

Digital Cookie Manual for Parents & Guardians

DIGITAL COOKIE
Registration and Set Up2
Registration – Parents and Guardians & Girl Scouts 12 and under2
<u>Registration – Girl Scouts 13+</u> 3
No Registration Email Received
<u>Forgot Password/Reset Password</u> 5
<u>Unlock Account</u>
<u>Photo/Video Upload</u> 6
<u>Site Use</u>
<u>Girl Scout and Caregiver Dashboard</u> 8
My Account Tab10
<u>Badges</u> 11
Learning
<u>Site Setup – Girl Scout 12 and under</u> 12
<u>Site Setup – Girl Scout 13+</u> 14
<u>Customers</u>
<u>Orders</u>
My Rewards
<u>My Cookies</u> 23
<u>Cheers</u> 26
<u>Closing Your Site (In Season)</u> 27
Digital Cookie App
Logged in as Girl Scout
Logged in as Troop
<u>Customer Support Help</u> 31

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

- 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: Ifyou 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.

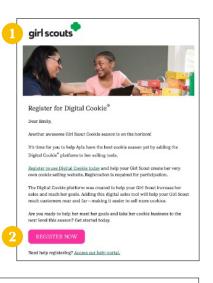
FOLLOWING STEPS APPLY TO PARENTS/GUARDIANS OF GIRL SCOUTS 12 AND UNDER (CONTINUE TO NEXT PAGE FOR GS 13+)

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.

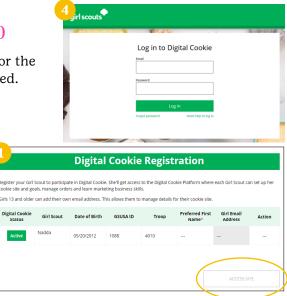
If the Girl Scout you are activating is 13+, you can enter their email address and they can complete their own registration process. (See <u>Site Registration–Girl Scout 13+</u> section on page 3.) Girl Scouts 12 and under will login with their parent/ guardian and do not need a separate email address.

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+

 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 <u>No Registration Email</u> <u>Received</u> 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.

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 <u>digitalcookie.girlscouts.org/login</u> 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.

	girl scouts	Help with Log In
Log in Forget parameter of a sea using owe from her year's mode even you need a new parameter Forget paramet	Log in to Digital Cookie	You muncl dick the access link in your Diplied Cacelse registration enter that logs in for the fluid state up to 15 minutes to access the enter. (Now your span fidder too:
> Gu so logen It's still not working contact customer support		If you forgot your parsisoned, on one using one from last year's mobile seavor, you need a new perturned > Forgot your parsisoned If your account get to bede from too many login attempts, go to the log in screen and by to log in 1 more time You'l's even impassive with a link to whick your account or to context subcontext support. > Go to login

Digital Cookie Registration									
Register your GH Scout to participate in Digital Cookie. She'll get access to the Digital Cookie Platform where each GH Scout can set up her cookie site and goals, manage orders and learn marketing business skills.									
Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.									
Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action		
Active	Nadda	05/20/2012	1088	4010					
Girl Account									
GITI ACCOUNT Victoria Roy									
Preferred First (or use a nicknar		Victoria							
Girl Email Address: (optional)									
	[Cancel	Sav	/e					

girl scouts
Register for Digital Cookie®
Dear Emily,
Another awasome Girl Scout Cookle season is on the horizon!
It's time for you to help Ayla have the best cookie season yet by adding the Digital Cookie [®] platform to her selling tools.
Register to use Digital Cookie today and help your Girl Scout create her very own cookie selling website. Registration is required for participation.
The Digital Cookie platform was created to help your Girl Scout increase her sales and reach her goals. Adding this digital sales tool will help your Girl Scout reach customers near and far—making it easier to sell more cookies.
Are you ready to help her meet her goals and take her cookie business to the next level this season? Get started today.
REGISTER NOW
Need help registering? Access our help partal.

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

Request a Digital Cookie Registration Emai
Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.
Email
Cancel Submit
Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email. Contact customer support

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

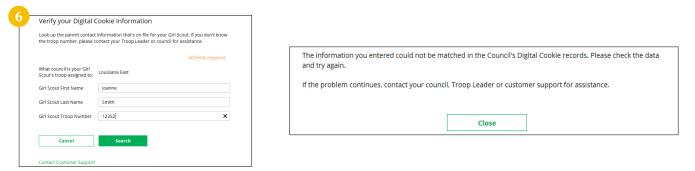
If you get this error message (shown to the right) and you think your Girl Scout is a registered GSGI Girl Scout member, you can choose check the email address that's on file for you.

-	
1	GirlScout@girlscouts.org
	he email you entered is not recognized.
	arents, check the email address that's on file
_	<u>or you.</u>
F	or others, <u>click here for help.</u>

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

5			17.278 EV	NOT IN THE MANY OF THE OWNER
	Verify your Digital C	ookie Information		
		v by council. Check to see if Digital Coo s that are currently getting set-up for		
	What council is your Girl Scout's troop assigned to?		w.	
		I don't see my council listed		
	Submit			
	Contact Customer Support			

6. 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).



