badges and/or the Family Entrepreneur Pins. Encourage them to complete these with their families to increase their cookie program learnings!
- *Rewards Selection* will be helpful if your council enabled girls to select their rewards in Digital Cookie. You simply pull this report and enter their choices into the baker software without needing to track down each choice for each girl in the troop.

For a full review of the troop dashboard, please see the Volunteer Dashboard tip sheet and video walk through (available in Nov.).



Script:

If you have multiple roles, (Girl Scout(s) in your household, volunteer for multiple troops or a service unit level volunteer) you will be able to easily toggle between your roles, directly from the dashboard using the drop-down arrow under the role you are currently logged in as.

Troop Site Setup

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Script:

Your Troop Cookie Site links will help your troop make sales online instead of, or in addition to, your regular in person cookie booths. Setting up the troop site will also allow Girl Scout's to take payment on behalf of the troop using the Digital Cookie mobile app at cookie booths.

The following slides will walk you through setting up your troop site.

Troop Site Setup

Step 1: Click Get Started

Our Troop Cookie Site

Set up your troop's cookie site to start collecting orders online and payments on the mobile app.

GET STARTED

Step 2: Select a Troop site lead

Our Troop Cookie Site

Set up your troop's cookie site to start collecting orders online and payments on the mobile app.

Troop Site Lead*

Select a name

This person sets up the troop cookie site.

SAVE

CANCEL

Step 3: Click Set Up Your Site

Our Troop Cookie Site

Set up your troop's cookie site to start collecting orders online and payments on the mobile app.

Troop Site Lead: iiiG usuuSre

SET UP YOUR SITE

Step 4: Activate the 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
<div>ACTIVATE</div>	Troop3012C66 1 Site	01/01/2011	TRP3012C661	3012	---	---	---

ACCESS SITE

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Script:

You can activate your troop site in four steps:

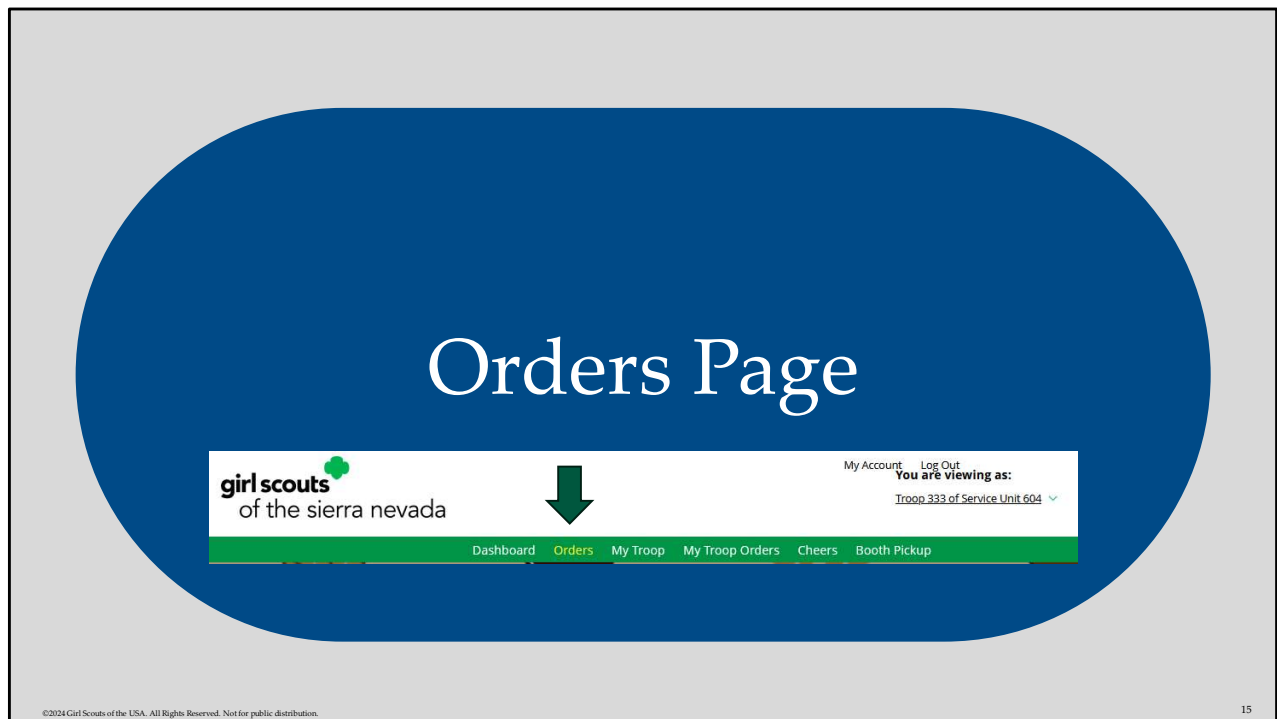
Step 1: click the Get Started button. This button is only on the dashboard prior to the site being activated.

Step 2: Select a Troop Site Lead, if your troop has multiple volunteers, you will select which volunteer will be the “site lead” from the drop down. The Troop site lead will be responsible for working with the Girl Scouts in the troop to set up the troop site and will have access to the troop site’s home page similar to a Girl Scout’s home page.

Step 3: Once you save the troop site lead, if you choose yourself, you will see the Set Up Your Site button on the dashboard. If you assigned a different volunteer to be the site lead, the next time they log into Digital Cookie they will see the Set Up Your Site button on the troop dashboard.

Step 4: After clicking the Set Up Your Site button, you will be taken to the Registration page where you can Activate the troop site. If you have Girl Scouts in your household, you will see the here too. After Clicking the Activate button, you will be able to click the Access Site button. This will take you to the troop site and you will

be ready to set up the site.



Script:

The next few slides will cover how volunteers can use the Orders page.

Searching for Orders

Orders

Search for ● Orders ?

Order #

Date Range to

Order Status

Payment Status

Order Type

Orders Pending Validation ☐ See List

Customer Information

First Name

Last Name

Phone

Email

Girl/Parent

Girl First Name

Girl Last Name

GSUSA ID

Site URL

Parent Email

Organization

Council Name

Council Code

SU Name

SU ID

Troop #

SEARCH

[Export to Excel](#)

Order #	Order Date	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
05758715	09/10/24 17:55	In-Person Deliver...	Trefoil Love	\$48.00	New	Payment Authoriz...	kaiMzceeM rzzzra	Girl Scouts of the ...	333

Showing 1 to 1 of 1 entries

First
Previous
1
Next
Last

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Script:

The “Orders” tab allows you to lookup orders that were placed for all the Girl Scout’s in your troop as well as refund in-person delivery, donation, an cookies-in-hand orders (orders placed on mobile app).

Once you are on the Orders page, you can look up the order a few different ways. The recommended lookup options are Customer Order #, Customer Email address, Parent Email Address, Girl Name (first and last), or Customer Name (first and last, min 2 letters). Using more than one can cause the results to not appear properly. You can also narrow down the orders by selecting the Order Status, Payment Status, or Order Type.

After entering the information and clicking Search, the order or orders will appear in the search. From here you can quickly see some of the order details. To see the specific order details, click the order number.

Order Details

Order Details		Customer Details	
Order Number:	05758715	Payment Status:	Payment Authorized CANCEL
Order Date:	9/10/2024 5:55 PM CDT	Delivery Status:	Not Delivered
Order Type:	In-Person Delivery with Donation	Baker:	ABC
Order Status:	New	Baker Status:	N/A
If Not Approved:	Cancel Order	IO Status:	N/A
Parent Action		Delivery Confirmation	
Status:	Pending	Confirmed By:	---
Date Actioned:	---	Date Delivered:	---
Actioned Via:	---	Confirmed Via:	---
Organization			
Girl Name:	kaiMzeeM rzrra	Council Name:	Girl Scouts of the Sierra Nevad a
Parent Name:	Eaa kcBoroor	Council Code:	661
Parent Email:	dctesting+102057892@girlsco uts.org	SU Name:	SU604
GSUSA ID:	102067446	SU Number:	604
Site URL:	kaimzeeM483737	Troop Number:	333
Order Paid By:	Trefoil Love	Billing Phone:	619-967-5309
Email:	mgtags22@gmail.com	Billing Address:	Trefoil Love 1231 Upas St San Diego, California 92103-5127
Delivery Information			
Delivery Address:	Trefoil Love 1231 Upas St San Diego, California 92103-5127	Delivery Phone:	619-967-5309
Address Confidence:	88	Recommended Address:	Customer Accepted
Payment Information			
Credit Card:	VISA ending in ****	Checkout Type:	Standard
Purchased Via:	Website		
Fulfillment Data Transfers			

Script:

The Order Details page has the full details of the order including order type, parent action, and customer information.

