



## Digital Cookie Parent Training

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# Agenda

1. Four Steps to Getting Started
2. Digital Cookie Tabs
3. Customer View
4. Mobile App
5. Digital Cookie Help Center

Four Steps to Getting Started



# Digital Cookie®

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

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

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



## Become a true cookie boss in four easy steps!

### 1. Register for Digital Cookie®



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

### 2. Set Up Your Site



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

### 3. Invite Customers



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

### 4. Track Your Progress



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

## Step 1-Register

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

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

Create Password/Login with password



### Register for Digital Cookie\*

Dear Emily,

Another awesome Girl Scout® Cookie 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](#)

Click: "Register Now"

\*Need help registering? [Access our help page.](#)

Thank you,

Girl Scout Cookie Program  
Girl Scouts Heart of Pennsylvania

Create Your Digital Cookie Password

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

Password

Passwords must be 8-16 characters. Include 1 number, capital letter and lowercase letter, with optional special characters !, #, \$.

Confirm Password

Submit

girlscouts

Log in to Digital Cookie

Email

Password

Log in

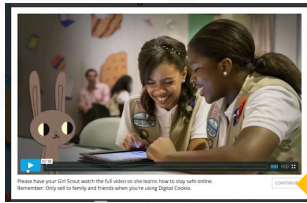
[Forgot password](#) [Need help to log in](#)

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- Watch for your registration email\* from "Girl Scout Cookies" ([email@email.girlscouts.org](mailto:email@email.girlscouts.org)) with the subject "It's time to register your Girl Scout for Digital Cookie!" on **::ENTER COUNCIL DATE::** Search your "Promotions/Clutter/Spam" folder too.
- Click on the link in the email to be taken to the Digital Cookie site to create a password and login with that password.

## Step 1-Register

### View Safety Video/Approve Terms and Conditions/Safety Pledge



### Select View/Activate Girls

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Registered	UG_AGGLJCN HRCOIOBANTO NTD	04/03/2012	110182756	44	---	---	Activate Site

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Registered	UG_AGGLJCN HRCOIOBANTO NTD	04/03/2012	110182756	44	Sarah	---	Access Site

- 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). Continue button will turn green after video. You can’t proceed any further until the full video has been viewed
- Read and review the Terms and Conditions agreement. Note, if you are a volunteer, you will first see an additional Terms and Conditions for Volunteers.
- 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.”
- You will then be taken to a screen to activate your Girl Scout(s) for the Digital Cookie program and update their preferred name if desired.
- If the Girl Scout you are activating is 13 or older, you have the option to enter her email address and she will complete her own registration process. (Note, the email address for a girl 13+ must be unique and not in use in Digital Cookie)
- Girl Scouts under 13 will login in partnership with their caregiver and do not need a separate email address.
- After activating all of your Girl Scouts (if you have multiple), you will click the “Access Site” button to be taken to the first Girl Scout’s home page. Once you have registered, watch your inbox for a registration confirmation email and save this email where you can find it during cookie season!

Note: If caregivers are both volunteer AND parent, they will only walk through this process once. If parent access is after volunteer access, they will not see the parent Terms and Conditions the parent role until parent access date starts.

## Step 2-Setup Your Site

To setup the Girl Scout's cookie site, click on the "Set up your Digital Cookie site..." link in the My Cookie Site section, or the "Site Setup" link at the top.

The screenshot shows the Girl Scouts Digital Cookie Platform interface. At the top, there is a navigation bar with the Girl Scouts logo and links for 'Home', 'Badges', 'Learning', 'Site Setup', 'Customers', and 'Orders'. A yellow arrow points to the 'Site Setup' link. To the right of the navigation bar, there are links for 'Shop', 'My Account', and 'Log Out'. Below this, it says 'You are viewing as:' followed by a dropdown menu showing 'Parent of INAAA L. Troop 58' and 'Parent of eMaaiel G. Troop 93'. The main content area is titled 'Sarah's Digital Cookie® Platform' and includes a welcome message 'Welcome, NGGEEG!'. There is a 'COOKIE SALES PROGRESS' section with a calendar showing 'COOKIE SALES END IN' and a 'My Sales Goal' section with '0 packages' sold. A 'My Cookie Site: Set up your site' section is highlighted with a yellow box, containing a link to 'Set up your cookie site, get published and start getting orders.' and links to 'Site Setup Video' and 'Site Setup Quick Tip Sheet'.

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

To setup the Girl Scout's cookie site, click on the "Set up your Digital Cookie site..." link in the "My Cookie Site" section, or the "Site Setup" at the top

## Step 2-Setup Your Site

### Goal Setting: Set My Sales Target

The screenshot shows a web form titled "STEP 1 SET MY SALES TARGET REQUIRED". It features a "Your Goal Calculator" section with a text input field containing "500", a calculation result of "\$125", and a "Save" button. Below this is a "REWARDS" section with a "Learn more" link. At the bottom, there is a "SO FAR EMILY HAS SOLD:" section with input fields for "Offline Sales" and "Online Sales", and a "Total Boxes Sold" field. A progress bar for "Emily's Total Sale Progress" is also visible. Numbered callouts 1-4 point to the input fields, the calculator result, the "REWARDS" link, and the "Offline Sales" field respectively.

STEP 1 SET MY SALES TARGET REQUIRED

**Your Goal Calculator**

1 Emily wants to sell  packages which = about  to help her Troop and others.

The money you earn stays local, funding amazing experiences for you and your troop.

