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DIGITAL COOKIE

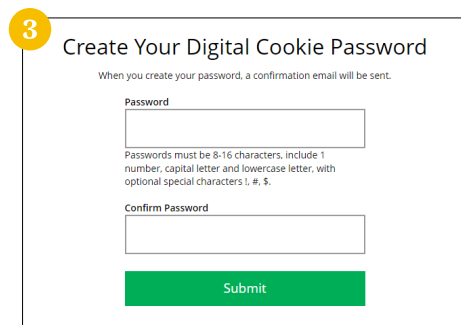
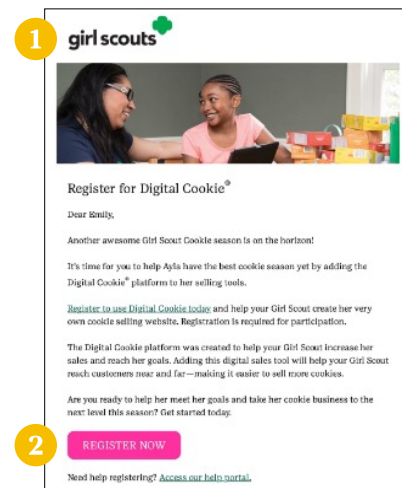


Digital Cookie is the new online platform that Girl Scouts and their families will use to manage the Girl Scout Cookie Program. You'll be able to use the Digital Cookie app to sell cookies wherever you go! The app makes it easy to set your sales goal, share your cookie story, email customers, take payments and track your progress!

Registration and Set Up

REGISTRATION

1. Watch for your registration email* from Girl Scout Cookies (email@email.girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!". You should receive this email on January 17. Search your Promotions/Clutter/Spam folder too. **If you did not receive a registration email, find more information on page 3.**
2. Click the **Register Now** button in the email to take you to the Digital Cookie registration site. (For best results, use the most up-to-date version of your web browser.)
3. Once you click the link you'll be on the Digital Cookie platform. Create a password.
4. Use your new password to log in. Remember to use the same email address where you received your registration email (it's the one GSGI 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 cannot 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.



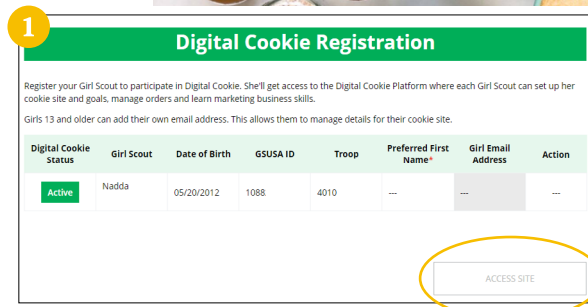
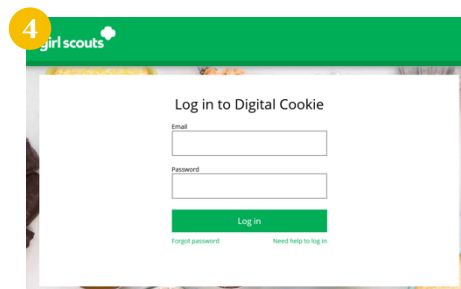
FOLLOWING STEPS APPLY TO PARENTS/GUARDIANS OF GIRL SCOUTS 12 AND UNDER (CONTINUE TO NEXT PAGE FOR GS 13+)

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

If the Girl Scout you are activating is 13+, you can enter their email address and they can complete their own registration process. (See [Site Registration-Girl Scout 13+](#) section on page 3.) Girl Scouts 12 and under will login with their parent/guardian and do not need a separate email address.

After activating all 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.

2. Once you have registered, watch your inbox for a registration confirmation email.



FOLLOWING STEPS APPLY TO PARENTS/GUARDIANS OF GIRL SCOUTS 13+

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

If your Girl Scout is 13+, you can enter their email address so they can manage most of their Digital Cookie site. Girl Scouts 13+ still need an adult to approve the Girl Scout's site and orders throughout the season.

If your Girl Scout (13+) doesn't have their own email address, they can work with you and use your login to set up their site.

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

When they get the email, they need to click **Register Now** to go to the Digital Cookie registration site and set their password.

If they don't get the registration email within 15 minutes of you adding their email address, Girl Scouts can follow the steps on the [No Registration Email Received](#) section below.

3. The Girl Scout will need to complete the same steps to set up a password as all other users. Once they set their password, they will be taken to the Safe Selling for Smart Cookies video. Girl Scouts can't proceed further until the full video has been viewed.
4. Then, read the "Girl Scout Safety Pledge." After they've read the pledge, they can click the box to accept it and then click **Continue** be taken to the home page of their site to set it up.

1 **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	GUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Active	Nadda	05/20/2012	1088	4010	---	---	---

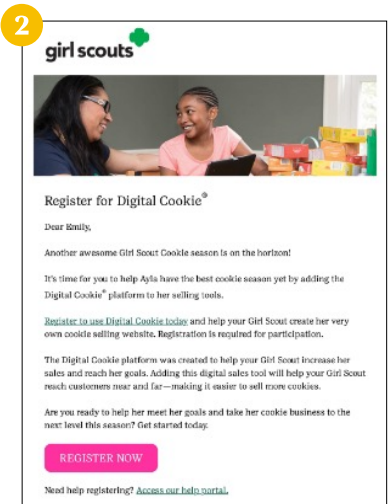
ACCESS SITE

2 **Girl Account**

Victoria Roy

Preferred First Name:*

Girl Email Address: (optional)



NO REGISTRATION EMAIL RECEIVED

In order to receive a Digital Cookie registration, a Girl Scout must be registered for the current membership year and GSGI will need to have the correct email address on file for their parent/guardian. If you have opted-out of receiving emails from GSGI, 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) with the subject "It's time to register your Girl Scout for Digital Cookie!". If you do not see the email, follow these steps to get registered for Digital Cookie.
2. Go to digitalcookie.girlscouts.org/login and click the **Need help to log in** link. (For best results, use the most up-to-date web browser.) You will get a screen of steps you can use to try and get registered for Digital Cookie.

2

Log in to Digital Cookie

Forgot password
Need help to log in



Help with Log In

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 done, you'll be able to self-register. (See our tip sheets steps 4-7).
[Check if registration has started for your troop.](#)

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](#)

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](#)

It's still not working... contact customer support

- Start by clicking on the **Request a Registration Email** and enter the email address that you used to register your Girl Scout.

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

If you get this error message (shown to the right) and you think your Girl Scout is a registered GSGI Girl Scout member, you can choose check the email address that's on file for you.

- You will select your Girl Scout Council: Girl Scouts of Greater Iowa

- Then enter your Girl Scout's first name, last name, and troop number. If your Girl Scout's information is not in the system or not in the system the way you entered it, you will need to contact GSGI (email: info@gsiowa.org or call: 800-342-8389).

- If your information is loaded into the Digital Cookie system, you will need to verify that it is correct.

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

If the parent/guardian 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 Smart Cookies.

- 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. Click **Submit**.

You will get a success message once you submit your changes. GSGI 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 their parent/guardian information is not on file, you can add the parent/guardian information.

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

8 Update Your Digital Cookie Information

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

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

[Contact Customer Support](#)

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.

FORGOT PASSWORD/RESET PASSWORD

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

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

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

1 Log in to Digital Cookie

Email

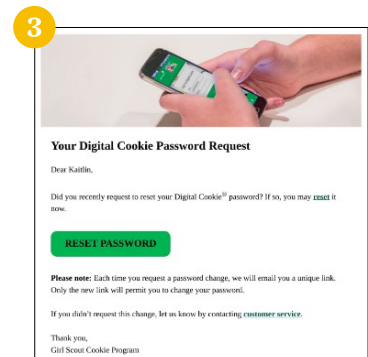
Password

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

2 Forgot your Password?

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

Email



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

4 Reset your New Digital Cookie Password

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

Password

Your password must be at least eight characters and include at least one uppercase letter, one lowercase letter, and one number. Optionally, you may also include the special characters !, #, or \$.

Confirm Password

5 Forgot your Password?

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

Email

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

- Select **Password Reset** then complete the online form for customer support.

6

Contact Us

Account Management

- Registration
- Locked account / **Password reset**
- Incorrect account information

Cookie Page Setup

- Cookie page setup

My Cookie Customers

- Customer list
- Marketing emails

My Cookie Orders

- Order details
- Order issues
- Mobile app

Tutorials

4 EASY STEPS to Get Started with Digital Cookie

Learn About Cookie Orders

How to Use Your Troop Dashboard

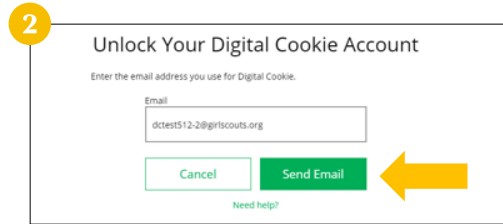
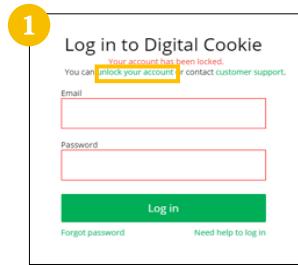
Tip sheets

[Share ideas & feedback](#)

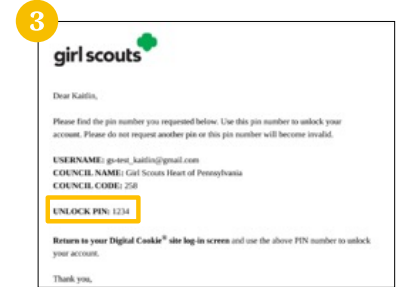
[Live Chat](#)

UNLOCK ACCOUNT

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

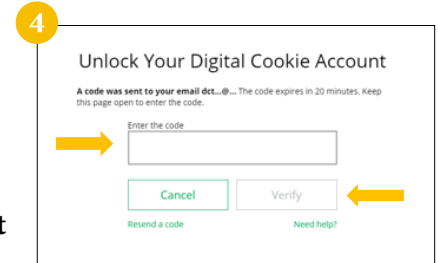


2. If you click the **unlock your account** link, you will be asked to validate the email address you use for Digital Cookie, then click the **Send Email** button.
3. You will be sent an email with the subject: Your requested pin number from Girl Scout Cookies (email@email.girlscouts.org). Check your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



You will have a pin number in the email.

4. Enter the pin code back in Digital Cookie on the unlock screen, then click on **Verify**.
5. You will be taken back to the Digital Cookie login screen with your account unlocked and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the **Forgot password** link.



Otherwise, log in and get started with your Digital Cookie experience.