Order Details

Site URL: kaimzceem483737Troop Number: 333

Products & Payment

Product	Unit Price	Qty	Price
Cookies			
Thin Mints®	\$6.00	5	\$30.00
Trefoils®	\$6.00	2	\$12.00
Donate Cookies	\$6.00	1	\$6.00
Total		8	\$48.00

	Qty	Price
Purchased Packages:	7	\$42.00
Donated Packages:	1	\$6.00
Gift Box:	0	\$0.00
Subtotal:		\$48.00
Delivery Cost:		\$0.00
Order Total:		\$48.00
Added to sales goal	8 Packages	

Payment Transactions

Type	ID	Status	Amount	Date
AUTHORIZATION	mtm9e39r	ACCEPTED	\$48.00	9/10/24 5:55 PM CDT

Notes

Add Note

Fulfillment Data Transfers

Type	Received At	Date
New Order	Provider	---
Order Received	DOC	---
Cancellation	Provider	---

System Emails

Type	Date Sent	Action
Order Conf.	9/10/24 5:55 PM CDT	Send
Capture Failure (C)	---	N/A
Capture Failure (P)	---	N/A

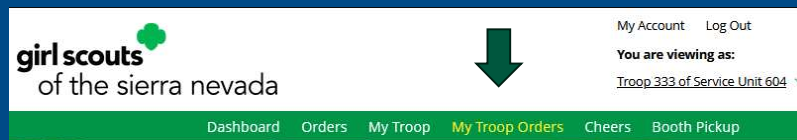
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Script:

The bottom half of the Orders Detail page lists the variety of cookies and how much the customer paid, payment status, and if it was a shipped order, you would see the fulfillment status.

My Troop Orders Page



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Script:

The next slide will cover the My Troop Orders page.

Use this page to see orders place on the troop's cookie site

Digital Cookie Orders to Pick Up

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

4 Orders to approve for pick up
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"/> 05748520	14	Case Test2	Case Test2	3756 E Fry Blvd, Sierra Vista, AZ	8/24/2023	5
<input type="checkbox"/> 05748537	6	Zoe Wright	Zoe Wright	3756 E Fry Blvd, Sierra Vista, AZ	8/24/2023	5

2 Orders to pick up
Click on a name to mark when the cookies were picked up. 1

☐ Select all
 [Order Picked Up](#)
[Export Orders](#)
Show 5 Items

Order #	Cookie pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/> 05318823	5	Test E Test	3756 E Fry Blvd, Sierra Vista, AZ	8/4/2023
<input type="checkbox"/> 05344641	4	Mindy Guevara	3756 E Fry Blvd, Sierra Vista, AZ	8/9/2023

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.

1 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"/> 05748274	9	Lilo Pelekai	Lilo Pelekai	1231 Upas St, San Diego, CA	8/23/2023	4

[Need Help?](#)

Digital Cookie Online Orders

4 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
View	Mindy Guevara	05344643	5	8/9/2023	Pick Up	
View	Mindy Guevara	05344639	2	8/9/2023	Donated	<input checked="" type="checkbox"/>
View	Mindy Guevara	05344637	2	8/9/2023	Pick Up	
View	Mindy Guevara	05344634	4	8/9/2023	Pick Up	<input checked="" type="checkbox"/>

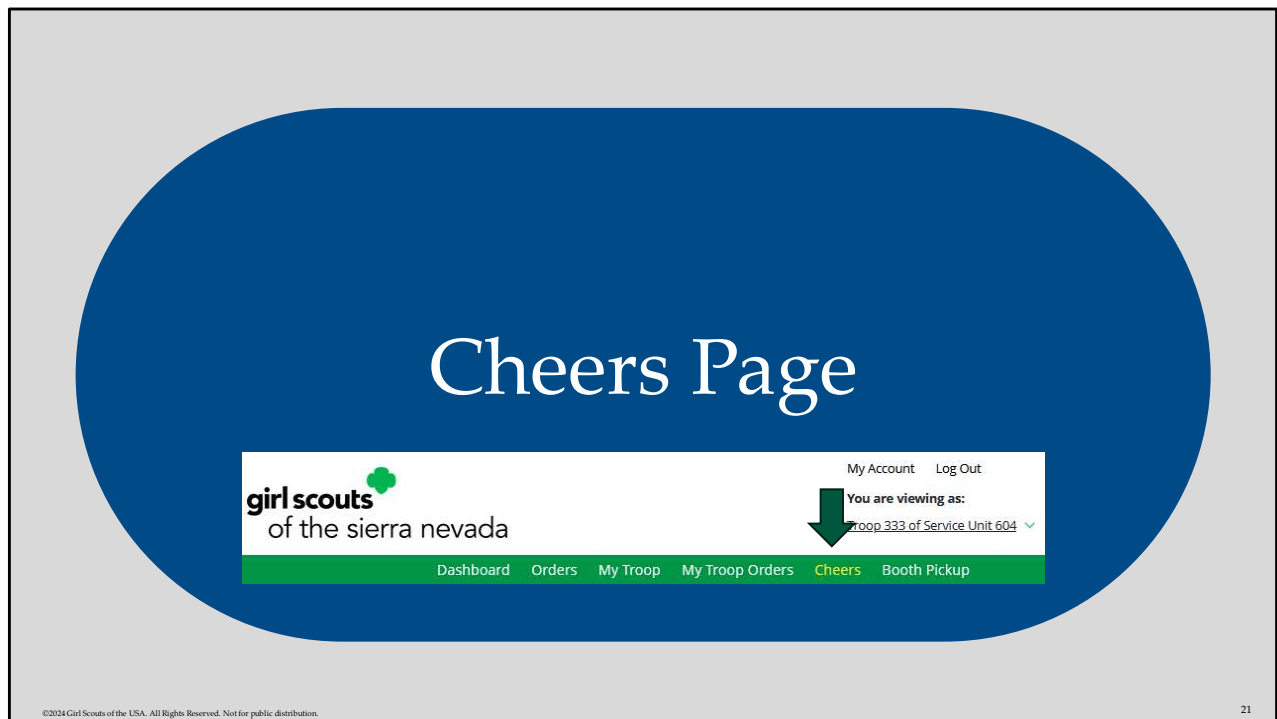
★ Grow your customer list! Select checkboxes for the names you want to add.
 [Need Help?](#)

Script:

This page works the same as the Girl Scout orders page. You can approve/decline Girl Scout delivery orders as well as pickup orders. When you approve a pickup order, it moves down to the Orders to pick up section.

Here you can export a list or find additional details on each order to prepare them for pick up. Once they are picked up, you can mark them as such in this section as well.

Once the order is complete it moves down to the bottom "completed" section, where you will find shipped and donation only orders placed for your troop. The greyed-out orders are canceled/declined orders.



Script:

The next slide will cover the Cheers page.

You can send Cheers to Girl Scouts in your troop!

Send a Cheer to Girl Scouts in your Troop

Cheer on the members of Troop 3300!
Your fellow Girl Scouts are working hard this cookie season. Send your troop members some words of encouragement.

Search for a Troop Member: Search

TROOP MEMBER ▲	GOAL PROGRESS ▲	
Hyalli	0% <input type="text"/>	Pick a cheer to send ▼
Cosaa	0% <input type="text"/>	Pick a cheer to send ▼
Ava	0% <input type="text"/>	Pick a cheer to send ▼
Sam	55% <div><div></div></div>	Pick a cheer to send ▼
Hellenia	0% <input type="text"/>	Pick a cheer to send ▼
Sarah	25% <div><div></div></div>	Pick a cheer to send ▼

Preview your Cheer

Choose a Message: You're awesome ▼

Choose a Picture:

Preview your Cheer
You're awesome
Point-Around-401-10201

[Send This Cheer](#)

Click the drop down next to the Girl Scout to view the message and picture options, then preview and send your Cheer to that Girl Scout.

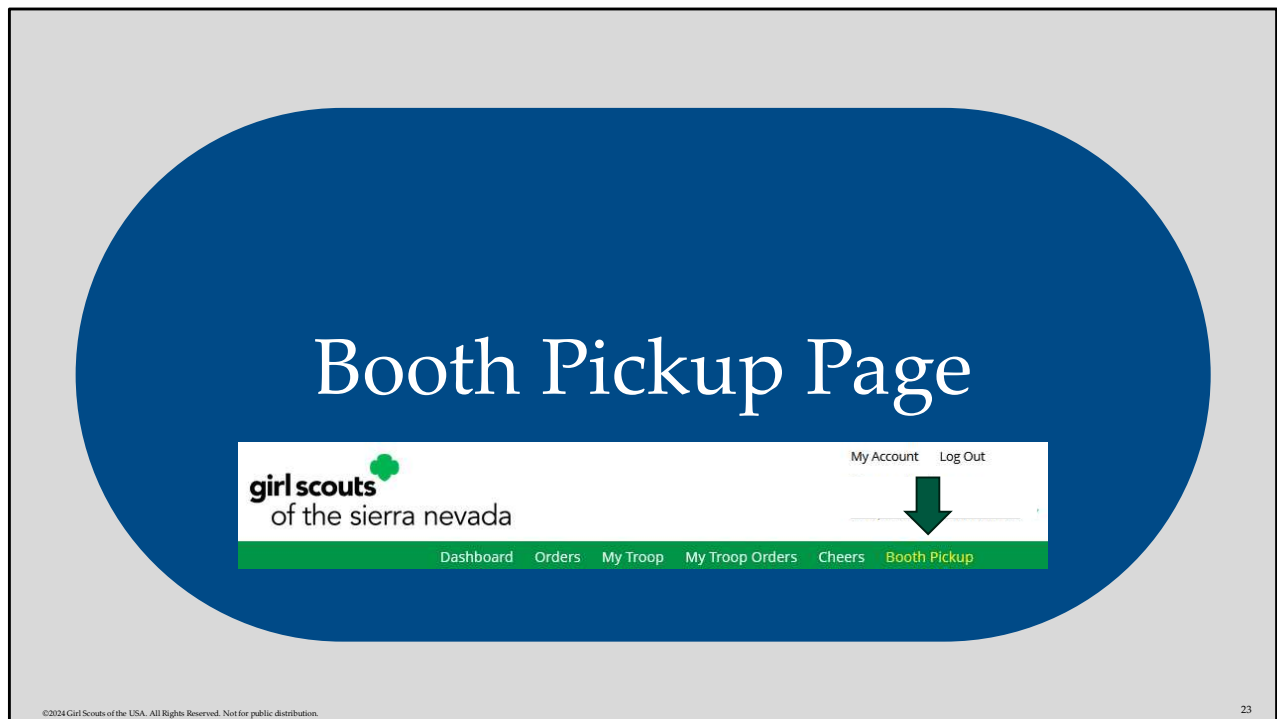
Script:

Troop Volunteers can send the Girl Scouts in their troop cheers the same way troop members can send them to each other. The difference is that Girl Scouts can't cheer back to volunteers.

On the Cheer's page, you can see the Girl Scouts in your troop and the percentage of sales towards their goal. You can click the "Pick a cheer to send" drop down next to the name of the Girl Scout you wish to cheer.

Then you will see a choice of .gif images and short messages to send. As you select the message and image you will see a preview of the cheer and then can click "Send this Cheer."

The Girl Scout will get a notification the next time she logs in on her Dashboard that she received a cheer. Don't forget Girl Scouts are unable to send a Cheer back to volunteers or customers.



Script:

The next slide will cover the Booth Pickup page.

Booth Pick Up

Give customers an option to pick up cookies at a booth. [Virtual Booths Help](#)

Add pickup to an existing booth

Select from your troop's cookie booths, add a start and end date for customers to see this pick up location as an option in your Troop Cookie Link checkout. Consider an ending date that will give you enough time to approve and gather all orders for pick up for this booth.

2 Available Booths

Sort by: Show: 6 Items

Girl Scout Council Office
4930 Cornell Rd
cincinnati OH, 45242
09/18/2023 02:00 PM - 04:00 PM
[Already added](#)

Girl Scout Council Office
4930 Cornell Rd
cincinnati OH, 45242
09/09/2023 04:00 PM - 06:00 PM
[Add pick up option](#)

Add pick up to the booth

Girl Scout Council Office
4930 Cornell Rd

09/09/2023
04:00 PM - 06:00 PM

Set the start and end dates to determine when customers will see this pick up location as an option in your Troop Cookie Link checkout. Consider an ending date that will give you enough time to approve and gather all orders for pick up for this booth.

Girl Scout Council Office

Select Start Date: Select End Date:

12 : 00 AM 12 : 00 AM

[CANCEL](#) [ADD TO MY LIST](#)

Your list of pickup booth locations

1 Available Booths

Sort by: Show: 6 Items

Girl Scout Council Office
4930 Cornell Rd
cincinnati OH, 45242
08/28/2023 - 09/17/2023
09:00 PM - 09:00 PM
[Edit pick up dates](#) [Delete booth pick up](#)

The booths listed in Digital Cookie are what the troop has signed up for in the baker system.

Click "Add pick up option"

Set date and times

Edit or delete if necessary

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Script:

Your Booth Pickup page where you can add the option for customers to place an order online and pick it up at your troop's upcoming cookie booth.

To activate that option for your troop customers, there are just a few steps to set up that option using the cookie booths you have signed up for.

Start by selecting an existing cookie booth from your list by clicking on "Add pick up option"

Once you have selected a booth to add a pickup option for customers to, you will need to enter a few details about when the customer will see that pickup location as an option.

NOTE! Consider ending that option 12-24 hours before the booth sale will begin so you have time to review and approve all orders. If you have concerns about inventory for pickup orders, consider ending the option even earlier so you can secure the necessary product for the orders.

If you need to edit or delete your pickup locations, you can view your list of pickup locations and edit or delete them.

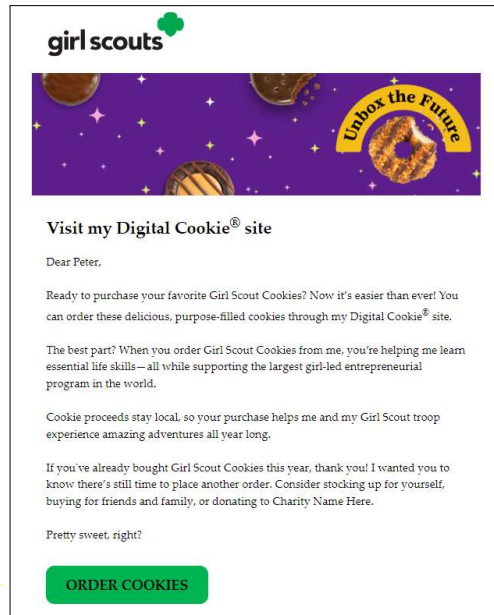
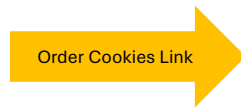
Important! If you cancel a booth in the baker's system, you must delete the booth from here so customers can no longer select it as a pick-up option.

Check your orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel and refund them



Digital Cookie Customer Experience

Customer View-Email



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Script:

- Customers either receive a link to a Girl Scout's site from a mutual connection or receive a Girl Scout's email announcing that cookie season is open.
- Customers will click the "Order Cookies" link in the email and be taken to the Girl Scout's Digital Cookie site.

Customer View-Placing Order

SahSS's Digital Cookie® Store

My Cookie Story
Test Test 7/27 test Test 7/27

12 Packages Left To Go!
Help me reach my goal. Thanks for your support.

0 15 30 45 60 75 90 105 120 135 150

donate a few for 2X the benefit.
Click on a cookie image to learn more!

	PRICE	QTY	AMOUNT
Thin Mints® <small>IN-PERSON DELIVERY ONLY</small>	\$5.00		
Caramel deLites® <small>IN-PERSON DELIVERY ONLY</small>	\$5.00		
Peanut Butter Patties® <small>IN-PERSON DELIVERY ONLY</small>	\$5.00		
Adventurefuls® <small>IN-PERSON DELIVERY ONLY</small>	\$5.00		
Lemonades®	\$5.00		
Trefoils® <small>IN-PERSON DELIVERY ONLY</small>	\$5.00		
Peanut Butter Sandwich	\$5.00		
Toast-Yay!® <small>IN-PERSON DELIVERY ONLY</small>	\$5.00		
Caramel Chocolate Chip <small>GLUTEN-FREE</small>	\$6.00		
Donate Cookies <small>Your donation helps Girl Scouts in my community give cookies to local heroes. See details</small>	\$5.00		

Meet the Cookies
Dance Right® French Toast-inspired cookies aligned in long

ORDER SUMMARY

	QTY	AMOUNT
TOTAL		\$0.00

Checkout

Gift Box
Send 6 cookie packages in a gift box for an additional \$5.00. SHIPPING ONLY

[+ Add Gift Box](#)

CHOOSE YOUR DELIVERY METHOD
Delivery methods cannot be combined.

☐ **Ship the cookies**
4 package minimum. [See details](#)

☐ **Have Girl Scout SahSS deliver the cookies**
Have your order delivered for free. [See details](#)

Select Delivery Method

Script:

When a customer lands on the Girl Scout's cookie site, they can see the cookie varieties, read the Girl Scout's cookie story and see the progress to the Girl Scout's goal.

- As customers order packages, the total amount updates.
- After selecting the cookies, customers will select the delivery method
- Once customers are satisfied with their order, they will simply click the "Checkout" button.

Customer View-Checkout

Additional
Information from
Customers

➔

Order Checkout

DELIVER TO

 (in case we need to reach you)

CONTINUE

ORDER PREFERENCES

CONNECT WITH GIRL SCOUTS (optional)

PAYMENT DETAILS

YOUR COOKIE ORDER

[Edit](#)

	QTY	AMOUNT
Thin Mints®	4	\$24.00
Adventurefuls®	2	\$12.00
Treats®	2	\$12.00
Donate Cookies	5	\$30.00
Subtotal		\$78.00
In-Person Delivery		FREE
TOTAL		\$78.00

* If your In-Person delivery order is approved within 5 days, you'll be contacted by Girl Scout Jan and her caregiver to arrange delivery. Thanks for your patience. All sales are final.

PLACE ORDER

* By clicking the PLACE ORDER button, I agree to be bound by the [Terms of Use](#) and [Privacy Notice](#).

I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

Script:

Customers are then taken to a checkout screen to complete basic delivery and billing information.