7. 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.

Here's the Digital Cookie	contact information that's on file for your Girl Scout.
Girl Scout First Name:	Joanne
Girl Scout Last Name:	Smith
Girl Scout Troop:	12352
Parent First Name:	Crystal
Parent Last Name:	Smith
Parent Email:	dc_***@girlscouts.org

Order details
 Order issues

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

9. 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.

FORGOT PASSWORD/RESET PASSWORD

- 1. Go to <u>digitalcookie.girlscouts.org/login</u> and click the **Forgot password** link.
- 2. Enter the email address associated with your Girl Scout's Digital Cookie registration.
- 3. You will be sent an email with the subject: "Your Digital Cookie password reset request" from Girl Scout Cookies (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders if you 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.

Log in to Digital Cookie	Enter the email	address for your Digital Cookie u'il receive an email with a link to ssaword.	RONE RESET PASSWORD Please netre: Each dine you request a p Ordy the new link will permit you to the If you dida's request this change, but in 1	Digital Casekie ¹⁰ password? If we, you may <u>rand</u> it answord change, we will email you a unique link, ange your password.
 Forget password You will be taken to a page to respassword. If you do not receive an email to password in 15 minutes, return to page in step 1 again, click Forgor and this time select contact cus support to be taken to a custom. 	reset your reset your to the login t password stomer	eset your New Digital Cooki When you reser your password, a confirmation email Password Vour password must be at least eight character include at least one uppercase letter, one low include the special characters , #, or S. Confirm Password Submit	will be sent. Encer th account create a and case o	rgot your Password? ne email address for your Digital Cookie and you'll receive an email with a link to new password. Submit received the email, you've checked your spam to it's been 15 minutes? Contact customer
form.		6 Cont	tact Us	Tutorials
 Select Password Reset then cor online form for customer suppor 	-	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	FAQs • FAQs on all topics Additional Topics • eBudde™ • System errors • Other questions or issues How are we doing? Mare ideas € feebback	4 EASY STEPS to Get Started with Digital Cookie Cookie Orders How to Use Your Troop Dashboard

	ng the status of your update and i	council as a security step. You will f you change your email, a
Girl Scout First Name:	Isabel	All fields required
Girl Scout Last Name:	Garcia	
Girl Scout Troop:	12359	
Girl Scout Date of Birth	07/11/2011	
Parent First Name	Jessica	
Parent Last Name	Garcia	
Parent Email	dctest512-1@girlscouts.org	×
Cancel	Submit	
Contact Customer Suppor	t	

Close

Your updates

also be sent.

UNLOCK ACCOUNT

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

Log in to Digital Cookie Your account has been locked. You can inlock your account ly contact customer support.	Unlock Your Digital Cookie Account
Email	Enter the email address you use for Digital Cookie.
	Email
Password	dctest512-2@girlscouts.org
	Cancel Send Email

- 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!

 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.

1	•		Shop	My Account	Log Out	
girl scout	5			are viewing as: nt of Test1001 G	. Troop 12394 💉	,
Hon	ne Badge	Learning Site Setup Customers	Orders	My Rewards	My Cookies	Cheers

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.

1	TEP 2 WRITE MY COOKIE STORY REQ Tel your customers what you and your troop plan to do with the money you eem from selling coukes.		you learn from selling cookies.		picture to your Digital Cook	
	My troop wates to go to the zoo.	Selling cookies is fun. I li	se Thin Mints.		on the picture you like the l	Desti
	Required Outcomers want to hear how you're using cookie m Support your cookie sales efforts! It also reminds th	Required oney — the more you tell them, em that all cookie proceeds stay	the more inspired they'll be to local.			
	Choose a pho	ie story even better to or video (optional)				
	Upload your or for the first Scours video: Cookie Bass		If you decide not to select a photo or upload your own, your Digital Cookie page will show this photo.	\mathbf{O}		
	Win video Video: Looke Boss	actual photo size				

Dear Kaitlin,			
		d below. Use this pin number in or this pin number will be	
ESERNAME.	gs-test, kaitlin@gnail.c		
	ME: Girl Scouts Heart		
COUNCIL CO	DE: 258		
UNLOCK PIN	1234		
COLOR A PIN			
Return to your	Digital Cookie [®] site le	g-in screen and use the abov	e PIN number to unloc
your account.			
Thank you,			
Unlock `	Your Digit	al Cookie A	ccount
	0		
code was sent t	to your email dct@	al Cookie A	
code was sent to is page open to (to your email dct@ enter the code.		
code was sent to a	to your email dct@		
code was sent to a	to your email dct@ enter the code.		
code was sent to a sent to a	to your email dct@ enter the code.		
code was sent to is page open to (to your email dct@ enter the code.		
code was sent to a	to your email dct@ enter the code.		
code was sent to is page open to o	to your email dct@ enter the code. r the code	The code expires in 20 r	minutes. Keep

ΤΟ 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

 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.