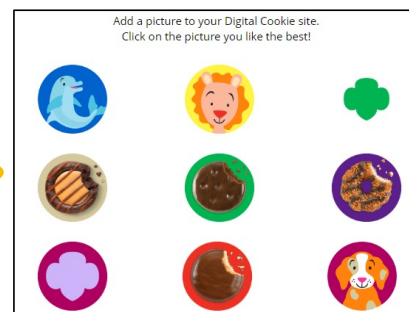
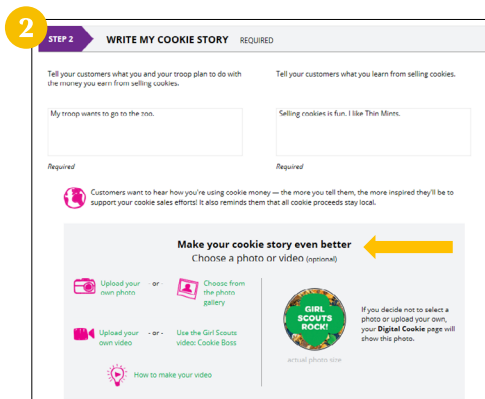
PHOTO/VIDEO UPLOAD

Want to double or triple your Girl Scout's sales? Let their customers see them!

1. Parent/guardians and Girl Scouts can go to the **Site Setup** tab in their navigation bar. If they have already set up the site and published it, they will need to click on the **Edit** button at the top of the page.

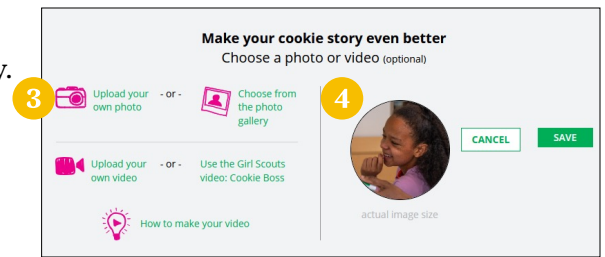


2. From there, scroll down to **Step 2: Write My Cookie Story**. In the bottom half of that section, **Make your cookie story even better**, Girl Scouts can show their cookie colors to their customers by uploading a photo or video.



TO CHOOSE A PHOTO

3. Girl Scouts can choose to use a photo from the gallery already in Digital Cookie by clicking on **Choose** from the photo gallery. Clicking on that gives them some images they can use or they can click **Upload your own photo** and search their own computer files for the photo they want to upload.
4. The photo will appear in the preview pane. You can choose to either **Save** and use it on your site, or **Delete** and start over with a new upload.



TO UPLOAD VIDEO

5. Girl Scouts can use the Cookie Boss video already in Digital Cookie (click **Use the Girl Scouts video: Cookie Boss**) or they can upload their own video by clicking the **Upload your own video** link.

Clicking the link will take them to their computer files to browse for the video they want to upload. A spinner will appear while the video uploads.

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

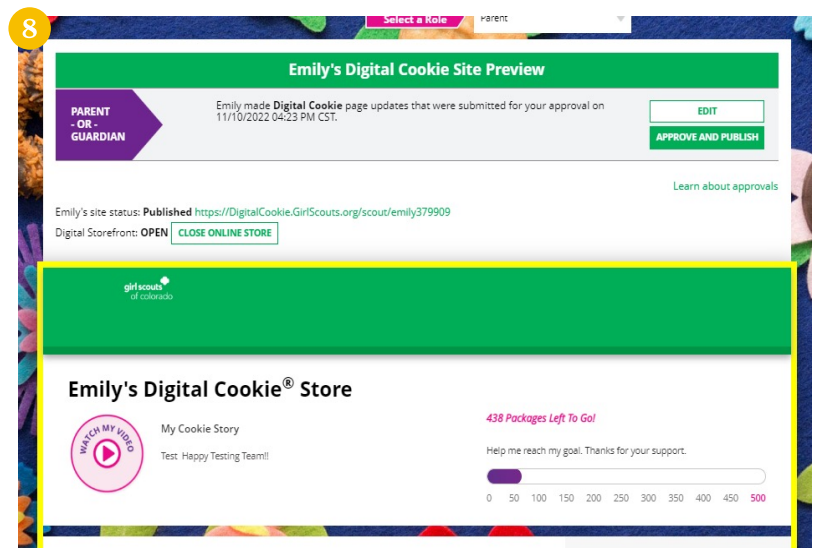
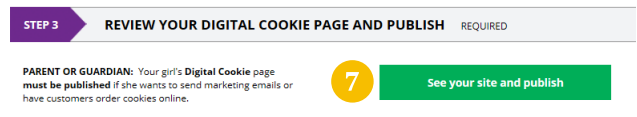
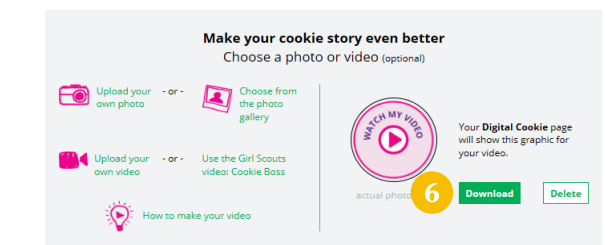
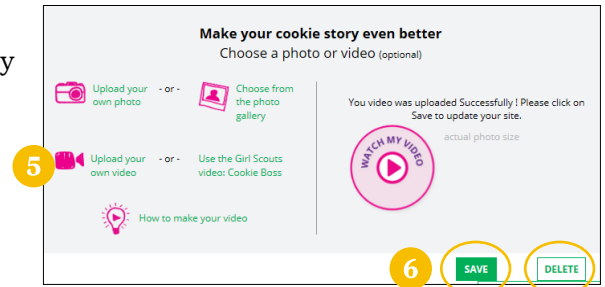
6. When Girl Scouts are satisfied with the video, they can click **Save**. If they don't like it, they can click **Delete** which will remove it; they will need to re-upload using the **Upload your own video** link again.

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

7. When Girl Scouts 12 and under are satisfied with the photo or video, parent/guardians will click **See your site and publish**.

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

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



Site Use

GIRL SCOUT AND CAREGIVER DASHBOARD

Your Digital Cookie Dashboard has information that helps you support your Girl Scout in their Digital Cookie sales.

You will see multiple tabs at the top of your dashboard.



The dashboard itself has six sections.

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

COOKIE SALES PROGRESS AND CHEERS

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

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

Welcome, Juliette!

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
88 DAYS 9 HRS 53 MIN 20 SEC

COOKIE SALES PROGRESS

Offline Sales
Online Sales

0 packages credited by troop volunteer
Sales last updated 8/4/23 2:00 PM CDT

You don't have any new cheers.
But you can still inspire your troop members! [Send a Cheer](#)

My Sales Goal
50 packages
[UPDATE](#)

Packages Sold
0
[UPDATE](#)


Packages to Sell
50
[SEE DATA](#)

REWARDS

My Troop
Our goal: coming soon

MY COOKIE SITE

Once your site is set up, you can copy your site's URL or download a QR code to share with customers.

 **My Cookie Site: Open for Business**

Sam's cookie site url:
<https://DigitalCookie.GirlScouts.org/scout/laeaaladd34999965>

Copy Link
View QR Code


Site setup approved: 08/09/2023 01:20 AM CDT

[Site Setup Video](#)
[Site Setup Quick Tip Sheet](#)

QR codes can be added to business cards and door hangers found on The Bridge! (gsgibridge.com/cookieprogram)

ORDERS TO DELIVER IN PERSON

In this section you can see if you have orders to be approved or delivered. This is an overview of the elements of your dashboard. Pages 18-20 will go into more detail about approving and delivering your In Person Deliveries.

 **Orders to Deliver In Person**

Approve for delivery: 1 Order(s)

- You have 5 days from the order date to approve.

Orders to deliver: 0 Order(s)

LEARNING

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

Learning



- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

Learning



- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

FROM YOUR COUNCIL

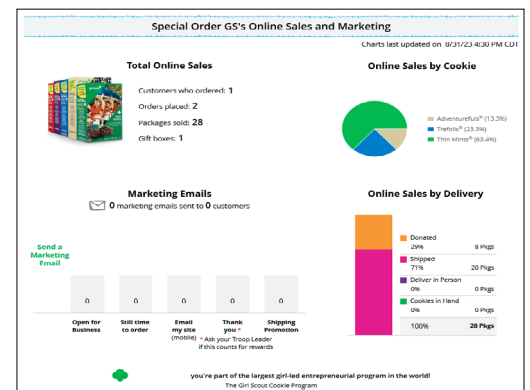
Notes of encouragement from GSGI that you can read here.

From Your Council

Own Your Magic!

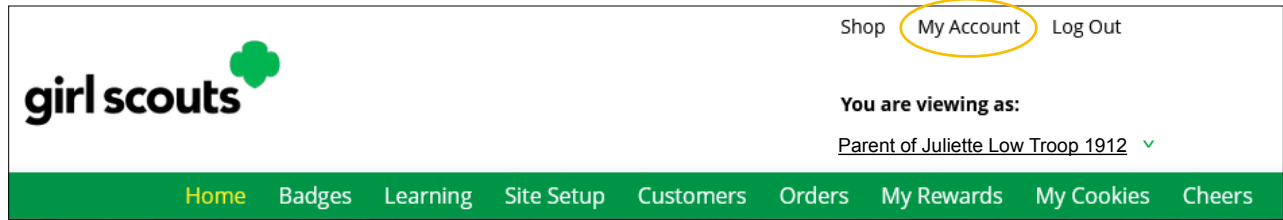
ONLINE SALES AND MARKETING

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



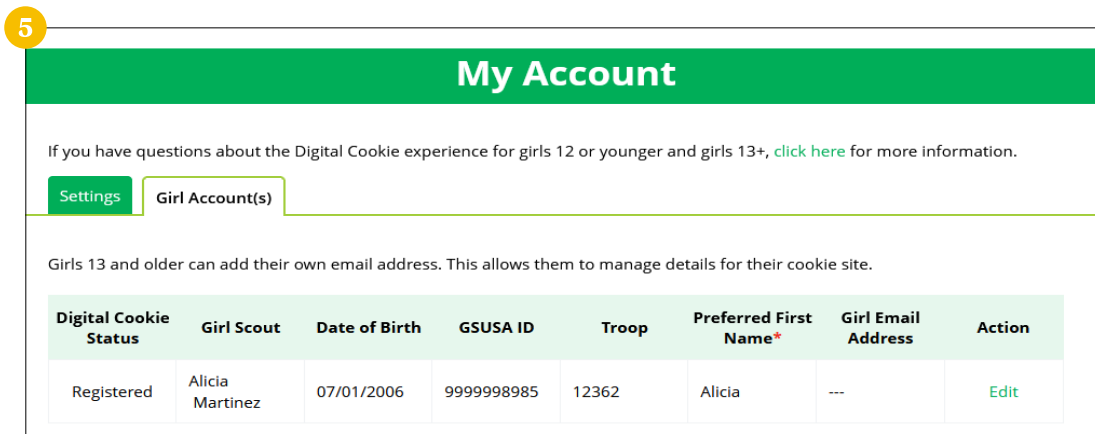
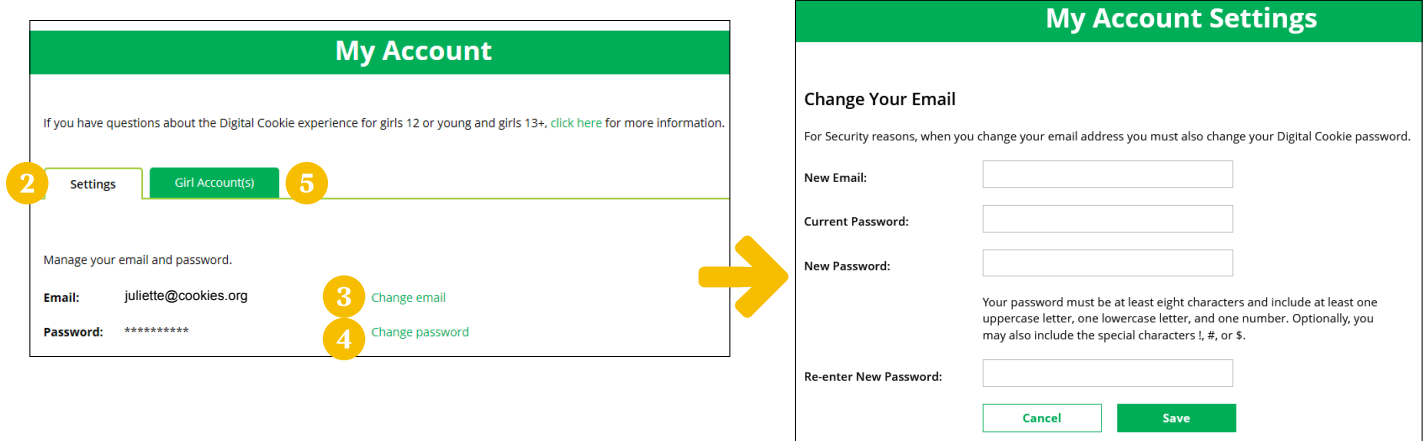
MY ACCOUNT TAB