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

**SO FAR EMILY HAS SOLD:**

Emily's Total Sale Progress

Offline Sales  Online Sales

Total Boxes Sold

Legend: Offline Sales (orange square), Online Sales (blue square)

### 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 her hard work.
3. Clicking on "Rewards" will take you to your council's rewards tab (if available) 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.

## Step 2-Setup Your Site

### My Cookie Story

**STEP 2 WRITE MY COOKIE STORY** REQUIRED

Tell your customers what you and your troop plan to do with the money you earn from selling cookies.

Tell your customers what you learned from selling cookies.

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

2 → I love to ask people to buy cookies when they say yes. I like to sell cookies at a store and sell them to people.

3 → **SAVE** **CANCEL**

Required 87 characters

Customers want to hear how you're using cookie money — the more you tell them, the more inspired they'll be to support your cookie sales efforts!

### My Cookie Story

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






## Step 2-Setup Your Site


### Photo/Video Upload




**Make your cookie story even better**  
Choose a photo or video (optional)

1 →  Upload your own photo - or -  Choose from the photo gallery

2 →  Upload your own video - or - Use the Girl Scouts video: Cookie Boss

 How to make your video ← 3

 Your Digital Cookie site will show this photo.  
actual image size

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### Photo/Video Upload

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

## Step 2-Setup Your Site

### Approve and Publish

**STEP 3 REVIEW YOUR DIGITAL COOKIE PAGE AND PUBLISH** REQUIRED

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

**See your site and publish**

**Digital Cookie site update history**

- Site Setup resubmitted on Wed Oct 05 00:15:41 EDT 2016.
- Updated site saved on Wed Sep 28 14:05:37 EDT 2016. You must resubmit these changes for approval.
- Site submitted for approval on Wed Oct 05 00:15:41 EDT 2016.

If your button only says "see your site" you may be missing some required fields or didn't make any changes. Go back and check that everything has been completed.

**Lucy's Digital Cookie Site Preview**

**PARENT OR GUARDIAN**

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

**EDIT** (Click to edit)

**APPROVE AND PUBLISH** (Click to review and publish)

Learn about approval

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

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

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?
- If you need to change anything, click *Edit* and make changes, then go back to Step 2a.
- If it looks good, *approve and publish it*.

Your Girl Scout's cookie store now has its own website! If your council's digital cookie sale hasn't started, the link will not be active yet.

Council Note: Girls 13+ green button says, "see your site and submit for approval". They see preview and can edit. Parent is sent an email to approve the girl's site. Parent logs into Digital Cookie, goes to the girl's preview and approves it.

## Step 3-Invite Customers (when cookie sales start)

Add or import customers

Send one of three marketing emails

Copy URL  
Email link or share QR code

The screenshot displays the 'My Cookie Customers' interface. On the left, a table lists customers with columns for Name, Email Address, Last Order, and Total Sales. A yellow arrow labeled '1' points to the 'Add Customer' button. In the center, a detailed view of a customer's information is shown, with a yellow arrow labeled '2' pointing to the 'Send Marketing Email' button. Below this, a 'Send Marketing Email' dialog box is open, showing a list of recipients and three email options: 'Open for business', 'Still time to order cookies', and 'Thanks for your support'. A yellow arrow labeled '3' points to the 'Open for business' option. On the right, a 'Customer List' table shows a yellow arrow labeled '4' pointing to the 'Send Marketing Email' column. To the right of the main interface, a 'Welcome, AAATA!' dashboard shows 'COOKIE SALES PROGRESS' with a bar chart and various statistics. A large green 'OR' is placed between the email selection dialog and the dashboard.

1. Girls can add customers individually or import. Great opportunity to import from fall sale customer list. Work is already done!
2. To send emails, click on box in front of customer name and click “send marketing email”
3. Select which email to send “Open for business” “there’s still time” “thank you”
4. Customer page updates with which email was sent and when

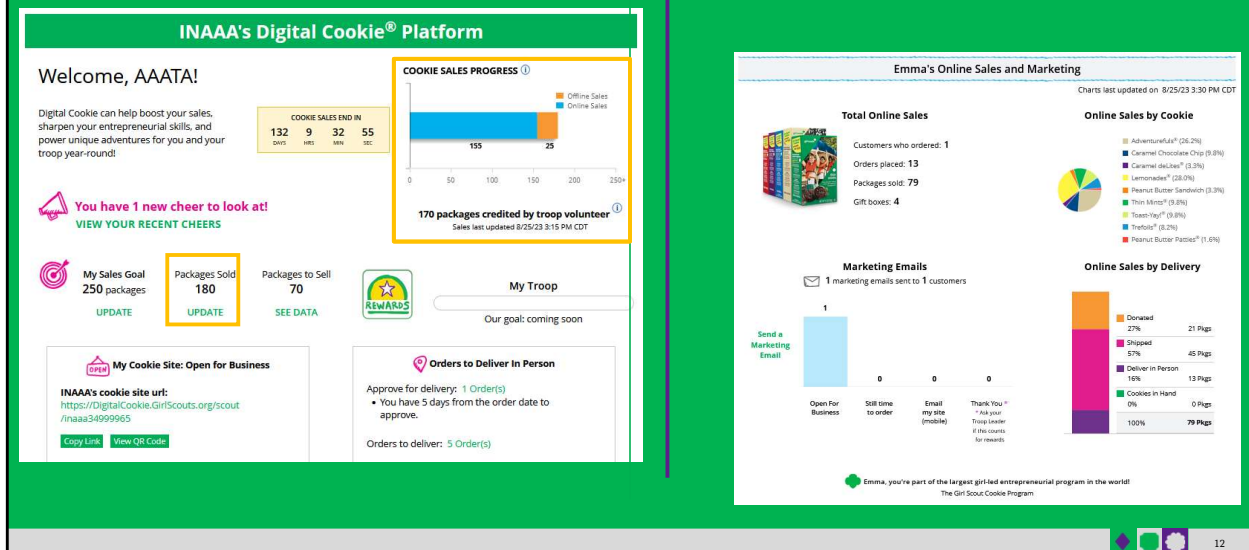
Girl Scouts can also send customers a link to their Digital Cookie website OR generate a QR code for them to use directly from their home page.

