

Digital Cookie

Caregiver Experience

Delivery Settings

The “My Cookies” tab contains a number of different functions for parents, including the opportunity to turn off girl delivery and off varieties of cookies. This might be useful if you run out of a variety of cookie and can’t get any more to fill customer orders, or are entirely out of cookies for delivering to customers or otherwise are unable to deliver cookies to customers.

If you are worried about your inventory, always check with your troop cookie manager first to see if you can get more cookies before turning a variety off. 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 a variety they ordered.

Step 1: When you know you need to turn off delivery or a variety(ies), go to the bottom of your “My Cookies” tab and find the Girl Scout Delivery Settings section.

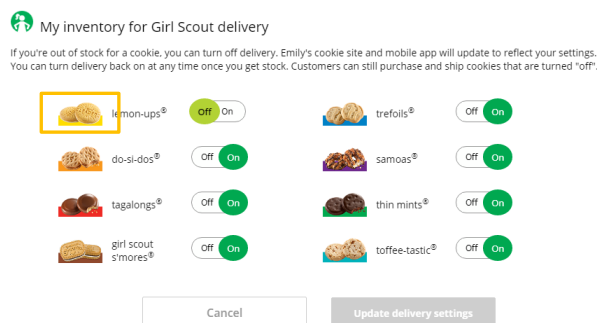
Step 2: When you select “inactive” to turn off the girl delivery option for your customer, you will get a warning message. If you want to turn them off, click “Update delivery settings”.

Once you have turned it to inactive, the varieties section will be removed and is superseded by the active/inactive setting.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.

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

To do that, simply click the “off” button and it will remove that variety from delivery option. If you are able to offer that to customers again, return to this section and click the “on” slider to turn that variety back on.



Girl Delivery Order Received

Step 1: 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.

Step 2: Click the green button “Log In Now” in the email. That will take you to the Digital Order Card website where you can log in. Or, go to the [Digital Cookie website](#) and log in.

Step 3: Click on the “Orders” tab and see what orders are pending your approval.

Step 4: You will see a list of all orders needing approval, including the customer order number, number of boxes in each order, the customer’s address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer’s second choice option.

Digital Cookie Orders to Deliver

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

2 Orders to approve for delivery in person
Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Select all in view Approve Order Decline Order Show 5 Items

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, 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

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.

Step 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?
- Do you have or will you have the inventory available?

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.”

Step 6: There are multiple ways to approve and decline orders for delivery.

a) Check the boxes in front of the orders you want to approve or decline and then click “Approve Order” or “Decline Order”

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

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

You will get a pop-up message confirming your action.

b) Click on the individual customer to bring up that person's order details. Click “Approve Order” or “Decline Order” at the bottom.

Step 7: If you have approved the order, it will move down to the section “Orders to Deliver”, below the “Approve” section.

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

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

For orders approved by Sun., Jan. 21:

- Do not add Digital Cookie orders to your Girl Scout's paper order card. The cookies have already been included in her totals.
- Your Girl Scout will receive the cookies with the rest of her initial order in mid-February.
- You must arrange delivery to the customer by the end of February. Remember that some customers may have waited a month or more for their cookies!

For orders approved after Sun., Jan. 21*:

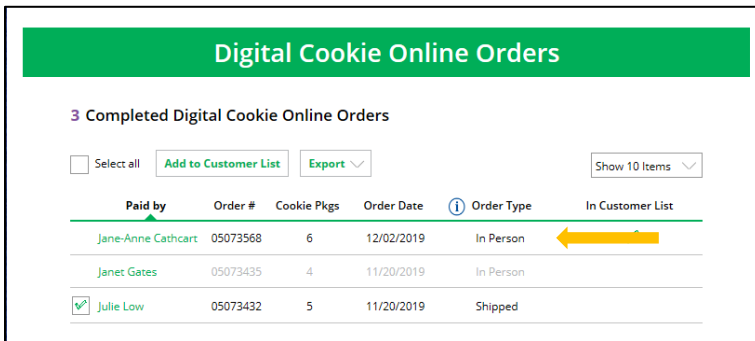
- Orders must be tallied up and shared with your TCPC for your Girl Scout to get credit and receive the cookies to deliver.
- Your TCPC will let you know how and when to communicate additional girl-delivered orders.
- Track these orders in a list or spreadsheet, so you know which orders you have received cookies for and which you still need to pick up from the TCPC.
- Arrange delivery with the customer to deliver their order within one week of the order being approved.