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



1. While logged into Digital Cookie, click on **My Account** at the top of the page.
2. Make sure you are in the **Settings** tab.
3. Clicking on **Change email** will give you a screen to update your email address. *If you are also a troop or service unit volunteer, you cannot change your email address here. You will need to update your email address in Smart Cookies instead.*
4. Clicking on **Change password** will give you the opportunity to update your password.
5. Clicking on the **Girl Account(s)** tab will allow you to update the preferred first name and email address if the Girl Scout is 13+.

NOTE: Updating your email in Digital Cookie does not mean it will be updated on file with GSJI. Please login to MyGS to update your email there as well or email the change to info@gsiowa.org.



BADGES

This page displays the Cookie Entrepreneur Family Pins, and the Cookie Business badges appropriate to your Girl Scout's level.



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 Family Pins and the Cookie Business badges appropriate to your Girl Scout's level.

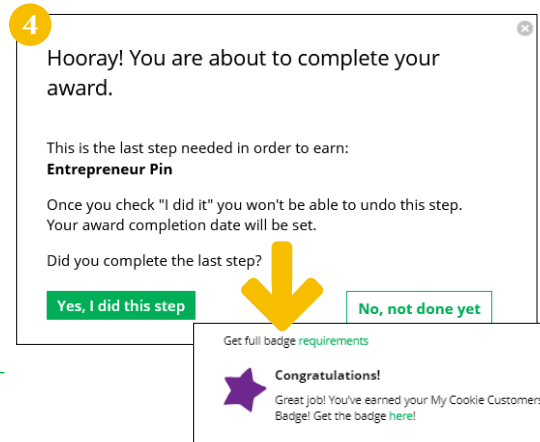
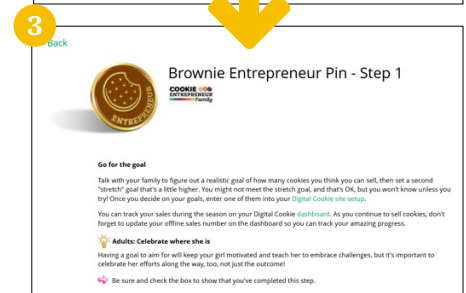
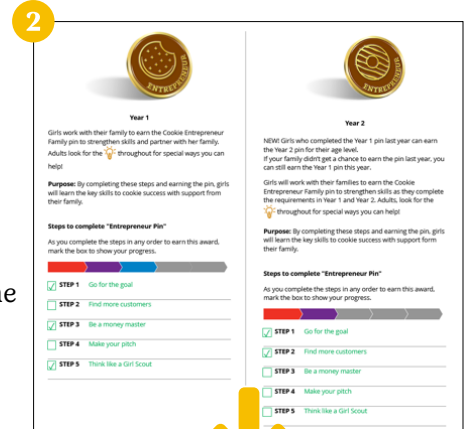
For the badges, Girl Scouts can read an overview of the steps. For full details, check with the troop volunteer or purchase the online requirements using the GSGI shop link.

For the Cookie Entrepreneur Family Pins, Girl Scouts can click on the instructions for each step. (Shown to the right.)

3. The instructions for that step of the pin will pop up. They 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.
4. 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, they can't go back. Girl Scouts can mark the steps as completed even if they finished the badge earlier.

The Girl Scout can repeat the steps if they want—these are all great tools for their cookie sale. When they have completed all the steps, a star will appear at the end of their progress bar, and they'll receive a message of congratulations!

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



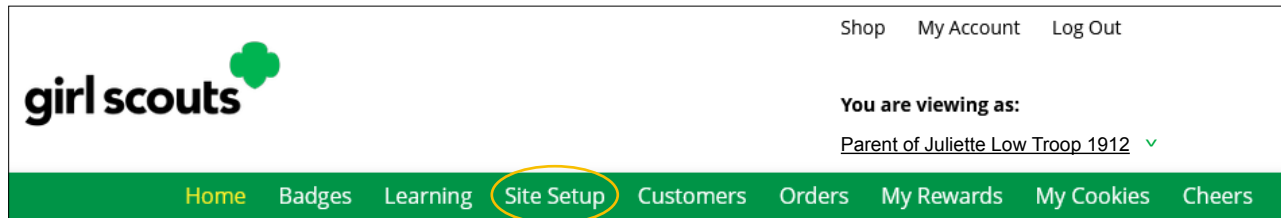
LEARNING

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



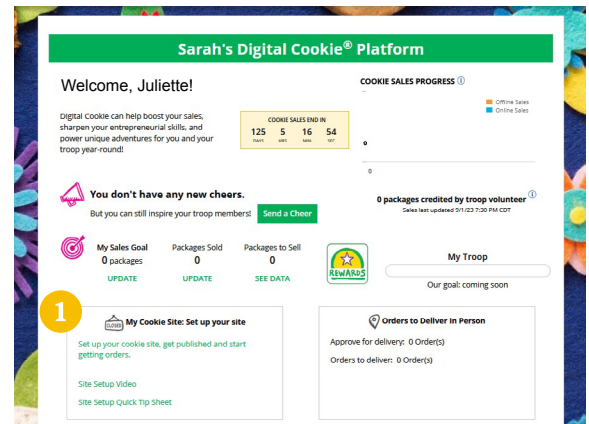
SITE SETUP – GIRL SCOUT 12 AND UNDER

- To help your Girl Scout set up her business for customers, log in to digitalcookie.girlscouts.org/login and click on the **Set up your Digital Cookie site** link in the My Cookie Site section, or the **Site Setup** at the top.



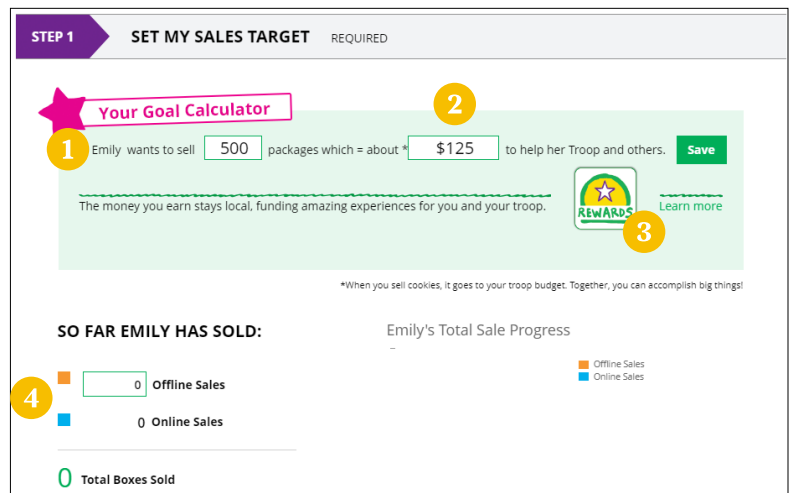
- There are several different sections to their home page. Click on the headings to be taken to the instructions for that section.

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



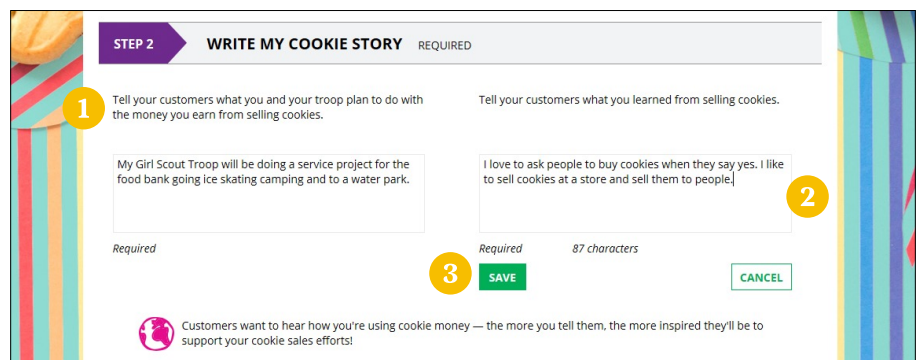
GOAL SETTING: SET MY SALES TARGET

- Girl Scouts enter how many packages of cookies they are working to sell this year through online and offline sales.
- When the information is entered, the calculator will show how much money the troop will get from their hard work. *Don't forget to save your goal before moving on.*
- Clicking on **Rewards** will take you to GSGI's rewards tab to see what rewards the Girl Scout might want to work towards.
- Girl Scouts can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.



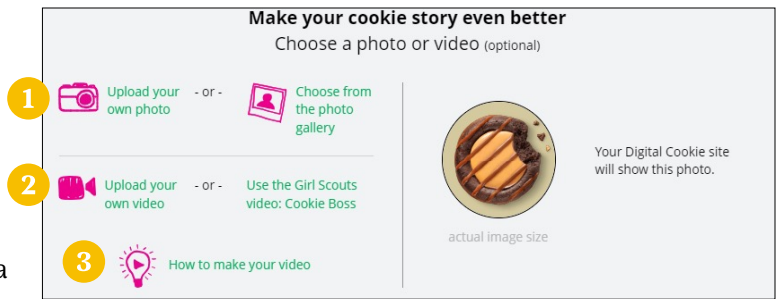
MY COOKIE STORY

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



PHOTO/VIDEO UPLOAD

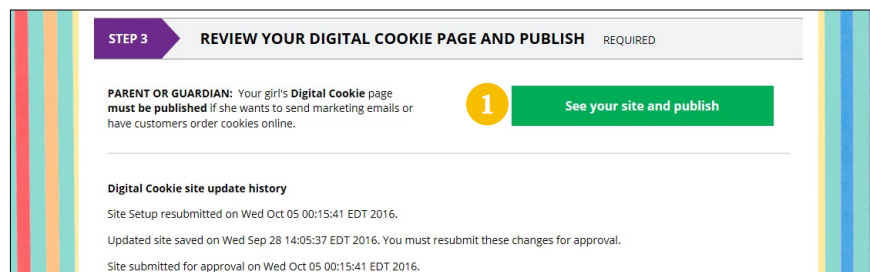
1. Girl Scouts can upload a photo or use a picture from the gallery.
2. Or Girl Scouts can upload a video or use the Cookie Boss video.
3. Bonus! Girl Scouts can get tips on how to make a great video.