The next screens (Order Preferences, Connect with Girl Scouts, and Payment Details) ask customers to:

- Choose a second option if Girl Scout delivery is not approved.
- Indicate if they want membership or volunteer information (optional).
- Share if they were Girl Scouts (optional).
- Complete credit card information.

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Customer View-Confirmation

Order Checkout

DELIVER TO [Edit](#) ✓
 Amelia Gabble
 1231 Upset St.
 San Diego, CA 92103-5127
 619-887-5309
 mptags22@gmail.com

ORDER PREFERENCES [Edit](#) ✓
 Getting your order delivered by Girl Scout Jan requires approval by her parent. If your order is not approved within 5 days, what would you like to do?
☒ Donate my order to: Cancer Society

CONNECT WITH GIRL SCOUTS [Optional](#) [Edit](#) ✓
☒ I was a Girl Scout!

PAYMENT DETAILS
 Pay with card
 Cardholder Name
 Amelia Gabble
 Card Number
 Expiration Date 02 / 26 CVV 123
[Choose another way to pay](#)

Billing Address:
☒ Same as Delivery Address.
Please review your cookie order and select "Place Order".

YOUR COOKIE ORDER [Edit](#) ✓

	QTY	AMOUNT
Thin Mints®	5	\$20.00
AdventureTus®	3	\$18.00
Treasures®	2	\$12.00
Donuts Cookies	3	\$18.00
Subtotal		\$78.00
In-Person Delivery		FREE
TOTAL		\$78.00

PLACE ORDER

Thanks for your order! [Print](#)

Your Girl Scout cookie order was placed on **June 21, 2023**. Your order number is **#00112185**.
 A confirmation email with your order details will be sent to: mptags22@gmail.com.
 Your order has been sent for parent approval. This could take up to 5 days.
 If your delivery request is approved, you'll be contacted by the Girl Scout when she can deliver the cookies. In-person delivery will be fulfilled based on the Girl Scout's personal supply of cookies, local availability, and the timing of the order. We appreciate your patience.
 If In-Person delivery is not approved, your order will be canceled.

YOUR ORDER	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
TOTAL PAYMENT	\$22.50

All cookie sales are final.

Thank you for supporting Test1001 with your purchase of delicious Girl Scout cookies.

Test1001's counsel is Souder Near Neek.
 The Girl Scout cookie program is the largest girl-led entrepreneurial program in the world.

Tell Test1001 "THANKS FOR THE COOKIES!"
[Send a Cheer](#)

Thanks for your purchase. You've earned your Digital Cookie Patch! Download and Share.

MORE FROM GIRLSCOUTS
[Place a new order](#)
[Join Girl Scouts](#)
[Become a Volunteer!](#)

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Script:

- Once customers have completed the information and clicked continue at each step, they will click the "Place Order" button
- Customers then see an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!
- Customers will then receive a series of emails depending on their order delivery method.
 - See Customer Experience tip-sheets for more details on the emails customers receive

Digital Cookie Shipping Fees

Package Bracket	Digital Cookie 2023-2024 Consumer Charged Flat Fee
4-8	\$12.99 (tier A)
9-12	\$14.99 (tier B)

For orders of 13 packages or more shipping is calculated as follows:
13 packages of cookies: tier B (12 packages) + tier A (1 more package) = \$27.98
25 packages of cookies: tier B x 2 (24 packages) + tier A (1 more package) = \$42.97

\$5.00 surcharge to orders shipping to Hawaii, Alaska, Puerto Rico, APO/FPO/DPO, Guam and US Virgin Islands

- Don't make the decision for your customers, the answer is always no unless you ask.
- Customers want the cookies and are willing to pay shipping
- They have the option to not purchase shipped and still donate-that is more sales than not asking

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Script:

There are a lot of people who don't know a Girl Scout and want the cookies and are willing to pay shipping to both get the delicious cookies and support your Girl Scout.
Customers can decide if they want to purchase shipped, or donate a box or two, or nothing at all.



Girl Scout and Caregiver Experience

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Script:

The following slides will walk-thru the Girl Scout and Caregiver Experience



Digital Cookie®

This cookie season, superpower your sale by adding Digital Cookie® to your toolkit.

Become a true cookie boss in four easy steps!

1. Register for Digital Cookie®



Look for the Digital Cookie® registration email in your inbox to register. If you can't find it, contact your council.

2. Set Up Your Site



Take a few minutes to set your sales goal, share your cookie story, and upload a fun picture or video. Then publish and go!

3. Invite Customers



Use the email in Digital Cookie® to reach out to customers. Ask them to visit your site, purchase, and share your site. Also, post your site on social media.

4. Track Your Progress



Use your Digital Cookie® platform to track sales and inventory and check progress towards your goal.

Use the Digital Cookie® app to sell cookies wherever you go!

The app makes it easy for you to take payment from customers purchasing cookies.



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Script:

Caregivers can help Girl Scout set up Digital Cookie in just four easy steps! We will cover these steps in more detail in this training.

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Step 1: Register

Receive Email

December 20, 2024

Sender: "Girl Scout Cookies"
email@email.girlscouts.org

Subject: It's time to register your
Girl Scout for Digital Cookie!

Click "Register Now" In Email

Create Password and Login

All users must register through
their Digital Cookie registration
email every year.

No Registration Email

View the "No Registration Email" Tip Sheet

- Check promotions, junk, and spam folders for email.
- Make sure myGS account is updated with the correct email.
- Add the sender's email to your contacts list.

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Script:

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!" on December 20, 2024. If you don't see it, make sure to search your "Promotions/Clutter/Spam" folders.

The email will be sent to the primary email on file in your myGS account, please make sure that is up to date prior to your access date. If you don't receive the registration email, use the tip sheets for additional steps to resend or look up to see what email is on file for your Girl Scout.

Once you find the email, open it and click on the Register Now button. You will be taken to Digital Cookie to create a password for this year and then log in to Digital Cookie with that password and email.

Step 1: Register



Watch Safety Video with Girl Scout

At the end of the video, you will need to click the green continue button.

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 storefront and track, manage orders and then tracking customer orders.						
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
Active	USAGCUTN HOLCOMBIA NY	04/03/2012	11078706	88	—	—
						CONTINUE

Activate Girl Scout(s)

After clicking the Activate button you will be able to update your Girl Scout's preferred name. This name will be on the storefront and in the customer's emails.



Approve Terms and Conditions and Safety Pledge

Be sure to read the safety pledge with your Girl Scout and check the box to accept both documents.

Girl Account	
UG_AGCIJCN IIRCOIORANTO	
Preferred First Name*	<input type="text" value="Sarah"/>
Girl Email Address:	<input type="text"/>
	<input type="button" value="Cancel"/> <input type="button" value="Save"/>

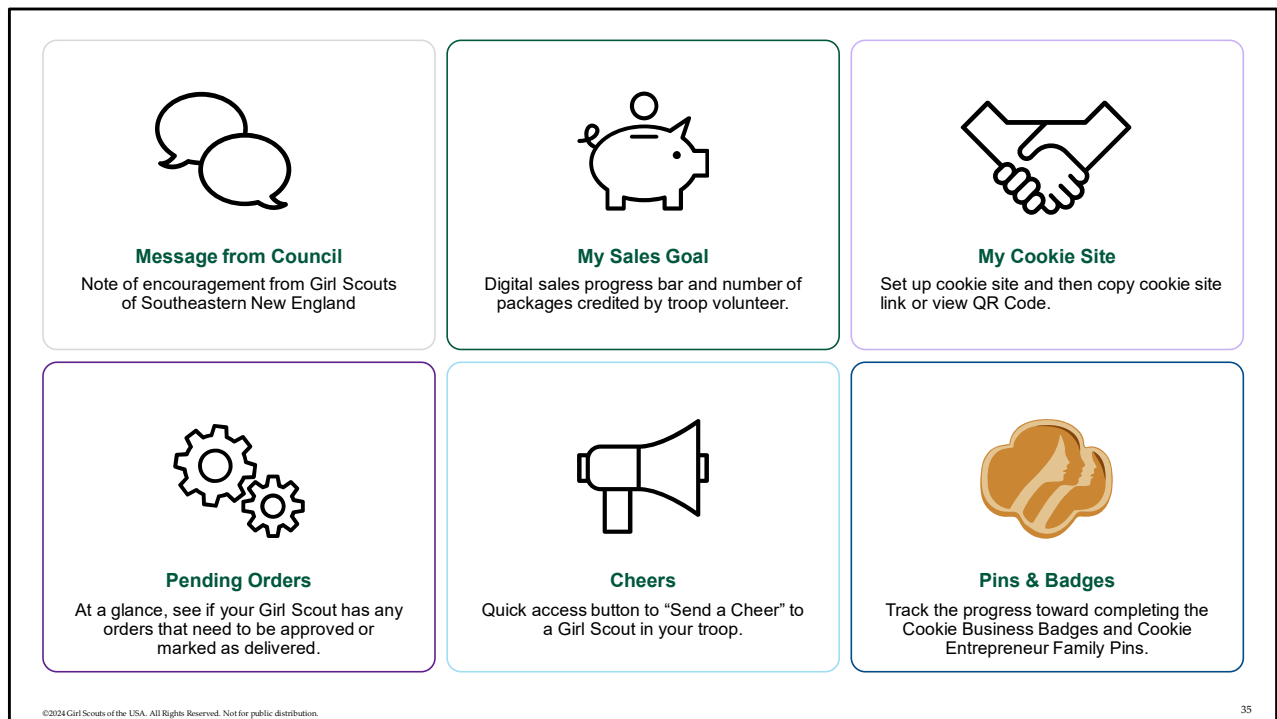
13+ Girl Scouts

You will also have the option to add your Girl Scout's email if she is 13 or older. Do not add the email address you used to log into Digital Cookie. This is optional, skip this box if you do not want to add an email.