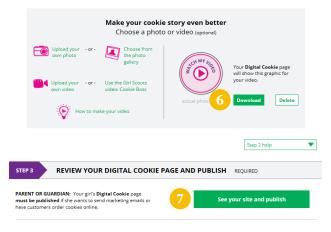
 When Girl Scouts 12 and under are satisfied with the photo or video, parent/guardians will click See your site and publish.

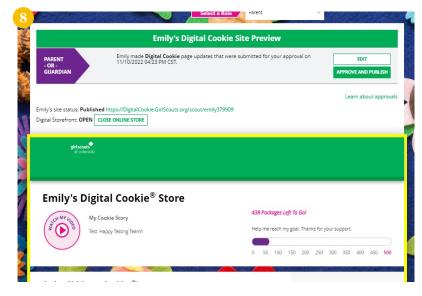
When Girl Scouts 13+ are satisfied with the photo or video, they can click the **See your cookie page and submit for approval** button.

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











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.



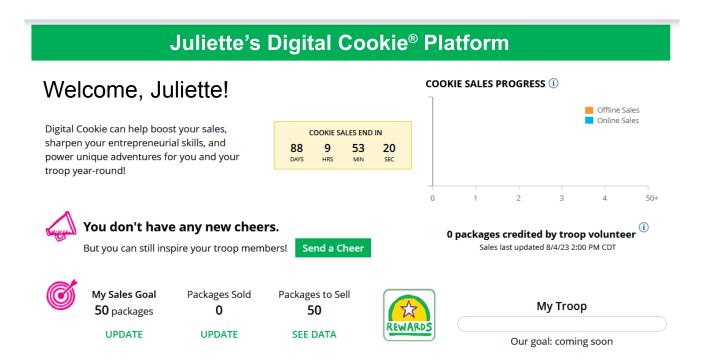
The dashboard itself has six sections.

- 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.



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.



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.



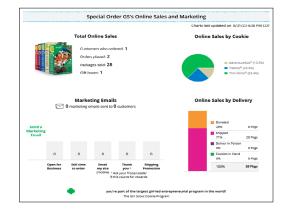
FROM YOUR COUNCIL

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 GSGI. Please login to MyGS to update your email there as well or email the change to <u>info@gsiowa.org</u>.

				My Account S	ettings
	My Account				
you have questions about the Digital Cookie experi	ience for girls 12 or young and girls 13+, click h	nere for more information.	Change Your Email	change your email address you must also ch	ange your Digital Cookie
Settings Girl Account(s) 5			New Email:		
			Current Password:		
nage your email and password.			New Password:		
ıail: juliette@cookies.org ssword: *******	Change email Change password	-		Your password must be at least eight charact uppercase letter, one lowercase letter, and of may also include the special characters !, #,	one number. Optionally,
			Re-enter New Password:		
				Cancel Save	
5		Му Ассо	unt		
	stions about the Digital Cookie exp irl Account(s)			here for more information.	
Settings G	Ŭ	perience for girls 12 or y	ounger and girls 13+, click		
Settings G	er can add their own email addre	perience for girls 12 or y	ounger and girls 13+, click	kie site.	

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!

- STEP 2 STEP 3 STEP 4 STEP 5 Think like a Girl 1 STEP 3 Be a mo STEP 4 Mai STEP 5 Think like a Girl Str Brownie Entrepreneur Pin - Step 1 COOKIE CO 4 ø Hooray! You are about to complete your award. This is the last step needed in order to earn: **Entrepreneur Pin** Once you check "I did it" you won't be able to undo this step Your award completion date will be set. Did you complete the last step? Yes, I did this step No, not done yet Get full badge require **Congratulations!** Great job! You've earned your My Cookie Customers Badge! Get the badge here
- 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

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



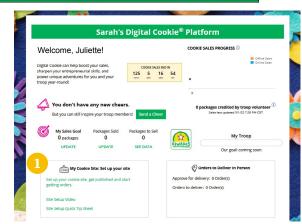
- 2. There are several different sections to their home page. Click on the headings to be taken to the instructions for that section.
 - ∧ Goal Setting: Set My Sales Target
 - ∧ My Cookie Story
 - ∧ Photo/Video Upload
 - ∧ Preview and Publish Your Site

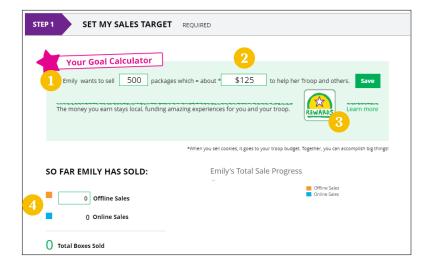
GOAL SETTING: SET MY SALES TARGET

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

MY COOKIE STORY

- 1. Girl Scouts tell their customers about their 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.





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.
My Girl Scout Troop will be doing a service project for the food bank going ice skating camping and to a water park.	I love to ask people to buy cookies when they say yes. I like to sell cookies at a store and sell them to people.
Required	Required 87 characters

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.