SEE YOUR COOKIE SITE AND PUBLISH

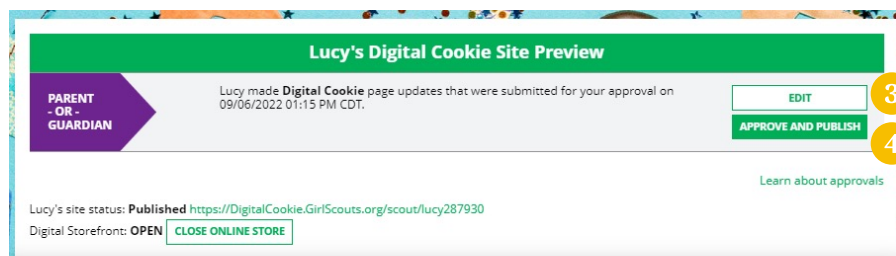
Psst...if you're a Girl Scout 13+, jump to the next section (Site Setup - Girl Scout 13+)

1. Almost there! Click **Save your site and publish** to see how the site appears to customers and publish.
NOTE: 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.



2. You will see what the customer will see. Some things to check:
 - ⤴ Is the spelling and grammar correct and does it tell a story?
 - ⤴ Make sure the photo or video are displaying correctly.
 - ⤴ Are the goals accurate?
3. If you need to change anything, click **Edit** and make changes.
4. If it looks good, click **Approve and publish**.

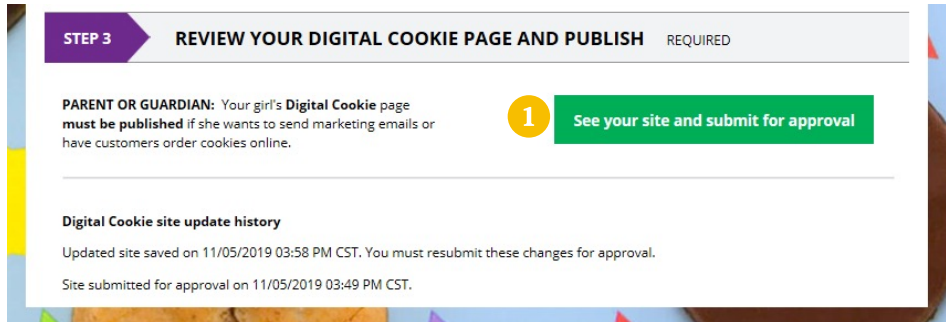
Your Girl Scout's cookie store now has its own website! If GSGI's cookie season hasn't started, the link will become active February 1.



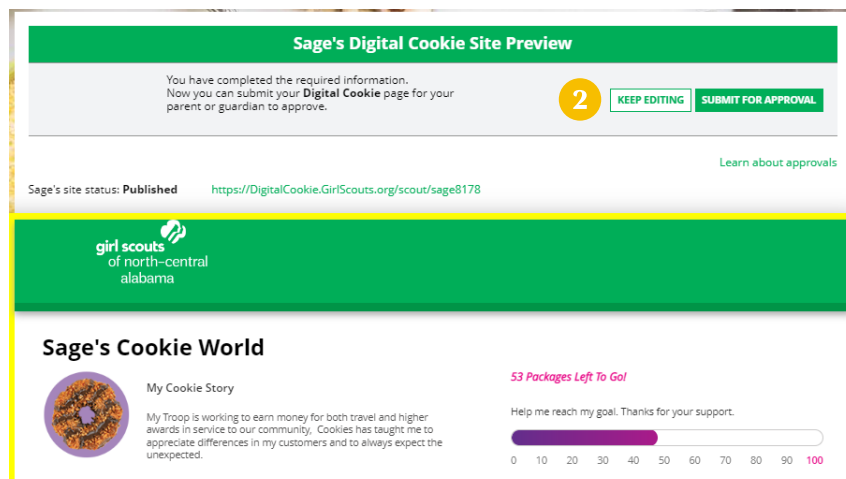
SITE SETUP – GIRL SCOUT 13+

Psst...Girl Scouts 13+ should follow the Site Setup directions on page 13 until reaching “See your Cookie Site and Publish”.

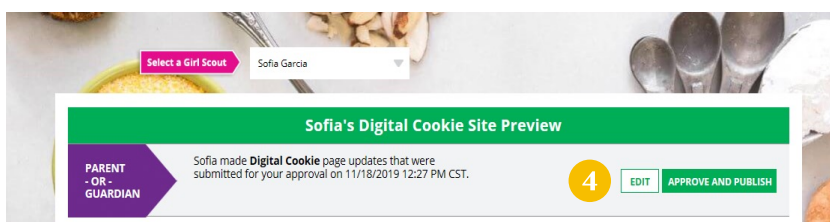
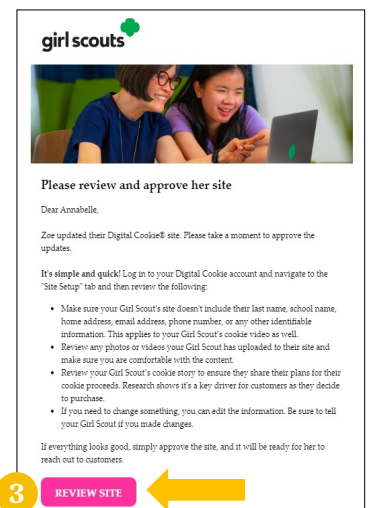
1. Almost there! Click **See your site and publish** to see how the site appears to customers and publish. NOTE: If your button only says see your site you may be missing some required fields or didn't make any changes.



2. A preview of the site will display and you can either make additional edits (click **Keep editing**) or submit it for parent/guardian approval (Click **Submit for approval**).



3. Once they have submitted the site for approval, you will receive an email that your Girl Scout's site needs approving. When you click the pink **Review Site** button in the email, you will login and be sent to your Girl Scout's site preview.
4. From there, you can review it and either **Approve and Publish** to have their site go live, or click the **Edit** button to make changes. If you make changes, once completed, click **Approve and Publish**. Make sure to let your Girl Scout know you made changes.
5. The Girl Scout will receive an email confirmation that their parent/guardian has approved their site. Now she is ready to send marketing emails to customers once the council's Digital Cookie sale is open.



CUSTOMERS

A Digital Cookie site isn't any good without customers! Learn how to enter customer information and send marketing emails using the **Customers** tab.

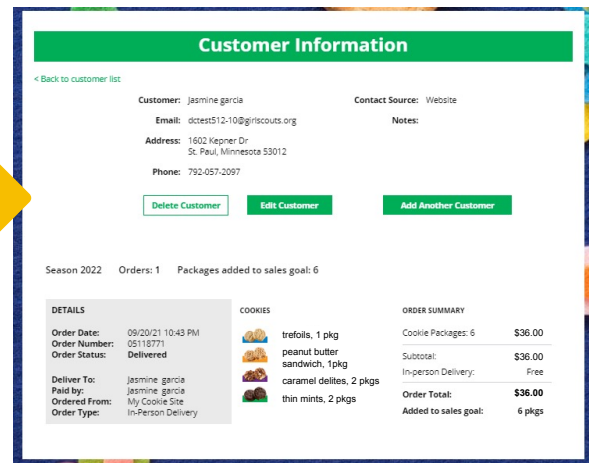
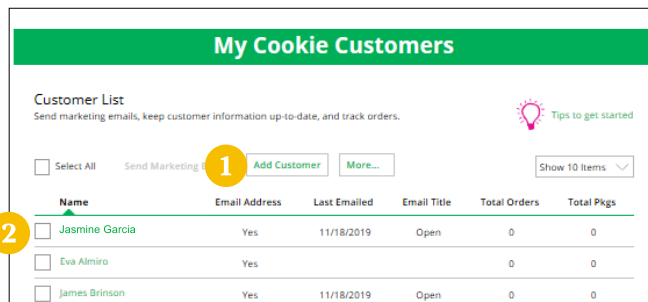


The Customers page is broken into two sections:

- My Cookie Customers, for managing customers
- Connect with Customers, to learn more about marketing to customers

MY COOKIE CUSTOMERS

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



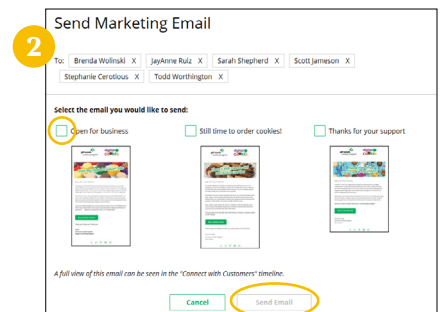
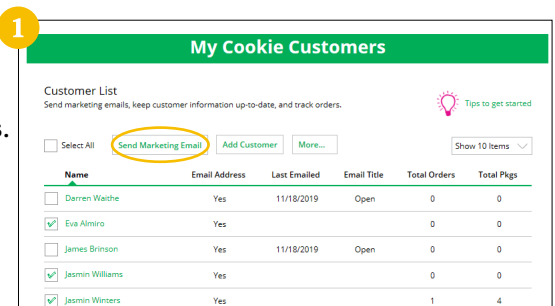
Send Marketing Emails

- To send emails to customers, check the box in front of all the customers you want to reach, then click **Send Marketing Emails**.
- Next, select which of the three emails you would like to send at this time: Open for business, There's still time to order cookies, or Thanks for your support.

To find out more about each of those emails and see a preview, go to the Connect with Customers section on page 17.