Script:

- When you first log in, you will need to watch a safety video, make sure your Girl Scout(s) is available to watch with you! There will be a Continue button at the end. You can't proceed any further until the full video has been viewed.
- Next you will, read and accept the Terms and Conditions agreement.
- Then the "Girl Scout Safety Pledge" will appear. Be sure to read it to/with your Girl Scout(s) and check the box for "accept" and click "continue."
- Once you have accepted the terms and pledge, 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 an email address. The Girl Scout will then be able to set up the site and monitor Digital Cookie. (Note, the email address for a Girl Scout 13+ must be unique and not in use in Digital Cookie).
- Girl Scouts under 13 will log in, 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. Once you have registered, watch your inbox for a registration confirmation email and

save this email where you can find it during cookie season!



Script:

Once you log in to Digital Cookie you will arrive on your Home page. You have 7 different sections on the Home page that help you support your Girl Scout's Digital Cookie sales.

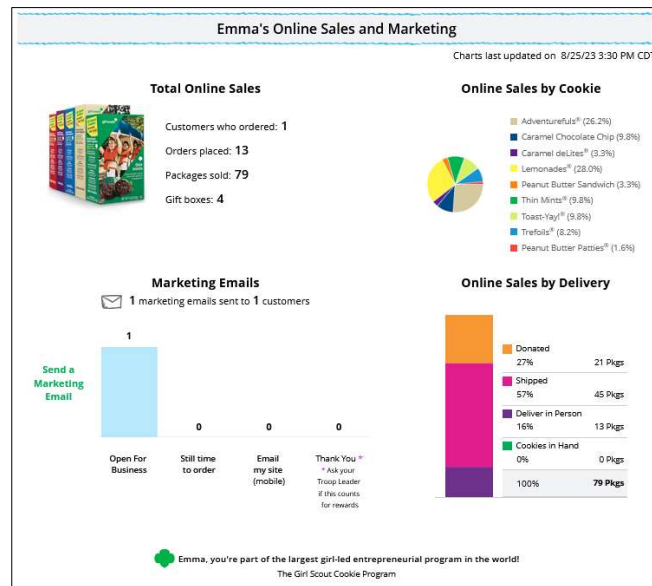
- 1. Message from Council:** a note of encouragement from us for the sale.
- 2. My Sales Goal:** See your Girl Scout's progress toward her goal and see how many cookies the troop cookie volunteer has assigned to your Girl Scout.
 - Donated and In hand orders appear right away.
 - Shipped orders appear in the graph when the order ships. This can take a few days, orders

don't ship on weekends and holidays.

- In-person delivery orders appear when the order is approved
- Girl Scouts can add offline sales under the site setup page so customers can see a true representation of her sales.

1. **My Cookie Site:** First you will see a button to set up the Girl Scout cookie site, once it is set up you will have easy access to the link and a QR Code to share with customers.
2. **Pending Orders:** In this section you will be notified if there are orders that need to be approved and reminded of orders that need to be marked as delivered.
3. **Cheers:** Here you will find a quick access button that will take you to the Cheers page where your Girl Scout can send a Cheer to a Girl Scout in the troop and see what Cheers have been sent from Girl Scouts, volunteers, and customers.
4. **Pins & Badges:** This section will let you know when your Girl Scout has completed a cookie pin or badge. Once completed the steps on the Badges page, the completed pin or badge will show in color.

Online Sales and Marketing



Script:

The seventh section, at the bottom of the Home page, is the Online Sales and Marketing section, this is where you can monitor your Girl Scout's cookie business by viewing the total sales as well as a breakdown of sales by cookies and delivery options. You can also see how many marketing emails have been sent to customers.

Setting up the Girl Scout Cookie Site

Step 2: Set up Girl Scout's Site

Have multiple Girl Scouts?
Easily switch between
each site here.

girl scouts
of the sierra nevada

Shop My Account Log Out

You are viewing as:
Parent of kaiMzceeM.r. Troop 333

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

To set up the Girl Scout's cookie site:

- Click the "Site Setup" link on the menu bar.
- Or click the "Set Up Your Site" button from the home page.

My Cookie Site

SET UP YOUR SITE

[Watch How-to Video](#)

[Site Setup Tips](#)

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Script:

To setup the Girl Scout's cookie site, click on the "Site Setup" link in the Menu bar at the top. There will also be a Set Up Your Site button on the Home page in the My Cookie Site section.

Girl Scout Site Set Up

Four sections to set up the site

1. **Goal Setting: Set My Sales Target**
2. **My Cookie Story**
3. **Photo/Video Upload**
4. **Preview and Publish Your Site**

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Script:

There are four sections on the site set up page. The next few slides will cover them in more detail.

1. Goal Setting: “Set My Sales Target”
2. “My Cookie Story”
3. Photo/Video Upload
4. Preview and Publish Your Site

Goal Setting: Set My Sales Target

The screenshot shows the 'STEP 1 SET MY SALES TARGET' section. It features a 'Your Goal Calculator' where a user can input the number of packages to sell and the resulting amount. Below this is a 'REWARDS' section with a 'Learn more' link. At the bottom, there is a 'SO FAR EMILY HAS SOLD:' section with input fields for 'Offline Sales' and 'Online Sales', and a 'Total Boxes Sold' field. Numbered callouts 1-4 highlight specific elements: 1 points to the 'Emily wants to sell' input, 2 points to the '\$125' result, 3 points to the 'REWARDS' section, and 4 points to the 'Offline Sales' input field.

STEP 1 SET MY SALES TARGET REQUIRED

Your Goal Calculator

Emily wants to sell packages which = about to help her Troop and others. [Save](#)

The money you earn stays local, funding amazing experiences for you and your troop. [REWARDS](#) [Learn more](#)

*When you sell cookies, it goes to your troop budget. Together, you can accomplish big things!

SO FAR EMILY HAS SOLD:

Emily's Total Sale Progress

Offline Sales

Online Sales

Total Boxes Sold

Script:

In the Goal Setting: Set My Sales Target section

1. Girl Scouts will 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 the hard work.
3. Clicking on “Rewards” will take the Girl Scout to the rewards page to see what rewards the Girl Scout might want to work towards. If the council is not using the function, there will be a link to the rewards flyer.
4. Girl Scouts can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.

My Cookie Story

The screenshot shows a web form titled "STEP 2 WRITE MY COOKIE STORY REQUIRED". It has two columns for text entry. Yellow arrows with numbers 1, 2, and 3 point to the first text box, the second text box, and the "SAVE" button respectively.

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.

Tell your customers what you learned from selling cookies.

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

2 → 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.

3 → **SAVE** **CANCEL**

Required Required 87 characters

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!

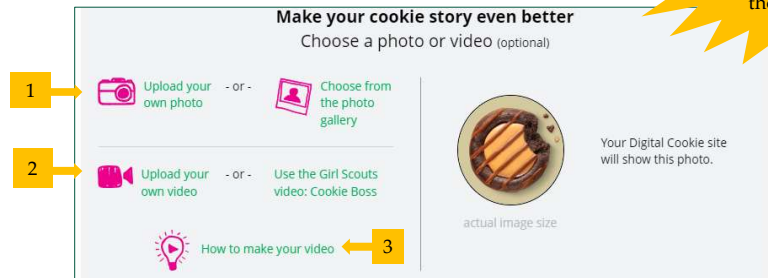
Script:

My Cookie Story section.

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.

Photo/Video Upload

Girl Scouts who uploaded a photo or video of themselves sold more than double the boxes on average than those who did not.



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Script:

Photo/Video Upload section

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 a GSUSA video (*note the "Cookie Boss" video is changing, once Girl Scouts are in the site they will have a new video to select*)
3. Bonus! Girl Scouts can get tips on how to make a great video.

Approve and Publish

STEP 3 REVIEW YOUR DIGITAL COOKIE PAGE AND PUBLISH REQUIRED

PARENT OR GUARDIAN: Your girl's **Digital Cookie** page **must be published** if she wants to send marketing emails or have customers order cookies online.

See your site and publish

Digital Cookie site update history

Site Setup resubmitted on Wed Oct 05 00:15:41 EDT 2016.

Updated site saved on Wed Sep 28 14:05:37 EDT 2016. You must resubmit these changes for approval.

Site submitted for approval on Wed Oct 05 00:15:41 EDT 2016.

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.