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

Additional notes:

- Clicking on a customer’s name brings up more information about the customer, including details about any orders.
- At the end of the sale girls can export their customer list to use in the fall sale

## Step 4-Track Your Goal



- Girl Scouts LOVE to see their progress update with sales
- Donated and In hand orders appear right away
- Shipped orders appear in the graph when the order ships. This can take a few days, orders don't ship on weekends and holidays
- In-person delivery orders appear when the order is approved
- Girl Scouts can go to click the update under "Packages Sold" to enter additional "offline" sales, so customers see a true representation of her sales. The closer they get to their goal; the more customers really want to make a difference to help them reach that goal

Right side is the bottom of the home page.

- Girl Scouts have other sales and marketing tools to help them keep track of their sale.



## Digital Cookie Tabs

- Badges
- Learning
- Orders
- My Rewards
- My Cookies
- Cheers

## Badges Tab

**My Daisy Pin and Badges**

**Year 1**

Girls work with their family to earn the Cookie Entrepreneur Family pin to strengthen skills and partner with their family. Adults, look for the throughout for special ways you can help!

**Purpose:** By completing these steps and earning the pin, girls will learn the key skills to cookie success with support from their family.

**Steps to complete "Entrepreneur Pin"**

**STEP 1** Set a goal

**STEP 2** Decide how to reach your goal

**STEP 3** Practice with money

**Year 2**

NEW! Girls who completed the Year 1 pin last year can earn the Year 2 pin for their age level. If your family didn't get a chance to earn the pin last year, you can still earn the Year 1 pin this year.

Girls will work with their families to earn the Cookie Entrepreneur Family pin to strengthen skills as they complete the requirements in Year 1 and Year 2. Adults, look for the throughout for special ways you can help!

**Purpose:** By completing these steps and earning the pin, girls will learn the key skills to cookie success with support from their family.

**Steps to complete "Entrepreneur Pin"**

**STEP 1** Set a goal

**STEP 2** Decide how to reach your goal

**My First Cookie Business**

When you sell Girl Scout Cookies®, you run your very own business! Find out how to set cookies and excite your customers. Then decide how you'll use the cookie money with your Girl Scout friends.

**Purpose:** When I've earned this badge, I will know how to sell Girl Scout Cookies and use my troop's cookie money.

**Steps to complete "My First Cookie Business"**

As you complete the steps in any order to earn this award, mark the box to show your progress.

**STEP 1** Find out about Girl Scout Cookies

**STEP 2** Decide how to use your cookie money and set a goal

**STEP 3** Practice your sales pitch

Get full badge requirements

**Congratulations!**  
Great job! You've earned your My First Cookie Business Badge! Get the badge here!

**Cookie Goal Setter**

When you sell Girl Scout Cookies®, you are running your own business. You get to work with your Girl Scout troop to decide how you will use your money. Together, you set goals and share them with real customers!

**Purpose:** When I've earned this badge, I will know how to set and share my goals.

**Steps to complete "Cookie Goal Setter"**

As you complete the steps in any order to earn this award, mark the box to show your progress.

**STEP 1** Decide how you will use your money

**STEP 2** Set a package goal

**STEP 3** Share your goals with your customers

Get full badge requirements

**Congratulations!**  
Great job! You've earned your Cookie Goal Setter Badge! Get the badge here!

- 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, she can check with the troop volunteer or purchase the online requirements using the shop link or from your local council store.
- For the Cookie Entrepreneur Family Pins, Girl Scouts can click on the instructions for each step
- The instructions for that step of the pin will pop up. She 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.
- When the box for the last step in earning that pin is checked, a pop-up will appear asking to confirm the Girl Scout completed the last step. Once confirmed, she can't go back.
- Girl Scouts can mark the steps as completed even if they finished the badge earlier.
- If she wants to do the steps again, she can—they are all great tools for her cookie sale. When she has completed all the steps, a star will appear at the end of her progress bar, and she will get a message of congratulations!
- Once the Girl Scout has completed her badge or pin, it will display in color on her home page.

# Learning Tab

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

## Games and Videos

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

**Cookie Booth Bounce**

**Travel Video: Girl Scouts of Maine**

**Take Action Video: Girl Scouts of Central Texas**

**My Take Action Planner**

**Our Troop Budget: My Ideas**

**How to Make a Digital Cookie Video**

More Activities ▼

## Cookie Program Learning

### Learning to Be an Entrepreneur

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

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

#### Cookie Page Setup

**Stay Safe and Treat People Fairly**

**Set Your Sales Target**

**Come Up with a Troop Goal**

#### Cookie Planning

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- Offerings vary by age.
- Click "more activities" to see them all.
- Also has printables, videos, Daisy: Cookie Booth Theater, Daisy/brownie: cookie song, Juniors & up has more videos of girls using their cookie earnings for take action projects and travel.

## Orders Tab: In-person Delivery Orders

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

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
05089908	7	Grayson Shaw	Grayson Shaw	123 E Main St, Oklahoma City, OK	10/16/2020	5
05089911	11	Jessica Lawson	Jessica Lawson	135 SE Main St, Portland, OR	10/16/2020	5

When determining whether to approve or decline the order, consider:

- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location before the end of the sale.