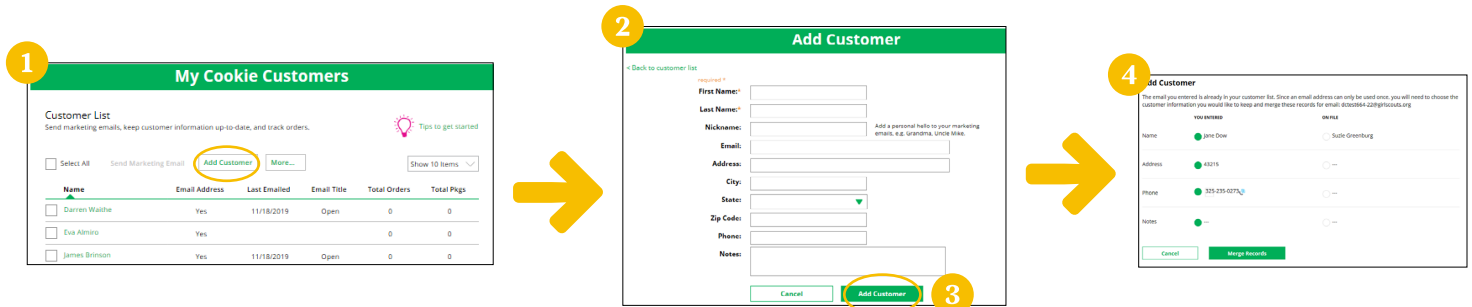
You can select different customers and send different emails to them or send the same email to all your customers at the same time.

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 of the screen.



Add Customer

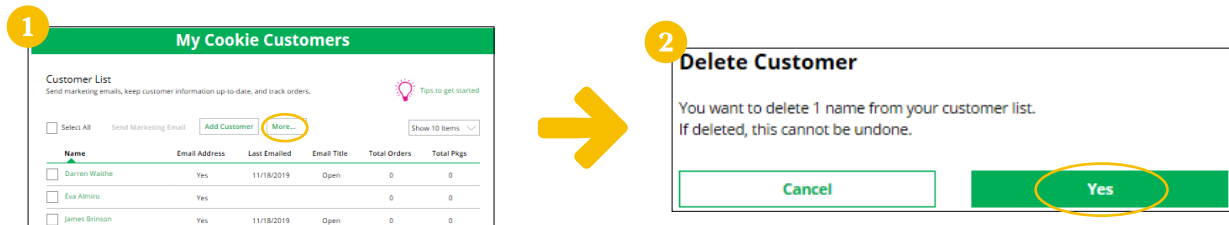
1. To add customers manually (instead of importing), click the **Add Customers** button and you will get a screen for entering information.
2. The only required field is name. However, to maximize your marketing, you should complete as many of the fields as possible. If you enter data in the Nickname field, the customer will receive their email addressed to the nickname instead of their first name.
3. When you are finished entering information, click **Add Customer**. The customer information will be stored.
4. If a you attempt to add a customer that already has an email address in their customer list, the system will alert you that it is a potential duplicate and ask what information should be maintained between the two records.



5. You can also add customers who have made a purchase and aren't on your customer list.

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.

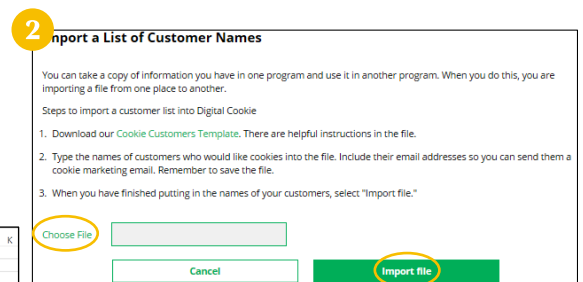
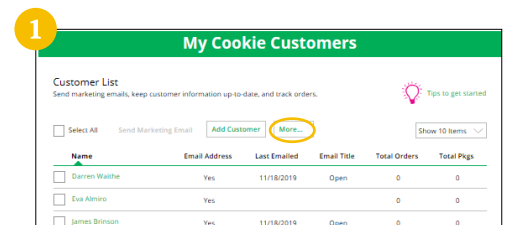


1. To do that, select the box in front of the customer(s) you want to delete, then click on the **More** dropdown menu and select **Delete Customer**.
2. You will get a pop-up warning that deletion is permanent and confirming how many customers you are attempting to delete. To continue with deletion, click **yes**.

Import

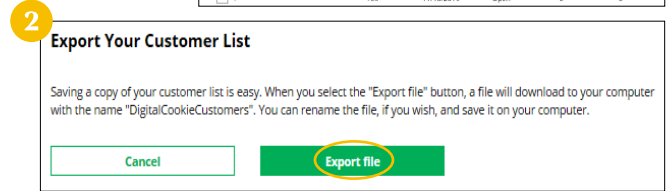
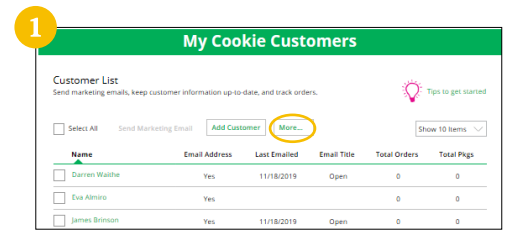
1. Clicking on the **More** drop-down menu gives you the option to import a customer list. The screen has instructions on how to import contacts. It also includes the template that you will need for importing. The template is on the second tab in the spreadsheet, titled **Import Customer**.
2. When the 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 been imported you can send marketing emails to those customers.

A	B	C	D	E	F	G	H	I	J	K
First Name	Last Name	Nickname	Street Address	City	State	Zipcode	Phone Number	Email Address	Notes	
Jane	Dow	Aunt Jane	123 Main St	Rolling Hills	OK	73902		dctestf64-14@girlscouts.org		



Export

1. 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.
2. Simply click the green **Export File** button and you will be asked where you want to save the file on your computer.

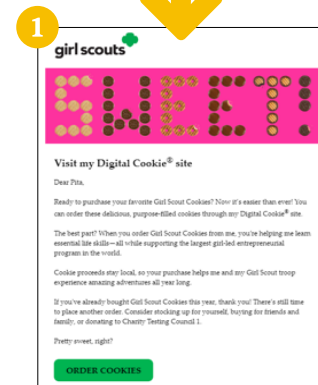


CONNECT WITH CUSTOMERS

Learning about marketing to your cookie customers is a great skill that can increase cookie sales.

1. In this section you can see the three different emails to send to your customers—and get suggestions for when to use them.
2. You can also send customers a link to your Digital Cookie website OR generate a QR code for them to use directly from your home page.

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



Juliette's Digital Cookie Platform

Welcome, Juliette!

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

You have 1 new cheer to look at!

VIEW YOUR RECENT CHEERS

My Sales Goal

250 packages

UPDATE

Packages Sold

180

UPDATE

Packages to Sell

70

SEE DATA

COOKIE SALES END IN

132 9 32 55

Days Hrs Min Sec

COOKIE SALES PROGRESS

170 packages credited by troop volunteer

Sales last updated 8/25/23 3:15 PM CDT

My Troop

Our goal: coming soon

My Cookie Site: Open for Business

Juliette's cookie site url:
<https://DigitalCookie.GirlScouts.org/scout/inaaa34999965>

Copy Link View QR Code

Orders to Deliver In Person

Approve for delivery: 1 Order(s)

- You have 5 days from the order date to approve.

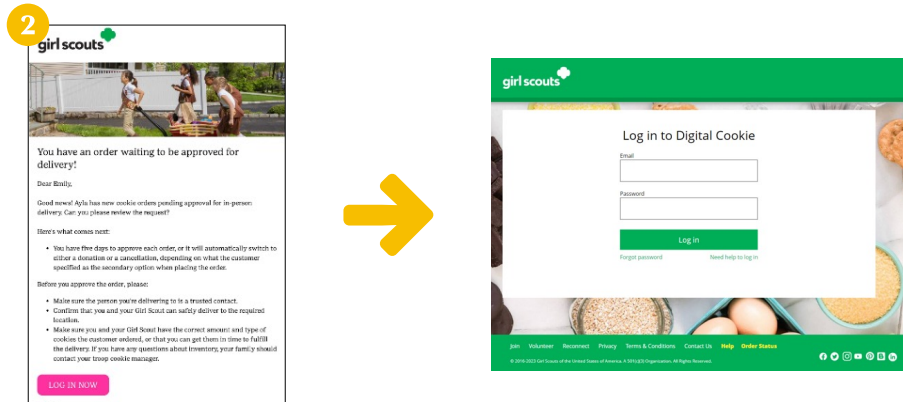
Orders to deliver: 5 Order(s)

ORDERS

IN-PERSON DELIVERY ORDERS

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

1. If you receive an In-Person Delivery order that you need to approve and you have not approved the order by midnight on the day the customer made the order, you will receive an email from email@email.girlscouts.org with the subject “Action required: you have an in-person delivery request!” letting you know your Girl Scout has received an order for delivery. If you have already approved the In-Person Delivery order the same day it was submitted by the customer, you will not receive a reminder email.
2. If you received an email, click the **Log In Now** button in the email. That will take you to Digital Cookie where you can log in. You can also go to digitalcookie.girlscouts.org/login 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 packages in each order, the customer’s address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer’s second choice option.

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

PRO TIPS:

The customer’s second choice could be Cancel or Donate. Don’t risk a lost sale and a disappointed customer—approve or decline orders within five days.

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

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 program?

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.

- ⤴ Check the boxes in front of the orders you want to approve or decline (or check the box in front of Select all in view to select multiple orders) then click **Approve Order** or **Decline 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 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 your choice. Shown below, the left example confirms approval of all orders selected and you can deliver them to the customer. The right example confirms that you want to decline all of the orders selected and understand that the orders are being cancelled or donated.

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!

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 Orders
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.

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

<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 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



Digital Cookie Order

< Back to cookie order list

ACTION ITEM: Check your cookie inventory and delivery address before you approve delivery.

Order Detail: Approve for Delivery

Order Number: 05749189 Order Status: Needs Approval
 Deliver To: Cookie Monster Order Type: In-Person Delivery
 Delivery Address: 1231 Upper St, San Diego, California 92103-5127 Order Date: 9/1/2023 7:57 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: Cookie Monster Order Delivered:
 Billing Email: mgapp22@gmail.com
 Billing Phone: 619-867-5309

Cookies Selected

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

Order Summary

Purchased Packages: 6 \$30.00
 Subtotal: \$30.00
 In-person Delivery: Free
 Order Total: \$30.00
 Added to sales goal: 6 pkgs

Approve or Decline Delivery

Items to review before you approve order delivery for Sam:

- 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 Sam can 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!

7. If you have approved the order, it will move down to the section Orders to Deliver, below the Approve section. When you approve the order, the customer will be charged. Make sure the Girl Scout follows through and delivers the cookies.

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
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019

8. Once you have delivered the cookies, log back into Digital Cookie and mark those orders delivered.

- ☞ Check the box in front of any orders you have delivered, and then click **Order Delivered**. If you have delivered all orders in the list, check the **Select All** box to select all of the orders on the page 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.

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
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019

9. If the customer is not in their 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 their records for sending thank you emails this year and marketing emails next year for repeat business.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

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

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

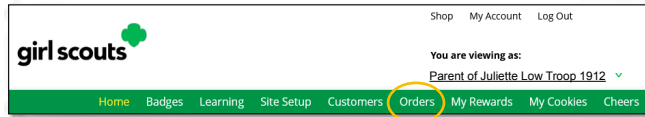
★ Grow your customer list! Select checkboxes for the names you want to add. [Need Help?](#)

10. The Troop Product Manager will see the financial transaction as a credit to your Girl Scout in Smart Cookies after you have approved delivering the order.