Lucy's Digital Cookie Site Preview

PARENT OR GUARDIAN

Lucy made **Digital Cookie** page updates that were submitted for your approval on 09/06/2022 01:15 PM CDT.

EDIT

APPROVE AND PUBLISH

Learn about approval

Lucy's site status: **Published** <https://DigitalCookie.GirlScouts.org/so>

Digital Storefront: **OPEN** **CLOSE ONLINE STORE**

Click to edit

Click to review and publish

Script:

Once the Girl Scout has entered all the site details, they will click the See your Site and Publish button. They will see what the customer will see.


There are a few things you should check prior to publishing the site:

- 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
- If it looks good, *approve and publish* the site.

Girl Scout's 13+ will have a button that says, “see your site and submit for approval”. They can see the preview and edit. Parent is sent an email to approve the site.

Digital Cookie Pages

Badges

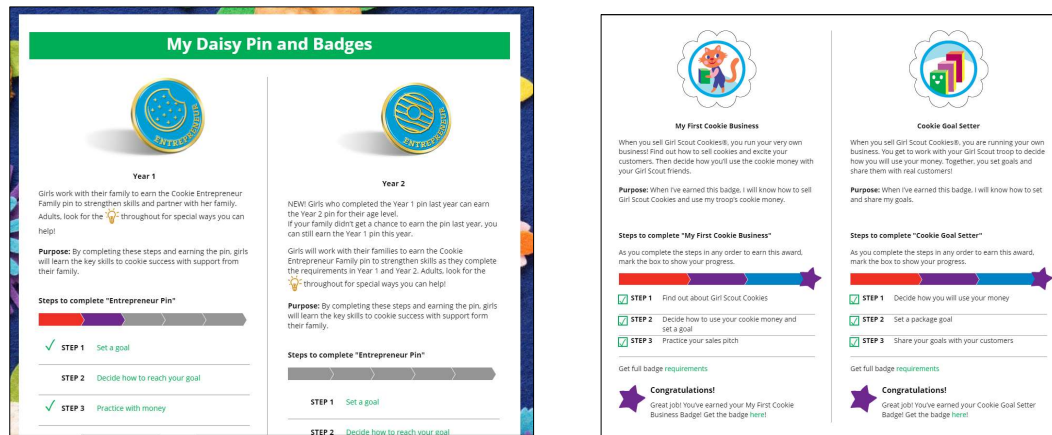


[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:
[Parent of eololi o. Troop 282](#) ✓

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

Badges



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Script

The Badges page 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, 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.
- The instructions for each step of the pin will pop up. Girl Scout 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 to mark as complete.
- 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.
- Girl Scouts can mark the steps as completed even if they finished the badge earlier.
- If they want to do the steps again, Girl Scouts can—they are all great tools for their cookie sale. When all steps are completed, a star will appear at the end of the progress bar, and Girl Scouts will get a message of congratulations!
- Once the Girl Scout has completed the badge or pin, it will display in color on the home page.

Learning



[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:

[Parent of eoioli o. Troop 282](#) 


[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)


Learning


HomeBadgesLearningSite SetupCustomersOrdersMy RewardsMy CookiesCheers


Games and Videos


All the fun in one place! Games, videos, and a whole lot more.



Cookie Booth Bounce


Travel Video: Girl Scouts of Maine


Take Action Video: Girl Scouts of Central Texas


My Take Action Planner


Our Troop Budget: My Ideas


How to Make a Digital Cookie Video

More Activities ▼


Cookie Program Learning


Learning to Be an Entrepreneur


Everything you do on the **Digital Cookie** site-whether you're playing a game, taking a quiz, or checking your sales progress-helps you learn how to run a business. That makes you an entrepreneur!

Click on each circle to see how to build your business skills.

Cookie Page Setup


Stay Safe and Treat People Fairly


Set Your Sales Target


Come Up with a Troop Goal


Cookie Planning

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Script

The Learning page has different activities, videos, and printables. The offerings vary by age.

Customers



[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:
[Parent of eoioli o, Troop 282](#) 

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) **[Customers](#)** [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

Customers

Add or import customers

My Cookie Customers

Customer List

Send marketing emails, keep customer information up-to-date, and track orders. [Tips to get started](#)

☐ Select All

Show 10 Items ▾

	Name	Email Address	Last Emailed	Email Title	Email Status	Total Orders	Total Pkgs
<input type="checkbox"/>	Mindy Guevara	Yes				0	0

Total customers: 1 Total emails sent: 0 Total unique customers emailed: 0

▾

Script:

The customer's page is where Girl Scouts can add customer information to their list and send emails.

Girl Scouts can add customer individually by clicking the Add Customer button or import customers under the More button. At the end of the cookie season, don't forget to export the customer list from the More button also.

Customers

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...

Name	Email Address	Last Emailed	Email Title	Email Status
<input checked="" type="checkbox"/> Mindy Guevara	Yes			

Total customers: 1

Total emails sent: 0

Total unique customers emailed: 0

Then select which marketing email to send.

Send Marketing Email

To: Mindy Guevara X

Select the email you would like to send:

☐ Open for business

☐ Still time to order cookies

☐ Thanks for your support

Please note, emails can take up to 15 minutes to send.

A full view of this email can be seen in the "Connect with Customers" timeline.

CANCEL

SEND EMAIL

To Send email, first check box, then click Send Marketing Email Button.

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Script:

After the customer is added, Girl Scouts can send marketing emails. To send a marketing email first check the box next to the customer's name or if this is the first time check Select All. Then the Send Marketing Email button will be available. Remember Girl Scouts can only send emails once the council sales have begun. After clicking Send Marketing Email, a pop-up box will appear with three different emails to choose from. Open for Business, Still Time or Order Cookies, and Thanks for Your Support. If you do not see Open For Business, that is because your council has a shipping promotions going on and the shipping promotion email has taken its place. If you do not want to offer the shipping promotion email, use the Still time to order cookies email.

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Viewing Customer Information

Customer Information

[< Back to customer list](#)

Customer: Mindy Guevara

Email: tagalongsrock@email.com

Address:

Phone:

Contact Source: Website

Notes:

DELETE CUSTOMER

EDIT CUSTOMER

ADD ANOTHER CUSTOMER

Season 2025 Orders: 0 Packages added to sales goal: 0

Script:

Girl Scouts can also view and edit their customer's information from the customer page by clicking on the customer's name. From here they can delete, edit, or add another customer. They can also see if the customer placed an order.

Orders



[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

Orders

Click on the
"Paid by"
name to
review
customer and
order details

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.						
<input type="checkbox"/> 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"/> 05089908	7	Grayson Shaw	Grayson Shaw	123 E Main St, Oklahoma City, OK	10/16/2020	5
<input type="checkbox"/> 05089911	11	Jessica Lawson	Jessica Lawson	135 SE Main St, Portland, OR	10/16/2020	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."**

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Script:

The top of the orders page is a list of any In-person delivery orders that need to be approved.

- In this section you will see a brief overview of the order.
- Orders must be approved or declined within 5 days, or the order will be automatically declined and revert to the customer's second option of cancel or donate. The order cannot be changed, and the customer will have to place another order.
- ::Read slide on determining whether to 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".
- If an order has not been approved by midnight, you will receive an email from email@email.girlscouts.org with the subject "Action required: you have an in-person delivery request!".

Orders

Approving/Declining Orders in Bulk

☐ 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 100, Cincinnati, OH	12/02/2019	4

Check box

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!

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Script:

There are multiple ways to approve and decline orders for delivery. The first way is to approve orders in bulk. You can do that by checking the boxes in front of the orders you want to approve or decline and then click “Approve Order” or “Decline Order”

A pop-up message will appear asking you to confirm the action you have selected.

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Orders

Approving/Declining Orders Individually

ACTION ITEM: Check your cookie inventory and delivery address before you approve delivery. [Assess Now](#)

Order Detail [Approve for Delivery](#)

Order Number: 05758868	Order Status: Needs Approval
Deliver To: Trefoil Love	Order Type: In-Person Delivery with Donation
Delivery Address: 1231 Upas St. San Diego, California 92103-5127	Order Date: 9/15/2024 6:16 PM CDT
Delivery Phone: 619-867-5309	Secondary Delivery Option: Cancel Order
Ordered From: My Cookie Website	Approved to Deliver: Pending Decision
Order Paid By: Trefoil Love Add to customer list	Order Delivered:
Billing Email: mgtag123@gmail.com	
Billing Phone: 619-867-5309	

Cookies Selected Thin Mints®, 2 pkg AdventureKits®, 1 pkg Trefoils®, 2 pkg Donut Cookies, 1 pkg	Order Summary Purchased Packages: 5 \$30.00 Donated Packages: 1 \$6.00 Subtotal: \$36.00 In-person Delivery: Free Order Total: \$36.00 Added to sales goal: 6 pkgs
--	--

Approve or Decline Delivery

Items to review before you approve order delivery for halfPrice:

- 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 this order, the customer's credit card will be charged and halfPriceM can see all order details including the customer's name and contact information. Don't forget it's important to mark when you've delivered the cookies!