AND

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

If so, "Approve Order."

### In-person delivery orders

- If Girl Scouts receive an In-Person Delivery order that needs to be approved and you have not approved the order by midnight, 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.
- On the orders tab, 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.
- Orders must be approved or declined within 5 days or the order will be automatically declined.
- Read slide on determining whether to approve order::
- If caregivers 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".



## Approving/Declining Orders in Bulk

Select all in view

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 100, Cincinnati, OH	12/02/2019	4

**Check box** →

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

### Approve Delivery for Cookie Orders

Orders selected: 2

Items to check before you approve order delivery for Jennifer:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve delivery of these orders, the customer's credit card will be charged for the cookies and Jennifer will be able to see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

There are multiple ways to approve and decline orders for delivery. You can approve orders in bulk here.

- Check the boxes in front of the orders you want to approve or decline and then click “Approve Order” or “Decline Order”
- You will get a pop-up message confirming you want to approve all of the orders you selected and can deliver them to the customer

## Approving/Declining Orders Individually

**Digital Cookie Order**

1: Back to cookie order list

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

**Order Detail** [Approve for Delivery](#)

<b>Order Number:</b> 05748426	<b>Order Status:</b> Needs Approval
<b>Deliver To:</b> Cookie Monster	<b>Order Type:</b> In-Person Delivery
<b>Delivery Address:</b> 420 5th Ave New York, New York 10018-2729	<b>Order Date:</b> 8/23/2023 7:57 PM CDT
<b>Delivery Phone:</b> 510-691-8826	<b>Secondary Delivery Option:</b> Cancel Order
<b>Ordered From:</b> My Cookie Website	<b>Approved to Deliver:</b> Pending Decision
<b>Order Paid By:</b> Cookie Monster <a href="#">Add to customer list</a>	<b>Order Delivered:</b>
<b>Billing Email:</b> jing@girlscouts.org	
<b>Billing Phone:</b> 510-691-8826	

**Cookies Selected**

- AdventureSak<sup>®</sup>, 5 pkgs
- Tween'Nay<sup>®</sup>, 5 pkgs

**Order Summary**

Purchased Packages:	11	\$55.00
Subtotal:		\$55.00
In-person Delivery:		Free
<b>Order Total:</b>		<b>\$55.00</b>
<b>Added to sales goal:</b>		<b>11 pkgs</b>

**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!

[Decline Order](#) [Approve Order](#)

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

**Decline Delivery for Cookie Orders**

Secondary options your customers selected if their order is declined:

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

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

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

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

The second way to approve orders individually:

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

## Orders to Deliver

Orders must be marked as delivered to update cookie inventory correctly.

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

Select all **Order Delivered** Export Orders Show 5 Items ▾

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

**Select all** → **OR** **Select a customer** →

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

There are two ways to indicate you have delivered your order:

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

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

## Completed Orders

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

### Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

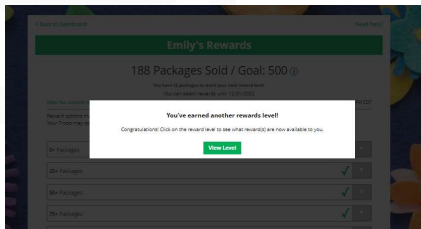
Select all [Add to Customer List](#) [Export](#) Show 10 Items

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

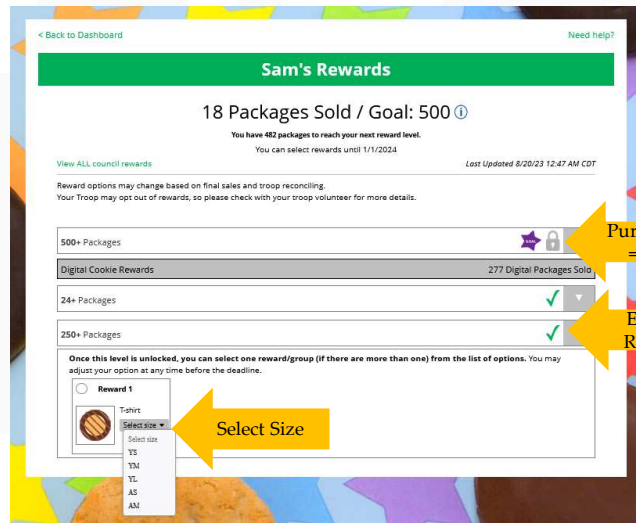
★ Grow your customer list! Select checkboxes for the names you want to add. [Need Help?](#)

- In the completed orders section, girls can see all orders including Shipped and donation orders.
- If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer’s name and click “Add to Customers tab.” Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

## My Rewards Tab



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



Purple star = Goal

Earned Reward

Select Size

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- 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.
- Girl Scouts can also see where their cookie goal is in relation to the rewards!
- Girl Scouts can see all the rewards they can earn by clicking on the down arrow on the right side. It may still be locked, which means the Girl Scout hasn't yet sold enough packages to earn the reward, but they can still see the rewards and get more details by clicking on them.
- The data for what rewards the Girl Scout has earned comes from the amount of cookies the troop volunteer has in their records for the Girl Scout. Check with the troop volunteer if you believe the information is incorrect.
- Not all rewards are represented here. System can't accommodate GOC rewards, PGA rewards, etc.
- Girl selections do not feed directly baker system. Leader needs to pull the report and enter. But having Girl Scouts select choices and sizes here cuts down on the amount of work the leader has to do at the end of the sale.

## My Cookies-Initial Order Entry

Online girl delivery orders are already included. Do not add them again.