	IAN: Your girl's Digital Cookie page If she wants to send marketing emails or r cookies online.	See your site and publish
Digital Cookie site	update history	
Site Setup resubmit	ed on Wed Oct 05 00:15:41 EDT 2016.	
Updated site saved	n Wed Sep 28 14:05:37 EDT 2016. You must resubmit these cha	inges for approval.
Site submitted for a	proval on Wed Oct 05 00:15:41 EDT 2016.	

- 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.

	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
cy's site status: Publis gital Storefront: OPEN	hed https://DigitalCookie.GirlScouts.org/scout/lucy287930 CLOSE ONLINE STORE	Learn about approva



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.

	ARDIAN: Your girl's Digital Cookie pa hed if she wants to send marketing en		See your site and submit for approval	
	order cookies online.			
Digital Cookie	site update history			
	ved on 11/05/2019 03:58 PM CST. You	1 1 1		

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**).

	Sage's Digital Cookie S	ite Preview
	You have completed the required information. Now you can submit your Digital Cookie page for your parent or guardian to approve.	2 KEEP EDITING SUBMIT FOR APPROVAL
age's site status:	Published https://DigitalCookie.GirlScouts.org/scout/sage8178	Learn about approval
girl	scouts	
of	scouts north-central alabama	
of a	north-central	
of a	north-central alabama	53 Packages Left To Gol
of a	north-central alabama Cookie World	53 Packages Left To Gol Help me reach my goal. Thanks for your support.

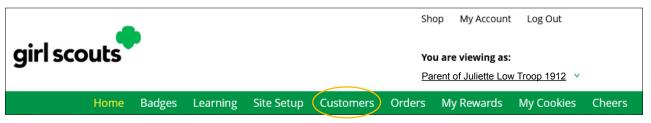
- 3. Once they have submitted the site for approval, you will receive an email that your Girl Scout's site needs approving. When you click the pink **Review Site** button in the email, you will login and be sent to your Girl Scout's site preview.
- 4. From there, you can review it and either Approve 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

- 1. 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.
- 2. Clicking on a customer's name brings up more information about the customer, including details about any orders.

	My Coo	kie Cust	omers					Custom	er Informati	on	
Ustomer List end marketing emails, keep custo Select All Send Marketin Name Jasmine Garcia	·		ers. Email Title Open	™ °	Tips to get started ow 10 Items V Total Pkgs		E Ado Pi	omer: Jasmine garcia Email: dctest512:10@girisco enters: 1602 kepner Dr St. Paul, Minnesota S hone: 792:057:2097 elete Customer Ed	iuts.org	t Source: Website Notes: Add Another Customer	
Eva Almiro	Yes	11/18/2019	Open	0	0		Season 2022 Orders: 1	1 Packages added to s	ales goal: 6		
James Brinson	Yes	11/18/2019	Open	0	0		DETAILS	COOKIE	5	ORDER SUMMARY	
James Brinson	Yes	11/18/2019	Open	0	0	J		1 10:43 PM	s trefoils, 1 pkg peanut butter sandwich, 1pkg	ORDER SUMMARY Cookie Packages: 6 Subtotal:	\$36.00 \$36.00

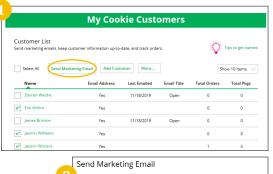
Send Marketing Emails

- 1. To send emails to customers, check the box in front of all the customers you want to reach, then click **Send Marketing Emails**.
- 2. 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.

			Add Customer			
My Cookie Customers	<	Clack to customer list required * First Name:*		dd Cusi	u entered is already in your customer list.	ince an email address can only be used once, you will need to choos
ustomer List		Last Name:*		customer inf	ormation you would like to keep and merg you sweep	these records for email: dctest664-22(#girlscouts.org on File
end marketing emails, keep customer information up-to-date, and track orders.		Nickname:	Add a personal helio to your marketing emails, e.g. Grandma, Uncle Mike.	Name	jane Dow	Suzie Greenburg
		Email:				
Select All Send Marketing Email Add Customer More Show 10 Items V		Address:		Address	43215	0-
Name Email Address Last Emailed Email Title Total Orders Total Pkgs		City:		Phone	325-235-0273,	
Darren Waithe Yes 11/18/2019 Open 0 0		State:	▼			
		Zip Code:		 Notes	•	
Eva Almiro Yes 0 0	· · · · · · · · · · · · · · · · · · ·	Phone:				
James Brinson Yes 11/18/2019 Open 0 0		Notes:		Cane	el Merge 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.

)	My Cook	ie Custo	omers			2
Customer List Send marketing emails, keep custor			rs.	*	Tips to get started	Delete Customer You want to delete 1 name from your customer list. If deleted, this cannot be undone.
Darren Waithe	Email Address Yes	Last Emailed 11/18/2019	Email Title Open	Total Orders	Total Pkgs 0	
Eva Almiro James Brinson	Yes	11/18/2019	Open	0	0	Cancel Yes

- 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

- 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.