[Decline Order](#)
[APPROVE ORDER](#)

Once approved:
customers receive
an email to expect
their cookies
within two weeks
of when you have
them.

Decline Delivery for Cookie Orders

Secondary options your customers selected if their order is declined:

DONATE: 2 Orders
If you decline to deliver these orders, the customer's credit card will be charged and the cookies will be donated. Each donated order will count towards cookie sales.

CANCEL: 0 Order
If you decline to deliver these orders, the customer's credit card will not be charged as the order is cancelled.

If an order is declined, it cannot be re-approved or changed.

[Cancel](#)
[Decline Order](#)

Script:

The second way to approve orders is individually:

- Click on the customer's name to bring up the order details and click “Decline Order” or “Approve Order” at the bottom.
- If you decline the order, you will get a pop-up message confirming you want to decline the order and understand if the order is being cancelled or donated.

Orders to Deliver

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	Initial Order ⓘ
<input type="checkbox"/>	05748406	8	Becky Harrigan	1231 Upas St, San Diego, CA	8/23/2023	✓
<input type="checkbox"/>	05748438	9	joanne bertucci	15171 Bangy Rd, Lake Oswego, OR	8/23/2023	✓

Script:

After approving an order, the order will pop down to the next section “Orders to Deliver”. Once the order has been delivered, 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.

Completed Orders

Customers not added to the customers list will not roll over to the following year.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

☐ Select all
 [Add to Customer List](#)
[Export](#)

Show 10 Items

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

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

Script:

In the completed orders section, Girl Scouts can see all orders including shipped and donated orders.

- 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.

My Rewards



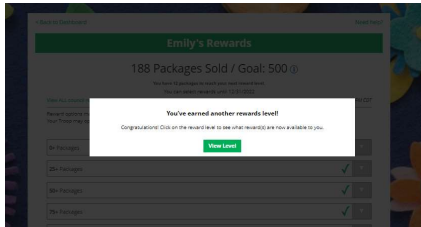
[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:

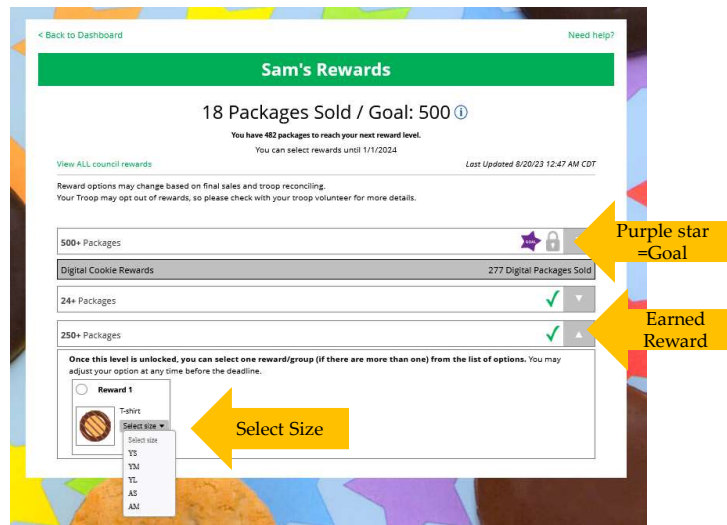
[Parent of eololl o, Troop 282](#) ✓

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

My Rewards



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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Script:

- Girl Scouts can see the rewards they can earn for selling cookie packages, they can get more details about each reward and select which ones they choose when they unlock a new reward level through sales.
- Girl Scouts can also see where their cookie goal is in relation to the rewards!
- 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 reward(s) and get more details by clicking on them.
- The data for what rewards the Girl Scout has earned comes from the number of cookies the troop cookie volunteer has in their records for the Girl Scout. Check with the troop cookie volunteer if you believe the information is incorrect.
- Not all rewards are represented here. System can't accommodate Gift of Caring rewards, Per Girl Average (PGA) rewards, etc.
- Girl Scout selections do not feed directly to the baker system. Troop cookie volunteer will need to pull the report from Digital Cookie but having Girl Scouts select choices and sizes in Digital Cookie cuts down on the amount of work the volunteer does at the end of the sale.

My Cookies



[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

1. The total number of packages that have been allocated to your Girl Scout from the troop cookie volunteer.
2. Offline sales need to be updated by the Girl Scout/caregiver when the Girl Scout delivers cookies not ordered/paid for through Digital Cookie.

Dianne's Cookies

Go to Delivery Settings View entered Initial Inventory

Dianne's Packages: 246 1

This number reflects all packages currently credited to your Girl Scout by the troop cookie volunteers. This number may not be the same as the data on your progress bar.

Dianne's Cookies Inventory (Packages) 0

Girls should enter the cookies they sold/delivered to customers that were not paid for in digital cookie.

My Offline Sales 2 9A [Export History](#)

My Offline Sales

Numbers entered will be reflected in Available Inventory and totals below.

Caramel deLites®	- 0 +	Peanut Butter Patties®	- 1 +
Trefoils®	- 0 +	Thin Mints®	- 0 +
Peanut Butter Sandwich	- 1 +	Lemonades®	- 0 +
Toast-Yay!®	- 0 +	Adventurefuls®	- 0 +
Caramel Chocolate Chip	- 0 +		

[Cancel](#) [Save Updates](#)

Script:

- 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 records of cookies received agrees with what your troop cookie volunteer has given your Girl Scout.
- The top part of your My Cookies page 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 personally responsible for.
- 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.
- “My Offline Sales” 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.

ABC Councils: note the cookies will be in order card order once the Girl Scouts are in the system.

1. Current Inventory
2. Pending Delivery/To Approve
3. Inventory Needed

Dianne's Cookies

[Go to Delivery Settings](#)
[View entered Initial Inventory](#)

Dianne's Packages: 246
This number reflects all packages currently credited to your Girl Scout by the troop cookie volunteers. This number may not be the same as the data on your progress bar.

Dianne's Cookies Inventory (Packages) 0

Girls should enter the cookies they sold/delivered to customers that were not paid for in digital cookie.

My Offline Sales: 1

Pending Delivery/To Approve: 2

Inventory Needed: 3

Current Inventory 234 A

NOTE: Numbers may differ from the Initial Order entered and is determined by the troop leader. Please contact your troop leader for more information.

Variety	Available
Peanut Butter Sandwich	0 ▼
Peanut Butter Patties®	0 ▼
Adventureful®	80 ▲
RECEIVED:	
Initial Order	82
Additional Inventory	0
DELIVERED:	
Offline Sales	0
"In Hand" App Sales	0
Delivered Online Sales	2
CURRENT INVENTORY	80
Caramel Chocolate Chip	0 ▼
Trefoils®	0 ▼
Tsao Yagi®	78 ▼
Lemonades®	76 ▼
Cookie Share	0 ▼
Thin Mints®	0 ▼
Caramel Delites®	0 ▼
TOTAL	234 ▼

Pending Delivery/To Approve 10 A

Variety	Pending
Thin Mints®	10 A
Unapproved (Online Delivery)	10
Unapproved (Online Delivery)	0
CURRENT PENDING	10
TOTAL	10 ▼

Inventory Needed 10 A

Variety	Available
Peanut Butter Sandwich	0 ▼
Peanut Butter Patties®	0 ▼
Adventureful®	0 ▼
Caramel Chocolate Chip	0 ▼
Trefoils®	0 ▼
Tsao Yagi®	0 ▼
Lemonades®	0 ▼
Cookie Share	0 ▼
Thin Mints®	10 ▼
Caramel Delites®	0 ▼

Script:

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

My Cookies Tab-Financials

See how much money is owed for cookies and how that has been calculated.

Quinn's Financials ⓘ			
Reflects cookies and payments entered by the troop cookie volunteer.			08/31/23 12:00 AM CDT
Initial Cookies (Order Card)		61 ▲	Payments \$392.00 ▲
Council Charity (\$5.00)	10		Online Paid \$387.00
Cookie Packages (\$5.00)	33		Offline Paid \$5.00
Specialty Packages (\$6.00)	18		TOTAL PAID \$392.00
PACKAGES	61		
Additional Cookies Received		37 ▲	Total Balance Due \$42.00 ▲
Council Charity (\$5.00)	8		Total Money Owed \$434.00
Cookie Packages (\$5.00)	13		Total Money Paid \$392.00
Specialty Packages (\$6.00)	16		TOTAL BALANCE DUE \$42.00
PACKAGES	37		

Script:

The Financials section is a valuable tool to help you understand the amount due for the cookie sale and how the troop is calculating the amount.

Using the “at a glance” view is a great way to see the overall amounts paid and due. If you need more detail, you can expand any of the sections to find out more.

There are four sections to your financials that you can expand to get details.

1. Initial Cookies (Order Card)

- This section may not apply if the council does not do initial order.
- If you expand this section with the arrow, you will find information on the initial packages you received at pickup, minus any packages you received for in-person delivery orders because those were pre-paid and you do not owe for those.
- You will also see any Council or Troop Charity (Cookie Share or Gift of Caring) packages that you had orders for.
- NOTE: Cookie and Specialty packages may apply if your council sells cookies at two different pricing tiers. Contact your troop cookie volunteer for additional information.