The screenshot shows the 'Grecc's Cookies' initial order entry interface. At the top, there is a navigation bar with a back button and a help link. Below this is a green header with the name 'Grecc's Cookies' and a 'VIEW SAVED INITIAL ORDER' button. The main section is titled 'Enter Your Offline Initial Order:' and includes a note about using paper order cards and not including digital packages. The order is displayed as a grid of 10 items, each with a quantity field and plus/minus buttons. The items and their quantities are: Cookie Share (20), Adventurefuls® (5), Caramel Chocolate Chip (5), Caramel deLites® (5), Lemonades® (10), Peanut Butter Sandwich (10), Thin Mints® (20), Toast-Yay!® (5), Peanut Butter Patties® (15), and Trefolis® (10). Below the grid, there is a summary of packages entered (105 total), a 'Save Updates' button, and a 'Submit to Troop Volunteer' button. A warning message at the bottom states that the initial order has not yet been sent to the troop volunteer and must be finalized before the due date of 09/26/2023.

Cookie Type	Quantity
Cookie Share	20
Adventurefuls®	5
Caramel Chocolate Chip	5
Caramel deLites®	5
Lemonades®	10
Peanut Butter Sandwich	10
Thin Mints®	20
Toast-Yay!®	5
Peanut Butter Patties®	15
Trefolis®	10

Total packages entered (updates after saving): 105  
Digital Cookie in-person delivery packages: 0  
Total packages in your Initial Order: 105

You can update and save your Initial Order as often as you wish prior to 09/26/2023. You will need to submit the order to your troop volunteer on or before 09/26/2023.

Initial Order not yet sent to your troop volunteer. Please finalize and send this information before the Initial Order Date.

Once submitted, the order will flow to the baker's ordering system.

Enter the cookies your Girl Scout needs to fill the orders from her paper order card (and any extras you may want). Do NOT include any in-person delivery orders received online prior to the initial order, those are already ordered for you.

This will need to be completed prior to the due date noted above the "Save Updates" button. After the due date, you can't make edits to the numbers on this section, and it will only appear at the top of your "My Cookies" dashboard to view.

Once the initial order has been submitted to the troop volunteer, the order will transmit to the baker's ordering entry system.

## My Cookies Tab-Inventory: Offline Sales Entry

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

**Dianne's Cookies**

Go to Delivery Settings View entered Initial Inventory

**Dianne's Packages: 246**

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

---

**Dianne's Cookies Inventory (Packages)**

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

My Offline Sales: **2** SA

My Offline Sales

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

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

Cancel Save Updates

- Digital Cookie can help you make sure that you have enough cookies for your orders, track your progress on delivering/selling offline orders AND/OR make sure that your records of cookies received agrees with what your troop cookie volunteer has given your Girl Scout.
- The top part of your dashboard shows the total number of packages that have been allocated to your Girl Scout from the troop cookie volunteer. It could include booth sales or troop sales. It is not the same as the number of cookies you are personally responsible for.
- The inventory section gives you a quick view of how many cookies you should still have undelivered and how many you may need to fill your in-person orders.
- “My Offline Sales” This is something that needs to be updated by the Girl Scout/her caregiver when she delivers cookies and receives a cash or check payment for them. If they are not entered in this section, they will not be removed from her inventory and this section will not be correct.
- To enter offline sales, click the down arrow by the number of packages on the left side and open a screen to enter those sales. When those are entered, click “Save Updates”
- Once you click Save Updates, you will be asked to confirm you want to update the inventory.

My Cookies Tab-Inventory by Variety cont.

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

1. There are three other sections that calculate your inventory. The first is “Current Inventory”. Clicking the arrow next to the total number of packages will show you this information by variety.
  - If you click the arrow next to any of the varieties, you will see more detail on how that number was calculated.
  - The “Received” numbers come from the information the Troop Cookie Volunteer has of how many cookies you have received and signed for. If you believe there is an error in this, please contact your Troop Cookie Volunteer.
  - The “Delivered” section will reflect the Offline Sales the Girl Scout has entered above, any sales the Girl Scout made on her Mobile app using the “Give Cookies to Customer Now” feature and any girl delivery orders that have been delivered and marked delivered to her customer on the orders tab.
2. The next section will show how many cookies you need to fill girl delivery orders you have approved and girl delivery orders that you have yet to approve. Expanding each variety will show you how many orders are approved and how many are needing to be approved with how much inventory you need for each of those categories.
3. The final inventory section is Inventory Needed. This will show if you need any packages of cookies to fill your orders. Expanding any of the sections that show a number will show you how many you need and why. If you see a number for a variety in this column, be sure you can get the cookies you need before approving an order for a customer.

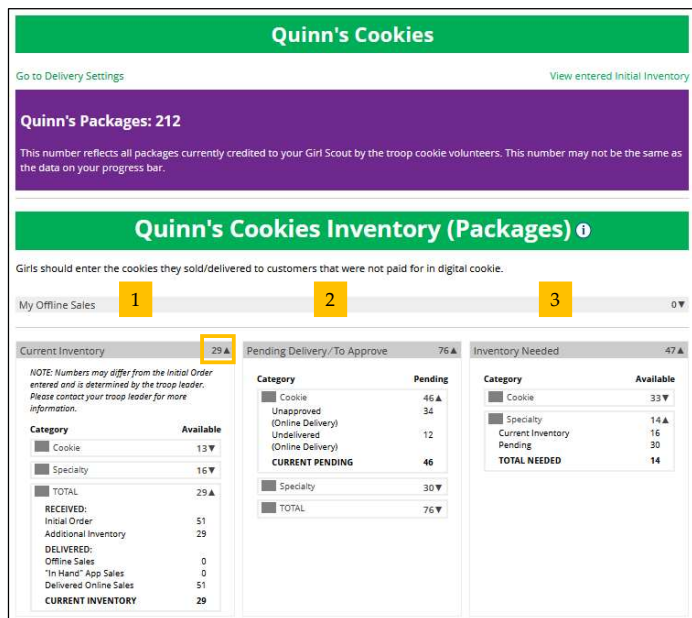


If you have questions about any of the numbers of received orders listed in your Current Inventory, ask your Troop Cookie Volunteer for more information.

