

## Sending E-Cards – Smart Cookies Guide

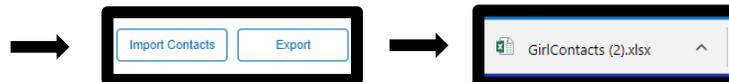
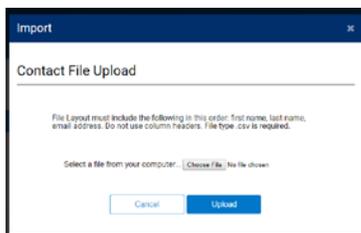
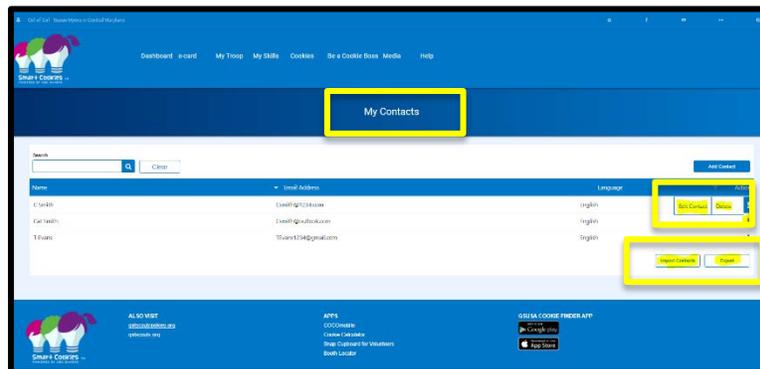
### Adding Contacts in Smart Cookies

E-cards are emails that girls can send to contacts in Smart Cookies to collect cookie orders! You can add contacts to Smart Cookies prior to your girl sending her e-cards, or you can add them as you send them.

You can add contacts individually or in bulk in the *My Contacts* section of Smart Cookies. Go to the *My Orders* tab, and select *My Contacts* from the drop down. Once under *My Contacts* you will be able to see all of the contacts you currently have in Smart Cookies. You can add contacts individually in this section or you can do an upload of all your contacts by following the prompts by clicking on Import Contacts.

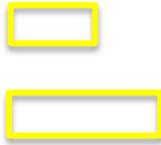
You can also edit or delete contacts by clicking on the hamburger menu represented by the three dots to the far right of each contact.

*Contacts are not saved from the prior year's Cookie Program.*



## Sending E-Cards in Smart Cookies

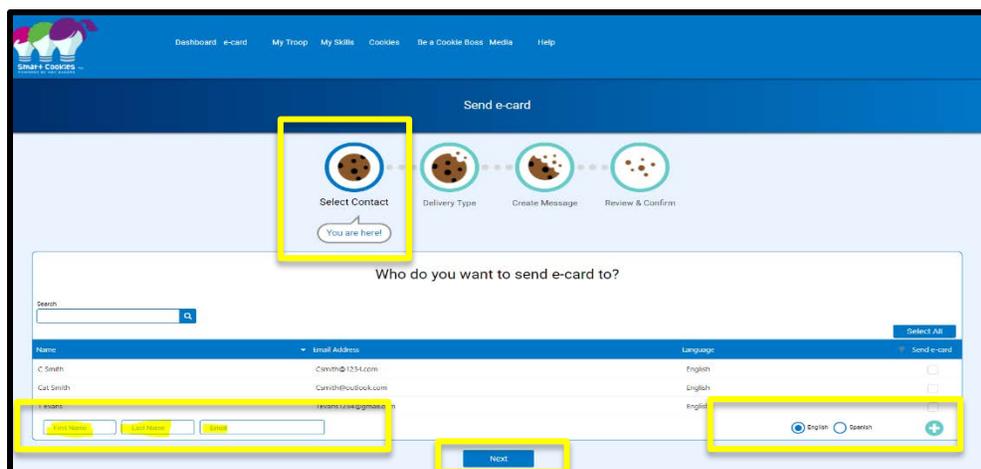
1. To send an e-card, log into Smart Cookies, go to the *My Orders* tab, and select *Send e-card* from the drop down. During the e-card process you will see which step you are in at the top of the page and you will be able to review all information prior to sending any e-card.