Step 8: Once you have delivered the cookies, log back into Digital Order Card and mark those orders delivered. There are two ways to indicate you have delivered your order:

1. Check the “Select All” box to select all of the orders on the page; they will all be marked “Order Delivered”.
2. Check the box in front of any orders you have delivered, and then click “Order Delivered.”

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

Step 9: If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer’s name and click “Add to Customers tab.” Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.



Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

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

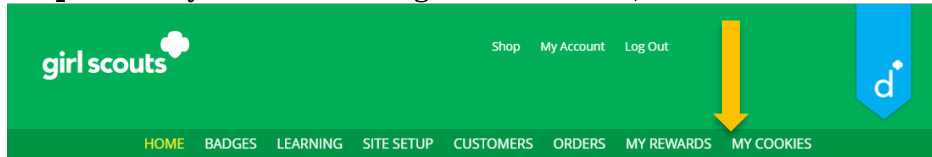
<input type="checkbox"/>	Paid by	Order #	Cookie Pkgs	Order Date	Order Type	In Customer List
<input type="checkbox"/>	Jane-Anne Cathcart	05073568	6	12/02/2019	In Person	<input type="checkbox"/>
<input type="checkbox"/>	Janet Gates	05073435	4	11/20/2019	In Person	<input type="checkbox"/>
<input checked=""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

Make sure the Girl Scout follows through and delivers those cookies. When you approve the order, the customer will be charged.

The Troop Volunteer will see the financial transaction as a credit to your Girl Scout in eBudde after you have approved delivering the order.

Shipped Order Received ****beginning mid February****

Step 1: Once you are in the Digital Cookie site, click the “Orders” tab to see what orders you received.



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

Digital Cookie Online Orders

8 Completed Digital Cookie Online Orders

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

<input type="checkbox"/>	Paid by	Order #	Cookie Pkgs	Order Date	<i>i</i> Order Type	In Customer List
<input type="checkbox"/>	Aunt May	05072932	17	11/07/2019	Shipped	
<input type="checkbox"/>	Donna Smith	05072647	5	10/27/2019	Donated	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Due Galleon	05069959	8	09/26/2019	In Person	
<input type="checkbox"/>	Jenny Tang	05069956	9	09/26/2019	Shipped	

Step 3: Clicking on the customer name for any of the orders will bring up details about what that customer ordered, including any donated boxes.

Digital Cookie Order

[< Back to cookie order list](#)

Order Detail

Order Number: 05072649	Order Status: Shipment Pending
Ship To: Jessica Samuels	Order Type: Shipped
Shipping Address: 1711 Hall Dr Tallahassee, Florida 32303-5328	Order Date: 10/27/19 9:59 AM CDT
Shipping Phone: 729-037-2070	Shipped Date:
Customer Connection: Friend	Tracking #:
Ordered From: My Cookie Website	
Order Paid By: Jessica Samuels	
Billing Email: dcrest64-6@girlscouts.org	
Billing Phone: 729-037-2070	

Cookies Selected

- lemon-ups®, 1 package
- s'mores®, 2 packages
- girl scout s'mores®, 1 package
- tagalongs®, 1 package
- thin mints®, 2 packages

SUMMARY

Purchased Packages: 7	\$33.00
Subtotal:	\$33.00
Shipping & Handling:	\$10.25
Order Total:	\$43.25
Added to sales goal:	7 packages

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

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

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