Street Address

Nickname

	My Coo	kie Cust	omers		
Customer List Send marketing emails, keep cu	stomer information up-to-	date, and track orde	ers.	Ŷ	Tips to get star
Select All Send Marke	eting Email Add Cust	omer More	5	Shi	ow 10 Items
Select All Send Marke	Email Add Cust	omer More Last Emailed	Email Title	Shi Total Orders	ow 10 Items
-		\sim	Email Title Open		
Name	Email Address	Last Emailed		Total Orders	Total Pkgs

1	nport a List of Customer Names
	You can take a copy of information you have in one program and use it in another program. When you do this, you are importing a file from one place to another.
	Steps to import a customer list into Digital Cookie
	1. Download our Cookie Customers Template. There are helpful instructions in the file.
	Type the names of customers who would like cookies into the file. Include their email addresses so you can send them a cookie marketing email. Remember to save the file.
	3. When you have finished putting in the names of your customers, select "Import file."
	Choose File
	Cancel

Email Addre

Export

- 1. The More drop-down menu also gives you the option to export you customer list. When you choose **Export** a screen will pop up with instructions on how to export your customer list and save it to you computer.
- 2. Simply click the green **Export File** button and you will be asked where you want to save the file on your computer.

	—	My Coo	kie Cust	omers			
rt your	Customer List Send marketing emails, keep	Tips to get started					
with	Select All Send Marketing Email Add Customer					Show 10 litems \sim	
vv i tili	Name	Email Address	Last Emailed	Email Title	Total Orders	Total Pkgs	
o your	Darren Waithe	Yes	11/18/2019	Open	0	0	
0	Eva Almiro	Yes			0	0	
	James Brinson	Yes	11/18/2019	Open	0	٥	
xport Your Cust	omer List						
	tomer list is easy. When you okieCustomers". You can re						

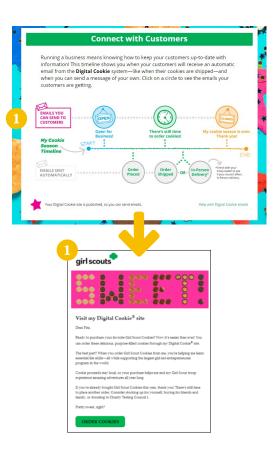
CONNECT WITH CUSTOMERS

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 Digi	tal Cookie Platform	
Welcome, Juliette!	COOKIE SALES PROGRESS ①	Offline Sales
Digital Cookie can help boost your sales, sharpen your entrepreneurial skills, and power unique adventures for you and your troop year-round!		Online Sales
You have 1 new cheer to look at! VIEW YOUR RECENT CHEERS	0 50 100 150 170 packages credited by tro Sales last updated 8/25/23 3:	
My Sales Goal Packages Sold Packages 1 250 packages 180 70	o Sell My Troo	р
UPDATE UPDATE SEE DAT	A Our goal: comin	ng soon
2 My Cookie Site: Open for Business	📀 Orders to Deliver In Person	n
Juliette's cookie site url: https://DigitalCookie.GirlScouts.org/scout /inaaa34999965	Approve for delivery: 1 Order(s) • You have 5 days from the order date to approve.	
Copy Link View QR Code	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 <u>digitalcookie.girlscouts.org/login</u> and log in.

girl scouts	
	girl scouts
You have an order waiting to be approved for delivery!	
Dear Emily,	
Good meved Ayla has new cookie ordem pending approval for in-person delivery. Can you please review the request?	Passaod
Here's what comes next:	Log in
You have the days to approve each order, or it will automatically switch to ather a docation or a cancellation, depending on what the customer specified as the according voltant when placing the ender.	Forget pactword Need help to log in
Before you approve the order, please:	
Malle arear the parents part of delivering in its a transfer clients: Continue that you wan special fits class and/of deliver to the required location. Malle area you and your GH Shout have the current amount and type of markets.	
cooldies the customer andered, or that you can get them in time to fulfill the deliver. If you have any questions about (rewenter), your family should contact your troop cookle manager.	jain Waharber Reconnect Phasey Herms & Conductors Contact Us Help Order Status 6 2016 2023 Carl Sound of due United Science of America A 2013 (2) Organization, Millipho Neurosci.
LOG IN NUW	

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.

	D	igital Coo	okie Orde	rs to De	liver	
	a Good Bu: what's been or	siness rdered, when it's app	roved, and when it's (delivered.		
		e for delivery i	•	or "Decline" the on	der.	
Select all in view	Approve C				r	Show 5 Items 🗸 🗸
in view		Order Decline Ord			[Show 5 Items V
in view	Approve C Cookie Pkgs	Order Decline Ord	ler	Delivery Address	Order Date	

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?

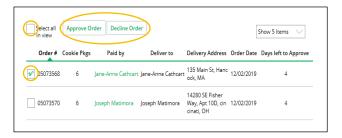
AND

∧ 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**.