2. Additional Cookies Received

- The categories are the same as the Initial Cookies but reflect packages transferred to you from the troop. For any questions about this or if this figure does not reflect the packages you picked up, please contact your troop volunteer.

3. Payments

- Online Paid: This reflects any online payments you received for In-Person Delivery or Cookies in Hand orders
- Offline Paid: This amount is any payments for cookies received offline, generally cash or

check, that you have given to your troop volunteer that they has entered.

- If this does not match your records, contact the troop cookie volunteer to help understand the differences.

2. Total Balance Due

- Total Money Owed: The amount you owed for the cookies received at initial pickup and additional cookies received. Note, if your council sells cookies at two different prices, that has been accounted for in your money owed.
- Total Money Paid: The total from the "Payments" section.
- Total Balance Due: The difference between the amount owed and the amount paid.
- If you think any of the figures in this section are incorrect, contact your troop cookie volunteer to compare the information she has on file for you from what you think this should be.

My Cookies Tab-Delivery Settings

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. Lana'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".

Adventurefuls®	Off On	Caramel Chocolate Chip	Off On
Caramel deLites®	Off On	Lemonades®	Off On
Peanut Butter Sandwich	Off On	Thin Mints®	Off On
Toast-Yay!®	Off On	Peanut Butter Patties®	Off On
Treats®	Off On		

Cancel Update delivery settings

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Script:


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.
- 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.
- 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 a message. You can turn the site back on at anytime during your council sale dates.
- 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.

Cheers



[Shop](#) [My Account](#) [Log Out](#)

You are viewing as:
[Parent of eololi o. Troop 282](#) 

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

Cheers

To send a Cheer, Girl Scouts can click Pick a cheer to send next to the Girl Scout they want to cheer.

Girl Scouts can only send to other girls in their troop but can receive Cheers from customers and leaders, and other girls in their troop.

Script:

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 volunteer, or even a customer.

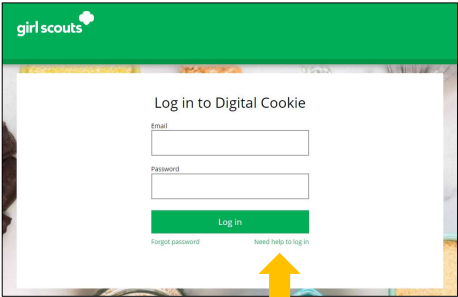
- In the Cheers module, Girl Scouts can see the other members of their troop and the percentage of sales towards them reaching their goal.
- They can select the “Pick a cheer to send” drop down next to the name of the Girl Scout they wish to cheer.
- Girl Scouts will see a choice of .gif images and short 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”
- 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.
- 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.
- 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.

Note: some of the Cheers pictures will be different once Girl Scouts are in the system.



Digital Cookie Registration Self-help Steps

Digital Cookie Registration Self-help Steps



Need Help to Log In

Help with Log In

1

Registration email

You must click the access link in your **Digital Cookie registration email** to log in for the first time and complete set up for Digital Cookie. (See our [tip sheets](#) steps 1-3.) It can take up to 15 minutes to receive the email. Check your spam folder too.

> [Request a registration email](#) [The registration process](#)

If you clicked the registration link and your email is not recognized, check if registration has started for your troop. If it's time, you'll be able to self-register. (See our [tip sheets](#) steps 4-7).

> [Check if registration has started for your troop.](#)

2

Problems with email address

The email you're trying to sign in with may be different than what the council supplied.

> [Check the email address that's on file for you](#)

3

Problems with password / too many attempts, locked out

If you forgot your password, or are using one from last year's cookie season, you need a new password.

> [Forgot your password](#)

If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support.

> [Go to login](#)

4

It's still not working... [contact customer support](#)

Script:

If you did not receive your Digital Cookie registration email, there are a few steps you can try before reaching out to customer support for help.

Click on the “Need Help to Log In” link on the Digital Cookie home page.

Digitalcookie.girlscouts.org

The Help With Log In page will appear. From here you can:

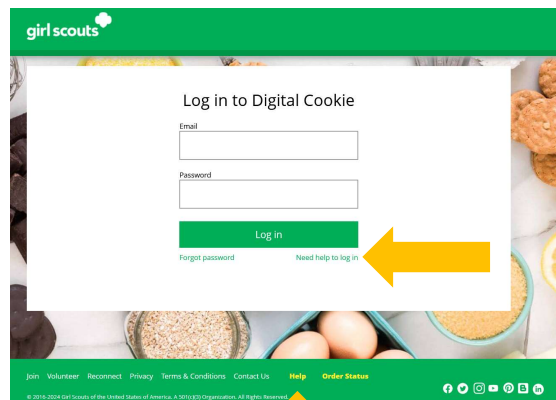
1. Request a registration email.
2. Check the email address that's on file for you.
3. Reset your password.
4. Contact Customer Support.



Digital Cookie Help Center

Digital Cookie Help Center

Your go-to place if you need support!



girlscouts

Log in to Digital Cookie

Email

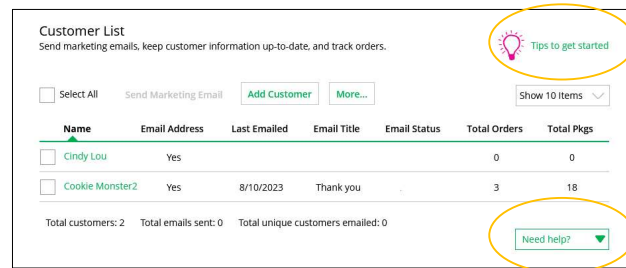
Password

[Log in](#)

[Forgot password](#) [Need help to log in](#)

[Join](#) [Volunteer](#) [Reconnect](#) [Privacy](#) [Terms & Conditions](#) [Contact Us](#) [Help](#) [Order Status](#)

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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	Email Status	Total Orders	Total Pkgs
<input type="checkbox"/> Cindy Lou	Yes				0	0
<input type="checkbox"/> Cookie Monster2	Yes	8/10/2023	Thank you		3	18

Total customers: 2 Total emails sent: 0 Total unique customers emailed: 0

[Need help?](#)

[Tips to get started](#)

Script:

There are many places in Digital Cookie to receive support. There are FAQs, Tip Sheets, Videos, and links to contact customer support.

- Click Need help to log in:
 - If you didn't receive your registration email and you want to check which email address is on file.
 - Forgot your password
- Click Help at the bottom of the page to go to the Help Center for FAQs, Tip Sheets, and more.
- There are also help sections built into the site.

Digital Cookie Help Center

Select which role and category you need support on.

Help

Parents and Girl Scouts

Volunteers

Your Customers

Account setup

• registration • settings • password

see FAQs

Cookie site setup

• set goals • your girl's story • approvals

see FAQs

Customer records

• import • add/delete • send emails

see FAQs

Cookie orders

• details • approve • order types

see FAQs

Mobile app

• orders • approvals • credit cards

see FAQs

My rewards

• view rewards • select rewards

see all FAQs

Badges and learning

• how to earn • games and videos

see FAQs

Quick tip instructions

• various topics • step-by-step pdfs

see list

Quick tip videos

• various topics • short videos

see list

Need more help? [contact customer support](#)

Parents and Girl Scouts

Volunteers

Your Customers

Account setup

• registration • settings • password

see FAQs

Cookie site setup

• set goals • your girl's story • approvals

see FAQs

Customer records

• import • add/delete • send emails

see FAQs

PARENTS AND GIRL SCOUTS

Account setup

Getting Started

If you need help with Account Setup.

Read our [Guide to Digital Cookie In Easy Steps](#).

For **Shipping-only councils**, watch this [video tutorial](#).

For councils participating in **In-Person Delivery and Shipping**, watch this [video tutorial](#).

Registration

Settings

Account Locked

Inside, each category will have detailed instructions, links to tip sheets, or even video tutorials to help you.

Script:

In the Digital Cookie Help page you can select the role you need support on and then select the category

- Inside each category there are detailed instructions, links to tip sheets, or video tutorials to help the user.

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Digital Cookie Help Center

After looking, still can't find what you need? Contact customer support.

Help

Parents and Girl Scouts

Volunteers

Your Customers

Account setup

Cookie orders

Badges and learning

Cookie site setup

Mobile app

Quick tip instructions

Customer records

My rewards

Quick tip videos

Need more help? [contact customer support](#)

Contact Us

Account Management

Cookie Page Setup

My Cookie Customers

My Cookie Orders

FAQs

Additional Topics

How are we doing?

Tutorials

4 EASY STEPS to Get Started with Digital Cookie

Learn About Cookie Orders

How to Use Your Troop Dashboard

Tip sheets

Click the topic you need help with and complete the form for more assistance.

Or click the Live Chat button to chat with a Digital Cookie support agent during business hours.

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Script:

- Still need help? Click on the Contact customer support link
- Click the topic you need help with and complete the form for more assistance
- Want to talk to a live agent? Click on the Live Chat button during business hours to chat with a Digital Cookie customer support agent.

Thank You!