Remember, it may take the volunteer a few days to enter transactions, so be patient if you have received cookies from the troop that need to be entered.

## My Cookies Tab-Inventory by Category

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



1. There are three other sections that calculate your inventory. The first is "Current Inventory". Clicking the arrow next to the total number of packages will show you this information by type of cookie. In general, if you see "Specialty" and "Specialty 2", those are cookies that are at a higher price than the rest of the cookies. Check with your Troop Cookie Volunteer for more information on what varieties are considered Specialty or Specialty 2.
  - If you click the arrow next to any of the varieties, you will see more detail on how that number was calculated.
  - The "Received" numbers come from the information the Troop Cookie Volunteer has of how many cookies you have received and signed for. If you believe there is an error in this, please contact your Troop Cookie Volunteer.


- The “Delivered” section will reflect the Offline Sales the Girl Scout has entered above, any sales the Girl Scout made on her Mobile app using the “Give Cookies to Customer Now” feature and any girl delivery orders that have been delivered and marked delivered to her customer on the orders tab.
1. The next section will show how many cookies you need to fill girl delivery orders you have approved and girl delivery orders that you have yet to approve. Expanding each category will show you how many orders are approved and how many need to be approved with how much inventory you need for each of those categories.
  2. The final inventory section is Inventory Needed. This will show if you need any packages of cookies to fill your orders. Expanding any of the sections that show a negative number will show you how many you need and why. To know what varieties are needed, you will have to review your orders tab and then work to secure more cookies to fill those orders.

If you have questions about any of the numbers of received orders in your Current Inventory section, ask your Troop Cookie Volunteer for more information.

Remember, it may take the volunteer a few days to enter transactions, so be patient if you have received cookies from the troop that need to be entered.

## My Cookies Tab-Financials

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

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

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

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

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

### 1. Initial Cookies (Order Card)

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

### 2. Additional Cookies Received

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

### 3. Payments

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

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

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

## 2. **Total Balance Due**

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

## My Cookies Tab-Delivery Settings

**Girl Scout Delivery Settings**

**Allow my Girl Scout to deliver cookies**

Your girl's Digital Cookie site and mobile app let a customer choose whether to have their cookies shipped or delivered in person. Having both options can increase sales. You can choose to make delivery inactive if needed, and turn it back on when you're ready.

**ACTIVE** Allow Girl Scout delivery on my girl's cookie site and mobile app.  **INACTIVE** Remove Girl Scout delivery from my girl's cookie site and mobile app.

**My inventory for Girl Scout delivery**

If you're out of stock for a cookie, you can turn off delivery. Lena's cookie site and mobile app will update to reflect your settings. You can turn delivery back on at any time once you get stock. Customers can still purchase and ship cookies that are turned "off".

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

Cancel Update delivery settings

- The Delivery Settings function gives you the opportunity to turn off Girl Scout delivery and off varieties of cookies. This might be useful if you run out of a cookie variety and can't get any more to fill customer orders or you are entirely out of cookies for delivering to customers or otherwise are unable to deliver cookies to customers.
- If you are worried about your inventory, always check with your troop cookie volunteer first to see if you can get more cookies before turning off a variety. Turning it off means a customer doesn't have the option to purchase it for delivery so you don't have to decline their order and disappoint them if they can't get the variety they ordered.
- When you know you need to turn off delivery or a variety(ies), go to the bottom of your "My Cookies" tab and find the Girl Scout Delivery Settings section.
- When you select "inactive" to turn off the Girl Scout delivery option for your customer, you will get a warning message. If you want to turn delivery off, click "Update delivery settings". Once you have turned it to inactive, the varieties section will be removed and is superseded by a message. You can turn the site back on at anytime during your council sale dates.
- If you wish to offer delivery but are out of a cookie variety and can't get more inventory, you can turn off just that variety of cookie for delivery and customers can only purchase those for shipping and not delivery. To do that, simply click the "off" button then click the Update delivery settings button, and it will remove that variety from the Girl Scout delivery option. If you are able to offer that to customers again, return to this section and click the "on" slider to

turn that variety back on.

## Cheers Tab

Girl Scouts can see and send cheers from their dashboard or Cheers tab.

The screenshot shows the 'Nadda's Digital Cookie® Platform' dashboard. At the top, there is a navigation bar with the 'girlscouts' logo and a menu including Home, Badges, Learning, Site Setup, Customers, Orders, My Rewards, My Cookies, and Cheers. The 'Cheers' tab is highlighted with a yellow arrow. Below the navigation bar, the dashboard displays a welcome message for 'sesiMaM' and a 'COOKIE SALES PROGRESS' section with a calendar showing 1 cheer on Oct 1, 9 on Oct 16, and 58 on Oct 22. A prominent message states 'You don't have any new cheers. But you can still inspire your troop members! Send a Cheer' with a green button. At the bottom, there are four goal cards: 'My Sales Goal' (0 packages), 'Packages Sold' (0), 'Packages to Sell' (0), and 'Your troop reached the goal!' (Our goal 20 packages).