2. The first step in sending an e-card is to select which contacts you would like to send your e-card to in Smart Cookies. If you have previously added contacts to Smart Cookies they will be listed here.

You can also add the contact's information in the boxes on the bottom left of the page. You will need to select whether the recipient of the e-card will receive their e-card in English or Spanish during this step of the process.

You will then select the box for each contact your girl would like to send an e-card and click *Next*.



- Next you will select the delivery option(s) you would like for each e-card recipient. Direct ship is the default option for all e-cards. You will only want to give your e-card recipient the option for girl delivery if your girl is actually able to physically deliver cookies to the customer and you would like her to be able to do so. Click *Next* when you are finished.

For orders that are girl-delivered, the payment will be collected from the customer at the time of delivery.

*E-cards are the only option that allow customers to select girl delivery. You can also share a girl-specific link from Smart Cookies that will allow customers to option to order from your girl online, but they can only have cookies delivered via direct ship.*

**Send e-card**

Select Contact | **Delivery Type** | Create Message | Review & Confirm

Who will have Girl Delivery Option?

**Girl Delivery** Some of these people may live close to you. If you want to give them the option to have you deliver the cookies, check the Girl Delivery boxes below on the right!  
 Note: if you offer girl delivery, you must deliver the cookies to the customer and collect the payment.

**Direct Ship** All customers will automatically be sent an invitation to buy cookies that will be paid for online via credit card and shipped directly to the customer via Smart Cookies Direct Ship. \*Shipping charges will apply.

Name	Email Address	Language	Select All
Betty Davis	BDavis@aol.com	English	<input type="checkbox"/> Direct Ship <input checked="" type="checkbox"/> Girl Delivery
Catherine Smith	CSmith@greenmail.com	Spanish	<input type="checkbox"/> Direct Ship <input type="checkbox"/> Girl Delivery

Back **Next**

- Next you will create the message that your e-card recipient will receive. Once you have finished, you will review everything on the next screen before sending your e-card messages. Click *Next* when you are ready to review.

**Create your personal messages**

Help me reach my goal of 250 packages.

This year, my troop and I are using our cookie earnings to:  
 Theme: Park Adventure

My favorite cookie is: S'mores

You can always select "Cookie Share" and the packages sold will be donated to:  
 Military Mission Abroad

Thank you for supporting Girl Scouts!

**Cree su mensaje personal**

Ayúdeme a alcanzar mi objetivo de 250 paquetes.

Este año, mi tropa y yo usaremos las ganancias de las galletas para:  
 Aventura en el parque temático

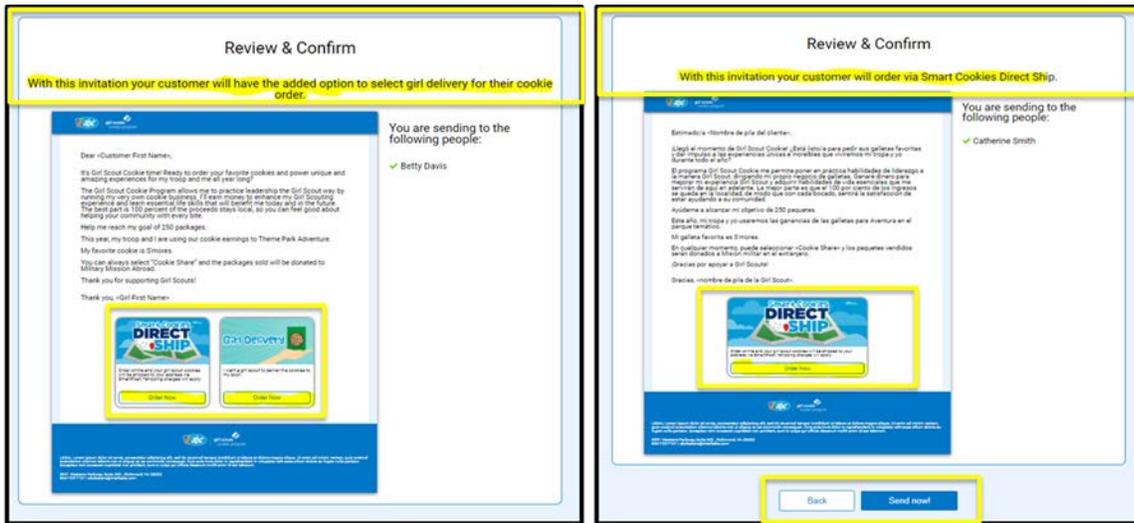
Mi galleta favorita es: S'mores

En cualquier momento, puede seleccionar "Cookie Share" y los paquetes vendidos serán donados a:  
 Misión militar en el extranjero