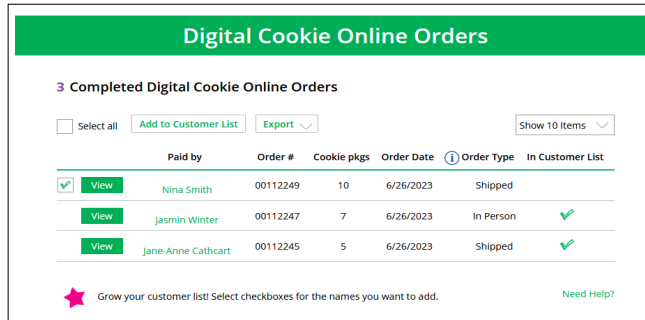
SHIPPED/DONATION ORDERS

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.

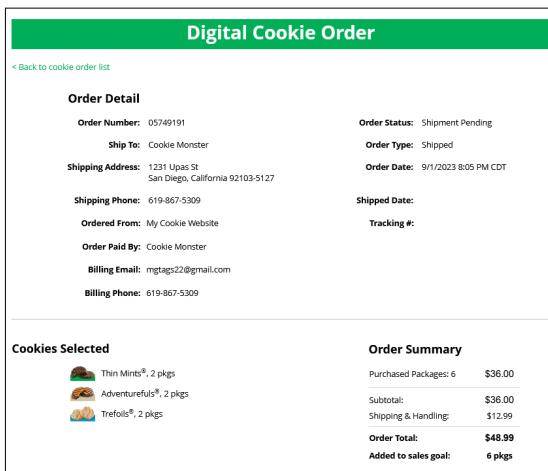
1. Once you are in the Digital Cookie site, click the **Orders** tab to see what orders you received.



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

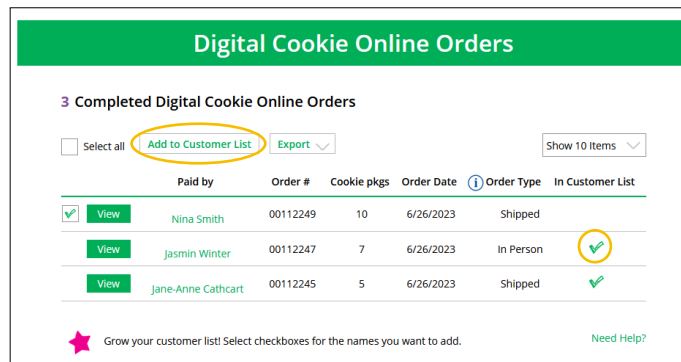


3. Clicking on the customer's name for any of the orders will bring up details about what that customer ordered, including any donated boxes. Don't forget to have your Girl Scout send thank you messages to make sure the customer becomes a repeat customer!



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

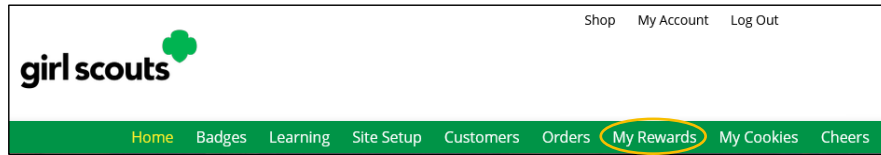
4. If the customer is not in their Digital Cookie contact list, your Girl Scout can check the box in front of the customer's name and click **Add to Customer List**. Then, the customer will be in their records for sending thank you emails this year and marketing emails next year for repeat business.



MY REWARDS

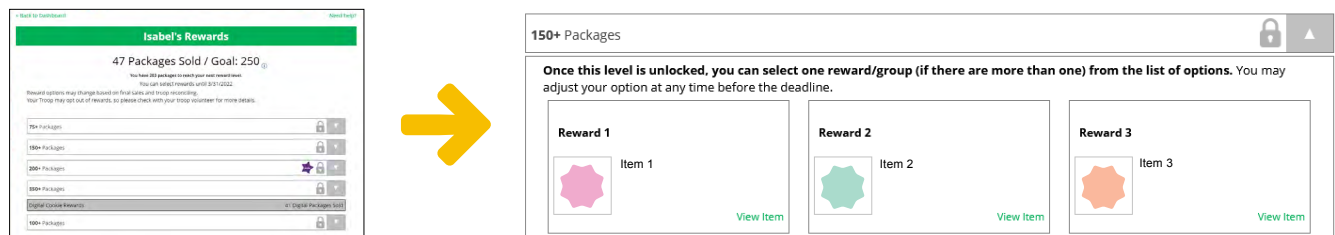
Girl Scouts can see the rewards they can earn for selling cookie packages, get more details about each reward, and select which ones they want when they unlock a new reward level through sales.

1. To access the information and see what rewards are available, click the **My Rewards** tab in Digital Cookie.



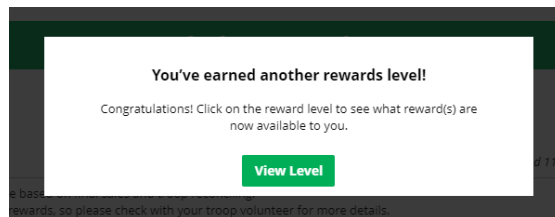
Girl Scouts can see what rewards are available at various packages sold levels and also see where their cookie goal is in relation to the rewards! (The purple star indicates their goal.)

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



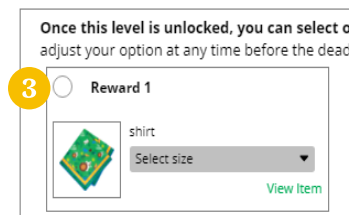
2. As Girl Scouts earn a reward, they will see a message on their My Rewards tab letting them know they earned another reward.

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

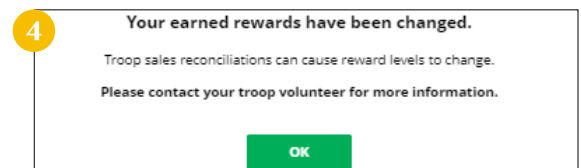


3. When Girl Scouts earn a new reward, they can select if there is more than one choice at that level. They can also indicate the size they want if the item has size options.

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



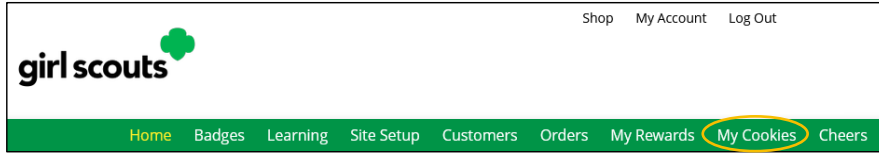
4. If the TPM needs to adjust the record of sales, it could impact the Girl Scout's rewards. Should that happen, the Girl Scout would see a message letting them know that rewards have changed.



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

MY COOKIES

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



INITIAL ORDER

Not applicable for GSGI.

COOKIE INVENTORY

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

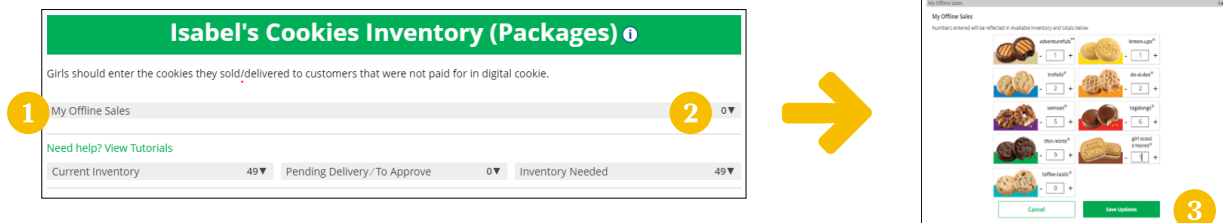
To learn more, go to your My Cookies tab.

NOTE: The top part of your dashboard shows the total number of packages that have been allocated to your Girl Scout from the TPM. It could include booth sales or troop sales. It is not the same as the number of cookies you are financially responsible for.

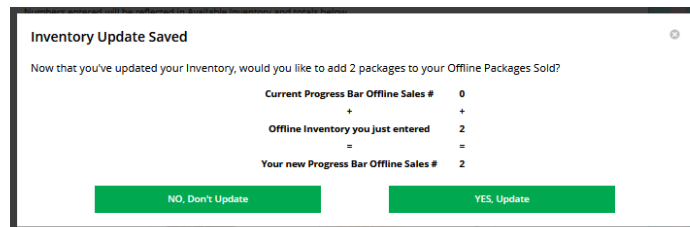
The inventory section gives you a quick view of how many cookies you should still have undelivered and how many you may need to fill your in-person orders. There are three sections that calculate your inventory: My Offline Sales, Current Inventory, and Inventory Needed.

My Offline Sales

1. The first thing to note is My Offline Sales. This is something that needs to be updated by the Girl Scout/her parent/guardian 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 their inventory and this section will not be correct.
2. 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.
3. When those are entered, click **Save Updates**.



4. Once you click **Save Updates**, you will be asked to confirm you want to update the inventory.



Current Inventory

1. Clicking the arrow next to the total number of packages will show you your current inventory information by variety.
2. Click the arrow next to any of the varieties, to see more detail on how that number was calculated.
3. The Received numbers come from the information the TPM has of how many cookies you have received and signed for. If you believe there is an error in this, please contact your TPM.
4. The Delivered section will reflect the Offline Sales the Girl Scout has entered above, any sales the Girl Scout made on their Mobile app using the Give Cookies to Customer Now feature and any in-person delivery orders that have been delivered and marked delivered to their customer on the orders tab.

Variety	Available
Peanut Butter Sandwich	0
Peanut Butter Patties®	0
Adventurefuls®	80
RECEIVED:	
Initial Order	82
Additional Inventory	0
DELIVERED:	
Offline Sales	0
"In Hand" App Sales	0
Delivered Online Sales	2
CURRENT INVENTORY	80

Inventory Needed

This section will show how many cookies you need to fill in-person delivery orders you have approved and in-person delivery orders that you have yet to approve.

1. The Pending Delivery/To Approve section will show how many cookies you need to fill in-person delivery orders you have approved and in-person 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.
2. 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.
3. 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.

Variety	Pending
Thin Mints®	10
Trefoils®	4
Adventurefuls®	5
TOTAL	19

Variety	Available
Peanut Butter Patties®	6
Adventurefuls®	2
Caramel Chocolate Chip	1
Thin Mints®	14
Caramel deLites®	2

If you have questions about any of the numbers of received orders listed in your Current Inventory, ask your TPM 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.

FINANCIALS

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. To access the financials section, click on the **My Cookies** tab.

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.

Juliette's Financials			
Reflects cookies and payments entered by the troop cookie volunteer. 09/26/23 12:00 AM CDT			
Initial Cookies (Order Card)	28	Payments	\$18.00
Additional Cookies Received	6	Total Balance Due	\$186.00

There are four sections to your financials that you can expand to get details: Initial Cookies (Order Card), Additional Cookies Received, Payments, and Total Balance Due).