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	Decline De
Orders selected: 2	Secondary optio
Items to check before you approve order delivery for Jennifer:	DONATE: 2 Ord
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.	If you decline to will count toward
You will contact the customer to arrange a delivery date and time.	CANCEL: 0 Orde
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	If you decline to
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!	If an order is dea
	Cancel
CANCEL Approve Order	

Decline Delivery fo	r Cookie Orders
Secondary options your cus	omers selected if their order is declined:
DONATE: 2 Orders If you decline to deliver thes will count towards cookie sa	e orders, the customer's credit card will be charged and the cookies will be donated. Each donated order les.
CANCEL: 0 Order If you decline to deliver thes	e orders, the customer's credit card will not be charged as the order is cancelled.
if an order is declined, it can	not 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.

Select a		Approve C	rder	Decline Ore	der			Show 5 Items 🗸
Orde	#	Cookie Pkgs		Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
oso73	568	6	Jane	-Anne Cathcar	t)Jane-Anne Cathcart	135 Main St, Hanc ock, MA	12/02/2019	4
05073	570	6	Jose	ph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cin cinati, OH	12/02/2019	4

ACTION ITEM: Ch	eck your cookie inventory and delivery	address before you approve delive	ary. Approve
Order Detail	Approve for Delivery		
Order Number:	05749189	Order Status:	Needs Approval
Deliver To:	Cookie Monster	Order Type:	In-Person Delivery
Delivery Address:	1231 Upas 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:	mgtags22@gmail.com		
-	619-867-5309		
Billing Phone:	619-867-5309	Quideo Su	
Billing Phone:		Order Su	
Billing Phone:	⁸ , 2 pkgs	Purchased Pa	ackages: 6 \$30.0
Billing Phone: Cookies Selected	⁸ , 2 pkgs /u/s ⁸ , 2 pkgs		sckages: 6 \$30.0
Billing Phone: Cookies Selected Ministry Adventure	⁸ , 2 pkgs /u/s ⁸ , 2 pkgs	Purchased Pa Subtotal:	sckages: 6 \$30.0
Billing Phone: Cookies Selected Thin Minzs Adventure	⁸ , 2 pkgs /u/s ⁸ , 2 pkgs	Purchased Pa Subtotal: In-person De	ackages: 6 \$30.0 \$30.0 livery: Pro \$30.0
Billing Phone: Cookies Selected Thin Minzs Adventure	^{9,} 2 pkgs Mit ⁹ , 2 pkgs 1 pkgs	Purchased Pa Subtotal: In-person De Order Total:	ackages: 6 \$30.0 \$30.0 livery: Pro \$30.0
Billing Phene:	^{9,} 2 pkgs Mit ⁹ , 2 pkgs 1 pkgs	Purchased Pa Subtotal: In-person De Order Total:	ackages: 6 \$30.0 \$30.0 livery: Pro \$30.0
Billing Phone:	* 2 pigs Md*, 2 pigs ; pigs Delivery grave order delivery for Sam: and or can betain them from your or	Purchased Pa Subtotal: In-person De Order Total: Added to sail	ackages: 6 \$30.0 \$30.0 livery: Pro \$30.0
Cockies Selected Cockies Selected Cockies Cockies Thin fue Thin fue Cockies The fue The fue The fue The fue The fue The cockies Cockies	* 2 pigs Md*, 2 pigs ; pigs Delivery grave order delivery for Sam: and or can betain them from your or	Purchased Pt Subscali Inserson De Order Total: Added to sal	ackages: 6 \$30.0 \$30.0 livery: Pro \$30.0

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 Click on a name		ne cookies were deli	ivered. (j)	
Select all	Order Deliver	ed Export Order	rs	Show 5 Items 🔍
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019
05073568	6	Jane-Anne Cathca	art 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 Delivere	ed Export Order	rs	Show 5 Items	
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date	
05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019	
05073568	6	Jane-Anne Cathca	art 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.

3 Complet	ed Digital Cookie	Online Or	rders			
Select all	Add to Customer List	Export \	/			Show 10 Items \smallsetminus
	Paid by	Order #	Cookie pkgs	Order Date	(i) Order Type	In Customer List
View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	V
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	V

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 Complet	ed Digital Cookie	Online Oi	rders			
Select all	Add to Customer List	Export				Show 10 Items \smallsetminus
	Paid by	Order #	Cookie pkgs	Order Date	(i) Order Type	In Customer List
View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	✓
View	lane-Anne Cathcart	00112245	5	6/26/2023	Shipped	V

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!

	Digital Cookie	Order		
Shipping Address: Shipping Phone: Ordered From: 1 Order Paid By: (Cookie Monster 1231 Upas St San Diego, California 92103-5127 019427-3309 My Cookie Website Cookie Monster regtags22@gmail.com	Order Status: Ship Order Type: Ship Order Date: 9/1/2 Shipped Date: Tracking #:	ped	Your troop volunteer has instructions on how these get credited to the Girl Sco account automatically. He rest assured it is an autom process and she gets cred
Cookies Selected	ls*, 2 pkgs	Order Summ Purchased Package Subtotal: Shipping & Handlin Order Total: Added to sales go	ss: 6 \$36.00 \$36.00 rg: \$12.99 \$48.99	digital sales the same as 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.