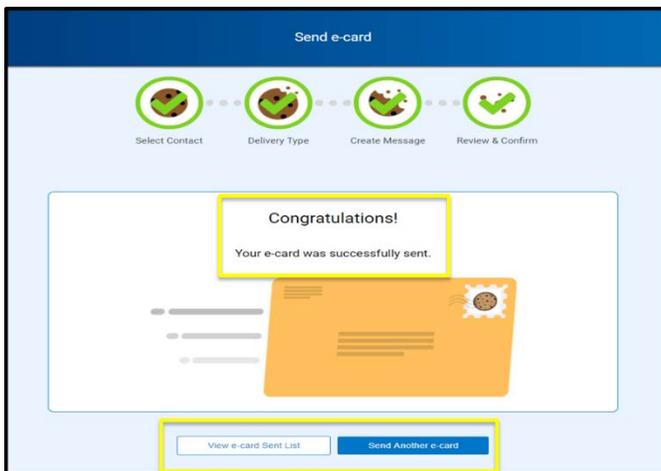
¡Gracias por apoyar a Girl Scouts!

Back **Next**

- If you are satisfied with your e-card preview you will click *Send Now*. If you would like to edit any e-card customizations you can click *Back*, make your edits, and then click *Send Now*.



- A message will appear letting you know your e-card was successfully sent.



- To view an e-card after it has been sent, go to the *My Orders* tab and select *View e-cards Sent* from the drop down. This will allow you to see how many were sent, opened, viewed, and if an order was placed from an e-card. You can also view the details of each e-card sent.

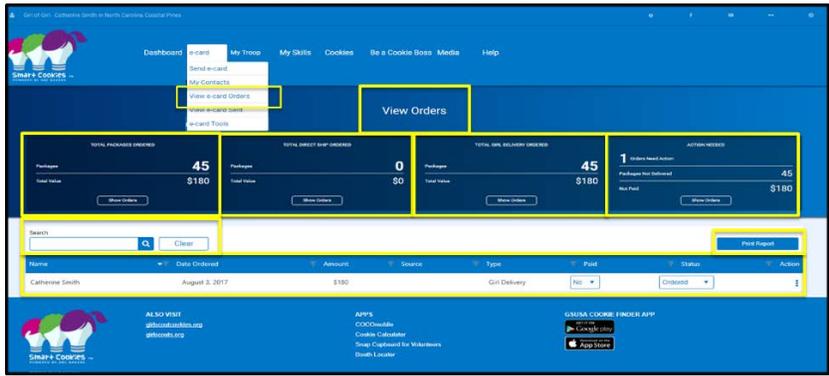


7. Orders placed from e-cards or the girl-specific online link will be viewable in the *Orders* section of Smart Cookies. To view all orders, go to the *My Orders* tab and select *Manage My Orders* from the drop down. This will allow you to see all orders and manage them accordingly.

The dashboard provides information on the number of sales, packages sold via girl delivery and direct ship, as well as showing how many orders need to be paid for and/or delivered. The order grid shows the name of the customer and the order they placed, as well as an indicator for whether or not the order has been paid for (this is managed by the girl for girl delivery orders).

You can see the order status of ordered, delivered, or cancelled (this is also managed by the girl) and you can print a report showing all orders received, including direct ship orders. You can also click the “hamburger menu” on the far right of each order line to see the options to view, edit, and cancel orders.





## Smart Cookies Direct Ship Link

There are some additional features in Smart Cookies your Girl Scout can use to further her Cookie Business! Under the e-card *Tools* option, there is a video link where your girl can upload a personal video she has created to share with her customers. This can be sent with her e-cards. You will also find your girl's Smart Cookies direct ship link, which is a unique URL that can be copied and pasted onto social media or which can be sent in an email outside of the e-card option in Smart Cookies.