Initial Cookies (Order Card): This section does not apply for GSGI.

Additional Cookies Received: The categories 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 TPM.

Additional Cookies Received	
Cookie Packages (\$6.00)	6
PACKAGES	6

Payments

Online Paid: This reflects any online payments you received for In-Person Delivery or Donation orders.

Payments	\$18.00▲
Online Paid	\$18.00
Offline Paid	\$0.00
TOTAL PAID	\$18.00

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 have entered.

If this does not match your records, contact the TPM to help understand the differences.

Total Balance Due

Total Money Owed: The amount you owed for the cookies received at initial pickup and additional cookies received.

Total Balance Due	\$186.00▲
Total Money Owed	\$204.00
Total Money Paid	\$18.00
TOTAL BALANCE DUE	\$186.00

Total Money Paid: The total from the Payments section.

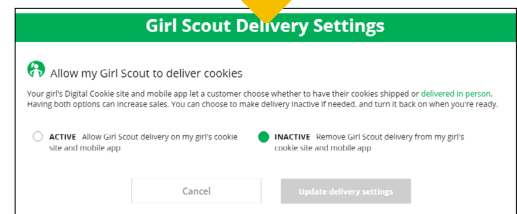
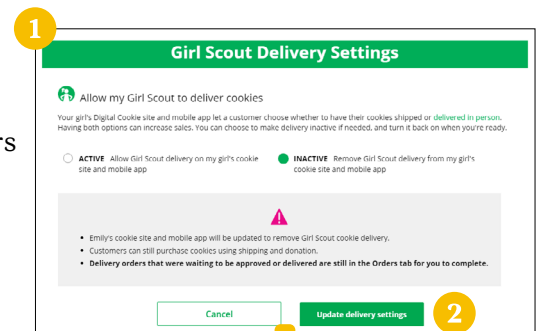
Total Balance Due: The difference between the amount owed and the amount paid.

If you think any of the figures in this section are incorrect, contact your TPM to compare the information they have on file for you from what you think this should be.

DELIVERY SETTINGS

The Delivery Settings function gives you the opportunity to turn off In-Person Delivery and off varieties of cookies. This might be useful if you run out of a specific cookie variety 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 TPM 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.

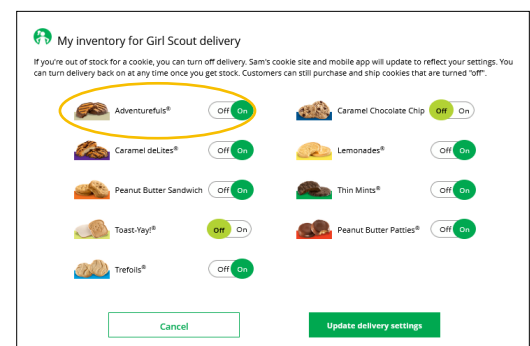


1. When you know you need to turn off delivery or a variety/varieties go to the bottom of your My Cookies tab and find the Girl Scout Delivery Settings section.
2. When you select inactive to turn off the Girl Scout delivery option for your customers, you will get a warning message. If you want to turn delivery off, click **Update delivery settings**.

Once you have turned it to inactive, the varieties section will be removed and is superseded by the active/inactive setting. You do not need to turn off each of the varieties individually if you set it to inactive. Should you wish to turn delivery back on, simply click active and your customers will see delivery as an option again. Make sure you click **Update delivery settings**.

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

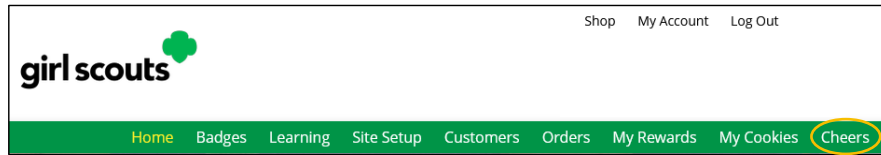
To do that, toggle the slider to **off** then click the **Update delivery settings** button, and it will remove that variety from the In-Person Delivery option. If you are able to offer that to customers again, return to this section and toggle the slider to **on** and click **Update delivery settings** to turn that variety back on.



CHEERS

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

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



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

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

They can select the **Pick a cheer to send** drop-down next to the name of the Girl Scout they wish to cheer.

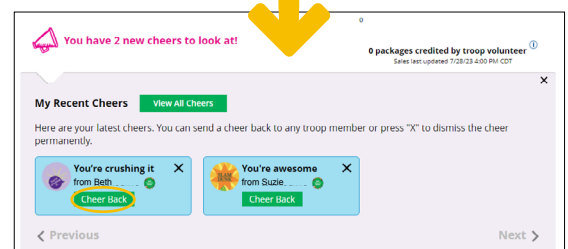
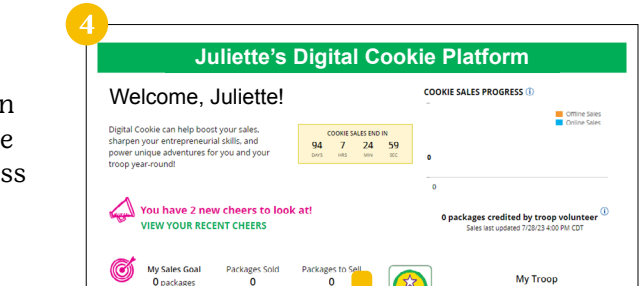
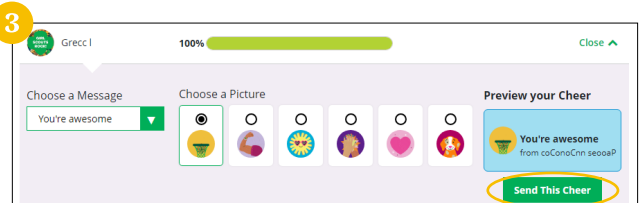
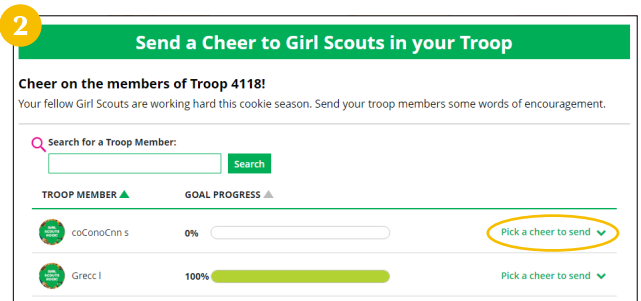
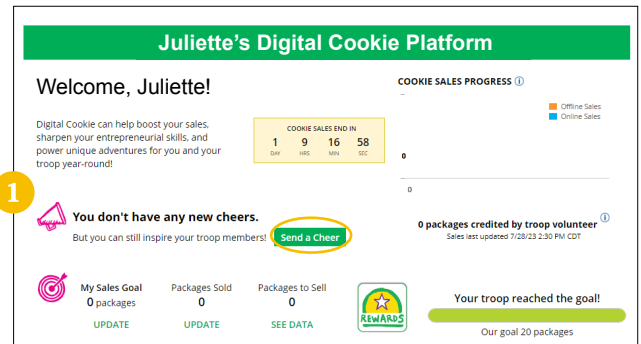
3. Girl Scouts will see a choice of .gif images and short messages they can send. As they select the message and image they will see a preview of the cheer and then can click **Send this Cheer**.

4. When Girl Scouts have cheers that have been sent to them, they can see how many cheers on their dashboard. They can click **VIEW YOUR RECENT CHEERS** 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.

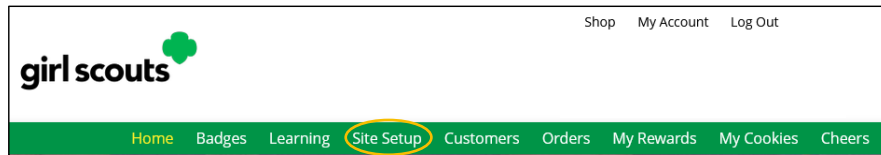
If they do not see **Cheer Back** as an option, the cheer is from a troop volunteer or customer and they can't send a cheer back to those supporters.

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

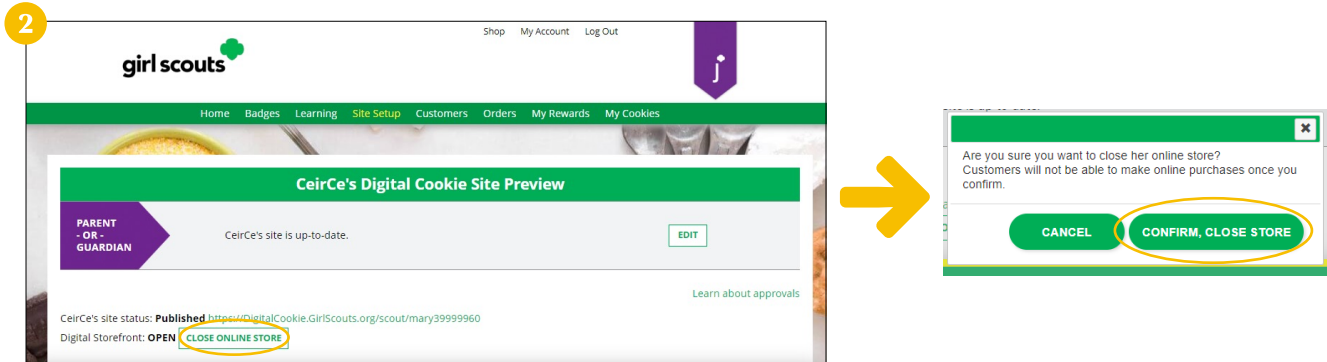


CLOSING YOUR SITE (IN SEASON)

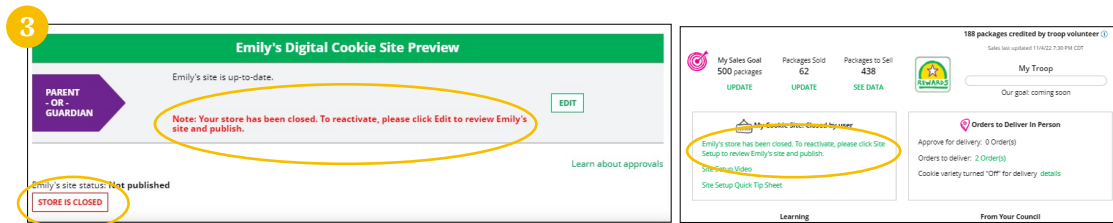
If you aren't promoting your site, you won't get sales, but if you need to be sure that no one can access your store and purchase cookies, you can turn the site off to customers.



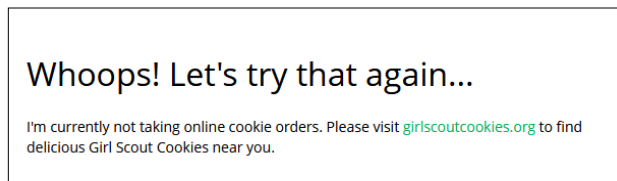
1. Navigate to the **Site Setup** tab.
2. Click on the **Close Online Store** button. A box will open asking you to confirm or cancel. Confirm that you want to close the Girl Scout's Digital Cookie Store.