3 Complete	ed Digital Cookie	Online Or	ders			
Select all	Add to Customer List	Export			[Show 10 Items \smallsetminus
	Paid by	Order #	Cookie pkgs	Order Date	(i) Order Type	In Customer List
View	Nina Smith	00112249	10	6/26/2023	Shipped	
View	Jasmin Winter	00112247	7	6/26/2023	In Person	\checkmark
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	V

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.



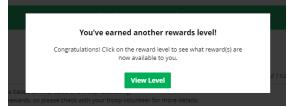
Girl Scouts can see what rewards are available at various packages sold levels and also see where their cookie goal is in relation to the rewards! (The purple star indicates their goal.)

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.

• Natifie Detrebuilt	Aseni tegri	150+ Packages		6
47 Packages Sold / Go too two bit packages to exist your net new too can exist reward with the solution of the solution of the term too any option of means to be address what when you too you there for	sed lines. 2002	Once this level is unlocked, you adjust your option at any time before		are more than one) from the list of options. You may
754 Packages 1564 Packages	<u> </u>	Reward 1	Reward 2	Reward 3
2004 Packages 1504 Packages	* 6 *	Item 1	Item 2	Item 3
Digital Cocke Revents 1004 Packages	art Digital Packages 508		View Item	View Item

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.

	3	C Rewa	ard 1	
r			shirt Select size	•
f		V	Scieccole	View Item
ned	rewa	rds have	been changed.	

Once this level is unlocked, you can select o

adjust your option at any time before the dead

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. Your earned rewards have been changed. Troop sales reconciliations can cause reward levels to change. Please contact your troop volunteer for more information.

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 Invetory, 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.

Inventory Update Saved		0
Now that you've updated your Inventory, would you like to add 2 packages to your	Offline Packages Sold?	
Current Progress Bar Offline Sales #	0	
+	+	
Offline Inventory you just entered	2	
=	=	
Your new Progress Bar Offline Sales #	2	
NO, Don't Update	YES, Update	
	mores	_

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.

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.

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 o					
Reflects cookies and payments entered by the t	roop cookie volunteer.		09/26/23 12:00 AM CD1		
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	б▲
Cookie Packages (\$6.00)	6
PACKAGES	б



Pending Delivery/To Approve	19 🛦
Variety	Pending
Thin Mints®	10▼
Trefoils®	4▼
Adventurefuls®	5▼
TOTAL	19▼
Inventory Needed	25▲
Inventory Needed Variety	25▲ Available
Variety Peanut Butter	Available

14▼

2▼

Thin Mints®

Caramel deLites®

Payments

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

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

\$186.00 🛦
\$204.00
\$18.00
\$186.00

		elivery Settings
🚷 Allow my Girl !	Scout to deliver cookies	
		hoose whether to have their cookies shipped or delivered in person. ake delivery inactive if needed, and turn it back on when you're read
ACTIVE Allow Girl S site and mobile app	cout delivery on my giri's cookie	 INACTIVE Remove Girl Scout delivery from my girl's cookie site and mobile app
Customers can st	ill purchase cookies using shipping	or remove Girl Scout cookle delivery. and donation. Sor delivered are still in the Orders tab for you to complete.
	Cancel	Update delivery settings
_	Girl Scout D	elivery Settings
	cout to deliver cookies	noose whether to have their cookies shipped or delivered in pers ke delivery inactive if needed, and turn it back on when you're re
our girl's Digital Cookie site		
our girl's Digital Cookie site aving both options can incr		INACTIVE Remove Girl Scout delivery from my girl's cookie site and mobile app



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.

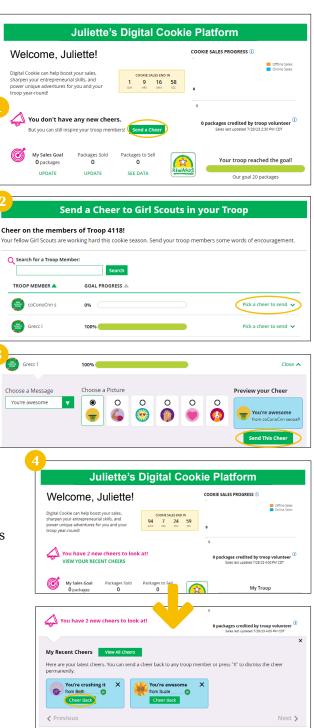
They can select the **Pick a cheer to send** drop-down next to the name of the Girl Scout they wish to cheer.

- 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.

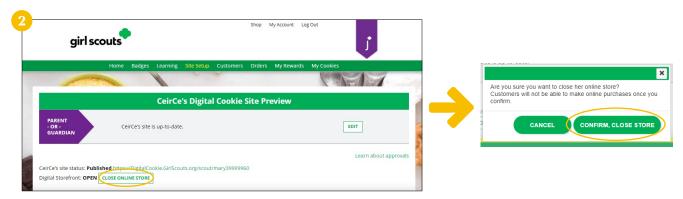


CLOSING YOUR SITE (IN SEASON)

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.