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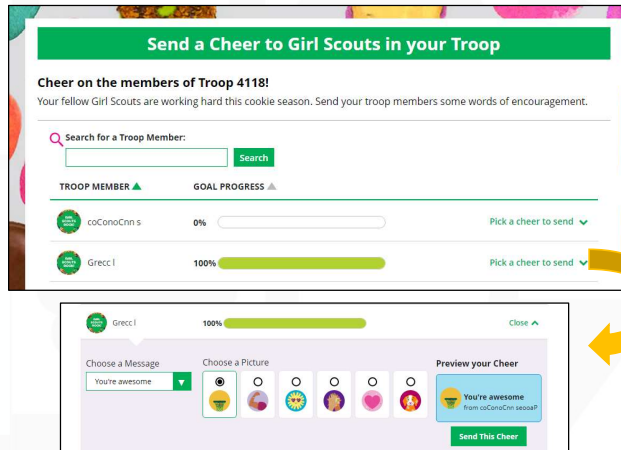
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- Girl Scouts can be even more excited about their Digital Cookie experience when they give a Cheer to another Girl Scout in their troop or receive one from a troop member, troop volunteer, or even a customer.
- Girl Scouts can see if they have any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



## Sending A Cheer

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



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

- In the Cheers module, Girl Scouts can see the other members of their troop and the percentage of sales towards them reaching their goal.
- They can select the “Pick a cheer to send” drop down next to the name of the Girl Scout they wish to cheer.
- Girl Scouts will see a choice of .gif images and short messages they can send. As they select the message and image they will see a preview of the cheer and then can click “Send this Cheer”
- When Girl Scouts have cheers that have been sent to them, they can see how many cheers on their dashboard and from there, they can click to view their cheers.
- If the cheer is from another Girl Scout in their troop they can “Cheer Back”, which will take them to a quick screen to return the cheer.
- If they do not see “Cheer Back” as an option, the cheer is from a troop volunteer or customer, and they can’t send a cheer back to those supporters.

## Viewing Cheers

The dashboard will alert Girl Scouts when a new Cheer has been received.

- In the Cheers module, Girl Scouts can see the other members of their troop and the percentage of sales towards them reaching their goal.
- They can select the “Pick a cheer to send” drop down next to the name of the Girl Scout they wish to cheer.
- Girl Scouts will see a choice of .gif images and short messages they can send. As they select the message and image they will see a preview of the cheer and then can click “Send this Cheer”
- When Girl Scouts have cheers that have been sent to them, they can see how many cheers on their dashboard and from there, they can click to view their cheers.
- If the cheer is from another Girl Scout in their troop they can “Cheer Back”, which will take them to a quick screen to return the cheer.
- If they do not see “Cheer Back” as an option, the cheer is from a troop volunteer or customer, and they can’t send a cheer back to those supporters.

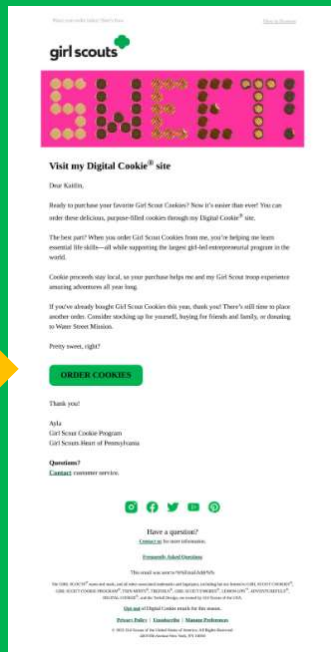


## Customer View

## Customer View-Email



Order Cookies Link



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

## Customer View-Placing Order

**SahSS's Digital Cookie® Store**

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

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

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

	PRICE	QTY	AMOUNT
Thin Mints® IN-PERSON DELIVERY ONLY	\$5.00		
Caramel deLites® IN-PERSON DELIVERY ONLY	\$5.00		
Peanut Butter Patties® IN-PERSON DELIVERY ONLY	\$5.00		
AdventureFuls® IN-PERSON DELIVERY ONLY	\$5.00		
Lemonades®	\$5.00		
Trefoils® IN-PERSON DELIVERY ONLY	\$5.00		
Peanut Butter Sandwich IN-PERSON DELIVERY ONLY	\$5.00		
Toast.Yay!® IN-PERSON DELIVERY ONLY	\$5.00		
Caramel Chocolate Chip GLUTEN-FREE	\$6.00		
Donate Cookies	\$5.00		

**ORDER SUMMARY**

QTY	AMOUNT
TOTAL	\$0.00

**Checkout**

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

**CHOOSE YOUR DELIVERY METHOD**  
Delivery methods cannot be combined.

- Ship the cookies  
4 package minimum. [See details](#)
- Have Girl Scout SahSS deliver the cookies  
Have your order delivered for free. [See details](#)

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

## Customer View-Checkout

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

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

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

## Customer View-Confirmation

The image shows two screenshots of the Girl Scout cookie ordering process. The left screenshot is the 'Order Checkout' page, and the right screenshot is the 'Thanks for your order!' confirmation page. Yellow callout boxes highlight specific actions: 'Send Girl Scout a Cheer' points to a button on the confirmation page, and 'Place another order' points to a button on the 'MORE FROM GIRLSCOUTS' section of the confirmation page.