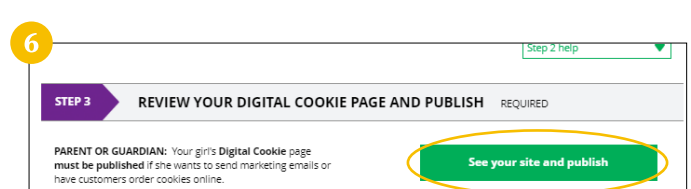
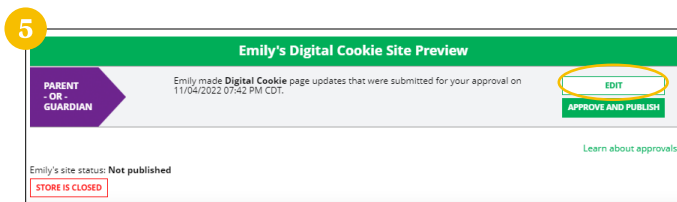
3. The site will show as closed on both the Site Setup page and the dashboard on the Home page.



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



5. If you need to reactivate the Girl Scout's Site, simply navigate back to the **Site Setup** tab, and click **Edit**.
6. Scroll down to the bottom of the Girl Scout's Site Setup page to click the green **See your site and publish** button to review her site and publish it. It will be active for customers again in minutes.



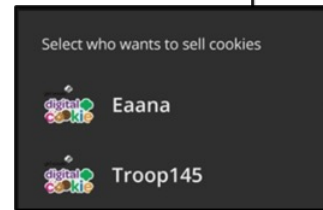
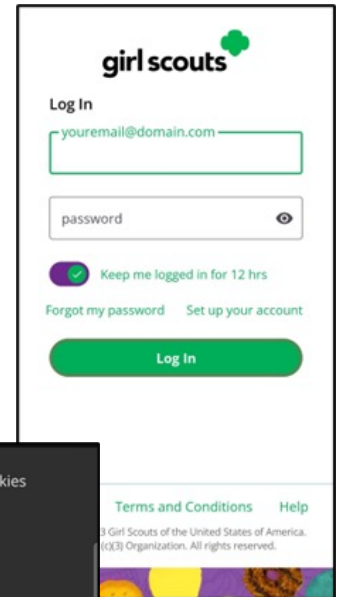
Digital Cookie App

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

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

The same email and password used to access Digital Cookie is the same to log into the mobile app. **NOTE: Parents/Guardians will need to set up and approve the Girl Scout's Digital Cookie site before the app will work.**

Once a user is logged into the app, they see the different accounts available. The user will select which account they want to use. The Girl Scout view is used to take sales on behalf of a specific Girl Scout. The Troop view is used to take sales on behalf of the troop and not an individual, for example at a troop booth.



LOGGED IN AS GIRL SCOUT

From the home page, the user can select **New Cookie Order, Visit My Site, Email My Site, or All Orders.**

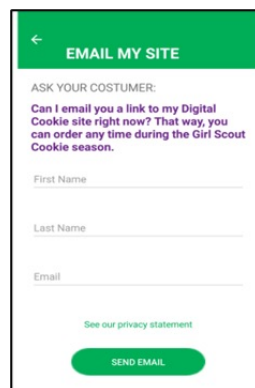
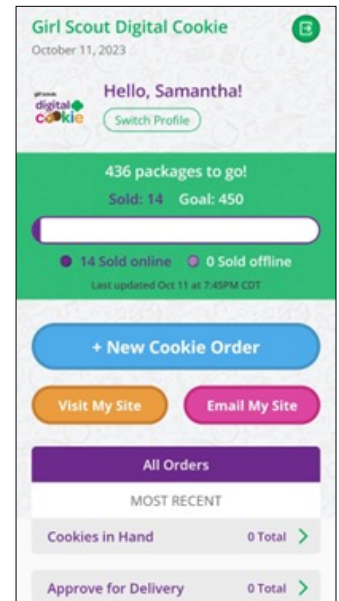
VISIT MY SITE

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

EMAIL MY SITE

Email My Site is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.

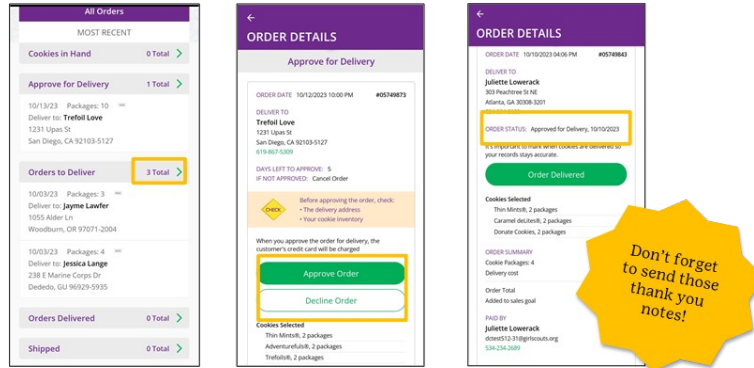
The customer's information will populate into the Girl Scout's Customer tab in Digital Cookie under the Mobile App section. The Girl Scout will need to add the customer to their list prior to sending additional emails or to keep the customer for future seasons.



ALL ORDERS

All Orders is used to view all the orders visible by delivery method.

1. Click the green arrow to view all orders under that specific delivery method.
2. See order details. Click the green arrow next to the order, the details will appear. Users can then review the order, see the status and depending on the type of order and status the user can approve/decline the order or mark it as delivered.



NEW COOKIE ORDER

New Cookie Order is used to take cookie orders directly through the app.

1. Click the **New Cookie Order** button to be taken to the order screen to enter which cookies the customer wants to order by using the + **and** - buttons.

Once the correct number of cookies have been selected the Girl Scout will click the **CHECKOUT** button.

2. Select how the customer would like to receive their cookies. Options may vary based on what the council is making available. After marking the selection, click continue.

If deliver in-person later is selected, the Girl Scout will need to ask the customer what they would like to do if their order can't be approved by the parent/guardian within five days, the same as all delivery customers are asked at checkout. Once the selection is made, she can continue with the checkout process.

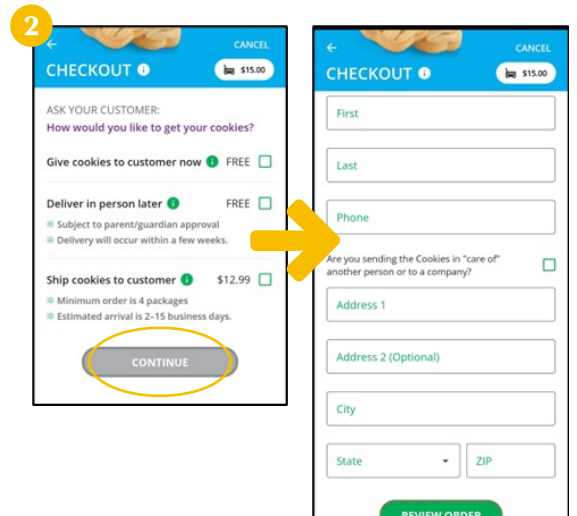
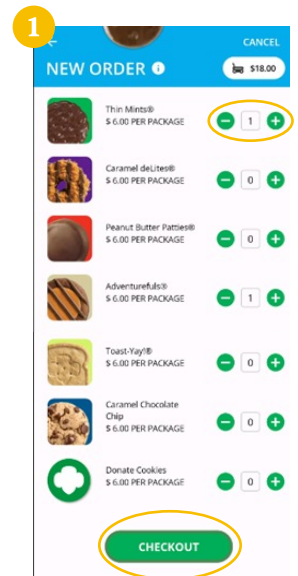
3. Review order and enter customer and payment details. Girl Scouts can review the order with the customer and gather the customer's information including payment details.

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

For In-Person orders (give cookies to customer now), an address is not required, only the customer's name, email address, and billing ZIP code.

After completing the required info, click **review** or **place order** depending on the order type.

Once the order is placed, the Girl Scout will receive an order confirmation screen and a reminder to thank the customer for the order!

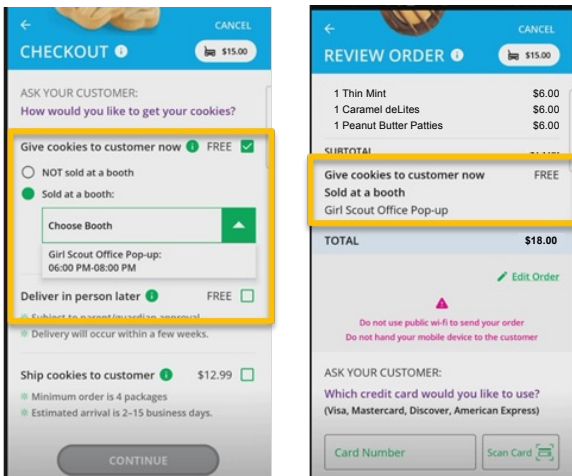
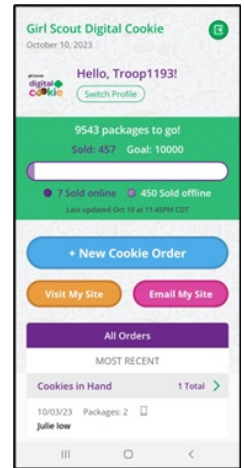


LOGGED IN AS TROOP

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

NEW COOKIE ORDER

When processing a new order, during the checkout steps, if the selection Give cookies to customer now is selected the user will see additional options. If your booth has been approved by GSGI and is findable in Cookie Finder, once a user has selected Sold at a booth they will be able to select that specific booth. When reviewing the order users can see which booth was selected.



APPROVING ORDERS

All users when logged in as the troop will be able to view, approve/decline orders the same way Girl Scouts can above. Troop volunteers should discuss with family members how they want the troop orders to be handled prior to using the app.

CUSTOMER SUPPORT HELP

<p>DIRECT SHIPPED ORDER QUESTIONS</p> <p>Contact ABC Bakers directly for questions about tracking direct shipped orders or for quality issues.</p>	<ul style="list-style-type: none">◌ Order Status Page◌ Customer FAQs◌ Contact Customer Support with an Order Issue
<p>DIGITAL COOKIE WEBSITE</p> <p>Use these resources for assistance with site set up, reports, customer lists, order viewing and mobile app issues.</p>	<ul style="list-style-type: none">◌ Parent/Girl Scout FAQs◌ Contact Customer Support with a System Issue
<p>DITIGAL COOKIE REGISTRATION AND IN-PERSON DELIVERY INQUIRIES</p> <p>Contact GSUSA's Digital Cookie team for issues with registration or system information.</p>	<ul style="list-style-type: none">◌ Parent/Girl Scout FAQs◌ Contact Customer Support with a Registration Issue◌ Contact Customer Support with Account Information Issue
<p>OTHER</p>	<ul style="list-style-type: none">◌ Contact Customer Support with Other Questions◌ Provide Feedback to Customer Support