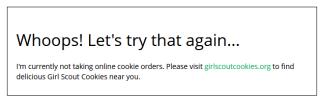
- 1. Navigate to the **Site Setup** tab.
- 2. Click on the **Close Online Store** button. A box will open asking you to confirm or cancel. Confirm that you want to close the Girl Scout's Digital Cookie Store.



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

3 Emily's Digital Cookie Site Preview			My Sales Goal	Packages Sold	Packages to Sell		188 packages credited by troop volunteer (Sales last updated 11/4/22 7:30 PM CDT
PARENT - OR -	EDIT	0	500 packages UPDATE	62 UPDATE	438 SEE DATA	REWARDS	My Troop Our goel: coming soon
GUARDIAN Note: Your store has been closed. To reactivate, please click Edit to review Emily's site and publish.	Learn about approvals	9	mily's store has been etup to review Emily!			Orders to de	Orders to Deliver In Person delivery: 0 Order(s) liver: 2 Order(s)
livs size status Net published			ite Setup Quick Tip SI	Learning		Cookie variet	y turned "Off" for delivery details

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.

		<u></u>
Emily's Digital Cookie Site Preview		Step 2 help
PARENT OR GUARDIAN Emily made Digital Cookie page updates that were submitted for your approval on 11/04/2022 07:42 PM CDT.	EDIT APPROVE AND PUBLISH	STEP 3 REVIEW YOUR DIGITAL COOKIE PAGE AND PUBLISH REQUIRED
mily's site status; Not published STORE IS CLOSED	Learn about approvals	PARENT OR GUARDIAN: Your girls Digital Cookie page must be published if she wants to send marketing emails or have customers order cookies online.

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.

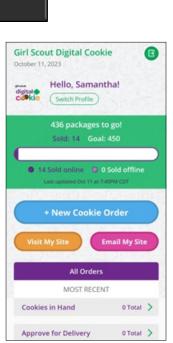
VISIT MY SITE

Visit My Site is used to see the Girl Scout's OR 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.

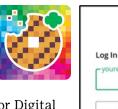
EMAIL MY SITE

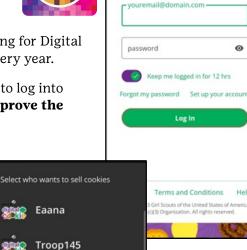
Email My Site is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.

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.



← VISIT MY SITE	← EMAIL MY SITE
Scan the code below with your mobile camera or with a QR reader app. You'll see a link to my cookie site at the top of your phone. Just tap it	ASK YOUR COSTUMER: Can I email you a link to my Digital Cookie site right now? That way, you can order any time during the Girl Scout Cookie season.
	Last Name Email
	See our privacy statement





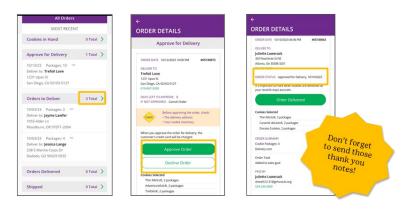
girl scouts

0

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.

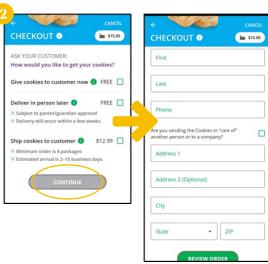
3. Review order and enter customer and payment details. Girl Scouts can review the order with the customer and gather the customer's information including payment details.

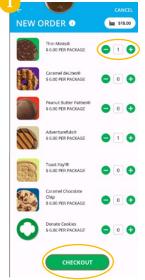
If the order is shipped or delivered, the Girl Scout will then complete the customer information for where the cookies will be shipped/delivered to.

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!



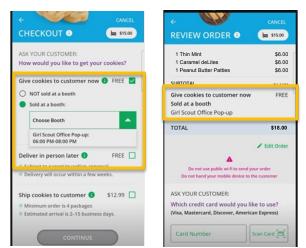


LOGGED IN AS TROOP

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.



Girl Scout Digital Cookie October 10, 2023 Hello, Troop1193: Senton Profile 9543 packages to go! Sold: 457 Goal: 10000 9543 packages to go! Sold: 457 Goal: 10000 9543 packages don to at 11.0074 COT 10000 Cookie Order HNew Cookie Order Nait My Site MOST RECENT Cookies in Mand 1 Total > 10013/23 Peckages: 2

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

DIRECT SHIPPED ORDER QUESTIONS Contact ABC Bakers directly for questions about tracking direct shipped orders or for quality issues.	 Order Status Page Customer FAOs Contact Customer Support with an Order Issue
DIGITAL COOKIE WEBSITE Use these resources for assistance with site set up, reports, customer lists, order viewing and mobile app issues.	 Parent/Girl Scout FAQs Contact Customer Support with a System Issue
DITIGAL COOKIE REGISTRATION AND IN-PERSON DELIVERY INQUIRIES Contact GSUSA's Digital Cookie team for issues with registration or system information.	 Parent/Girl Scout FAQs Contact Customer Support with a Registration Issue Contact Customer Support with Account Information Issue
OTHER	 <u>Contact Customer Support with Other Questions</u> <u>Provide Feedback to Customer Support</u>