**Order Checkout Page:**

- DELIVER TO:** Amelia Gabble, 1231 Upper St, San Diego, CA 92103-5127, 619-867-5309, mgtag22@gmail.com
- ORDER PREFERENCES:** Donate my order to: Cancer Society
- CONNECT WITH GIRL SCOUTS:** I was a Girl Scout!
- PAYMENT DETAILS:** Pay with card (VISA, MASTERCARD, AMEX, DISCOVER), Cardholder Name: Amelia Gabble, Card Number: \*\*\*\* \* 1234 5678 9010 1112, Expiration Date: 02 / 26, CVV: 123

**YOUR COOKIE ORDER:**

Item	QTY	AMOUNT
Thin Mints®	5	\$30.00
AdventureTus®	3	\$18.00
Treasures®	2	\$12.00
Donuts Cookies	3	\$18.00
<b>Subtotal</b>		<b>\$78.00</b>
<b>In-Person Delivery</b>		<b>FREE</b>
<b>TOTAL</b>		<b>\$78.00</b>

**Confirmation Page:**

Thanks for your order! Your Girl Scout cookie order was placed on June 21, 2023. Your order number is #00112185.

**YOUR ORDER:**

Item	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
<b>TOTAL PAYMENT</b>	<b>\$22.50</b>

Callouts: 'Send Girl Scout a Cheer' points to a button; 'Place another order' points to a button in the 'MORE FROM GIRLSCOUTS' section.

- Once customers have completed the information and clicked continue at each step, they will click the “I am not a robot” box and the “Place Order” button
- Customers then see an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!
- Customers will then receive a series of emails depending on their order delivery method.
  - See Customer Experience tip-sheets for more details on the emails customers receive

## Digital Cookie Shipping Fees

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

*For orders of 13 packages or more shipping is calculated as follows:*

*13 packages of cookies: tier B (12 packages) + tier A (1 more package) = \$27.98*

*25 packages of cookies: tier B x 2 (24 packages) + tier A (1 more package) = \$42.97*

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

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

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





## Digital Cookie Help Center

## Your go-to place if you need support!

girlscouts

### Log in to Digital Cookie

Email

Password

[Log in](#)

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

Customer List  
Send marketing emails, keep customer information up-to-date, and track orders.

Select All [Send Marketing Email](#) [Add Customer](#) [More...](#) [Show 10 items](#)

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

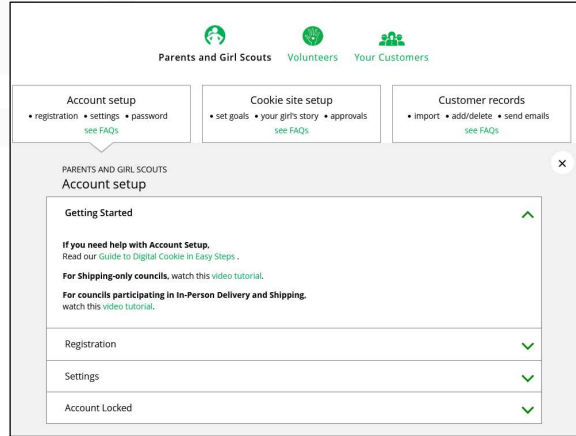
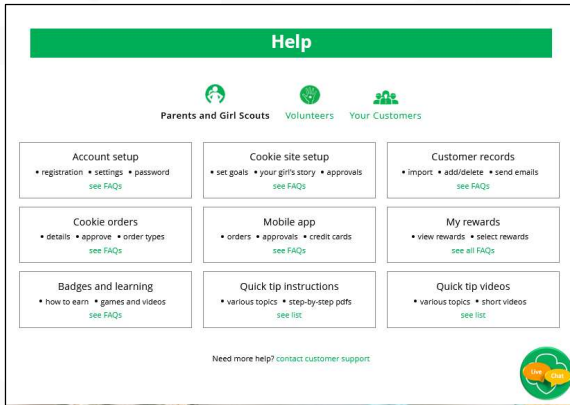
Total customers: 2 Total emails sent: 0 Total unique customers emailed: 0

[Need help?](#)

[Tips to get started](#)

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

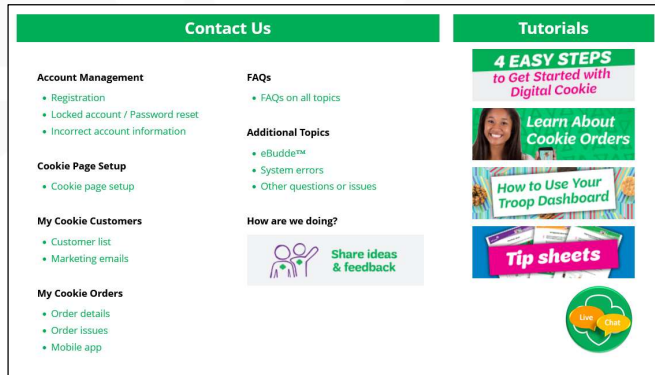
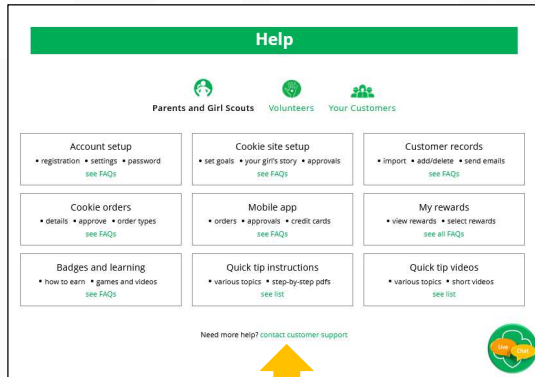
Select which role and category you need support on.



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

- Select the role you need support on and then select the category
- Inside each category there are detailed instructions, links to tip sheets, or video tutorials to help the user.

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

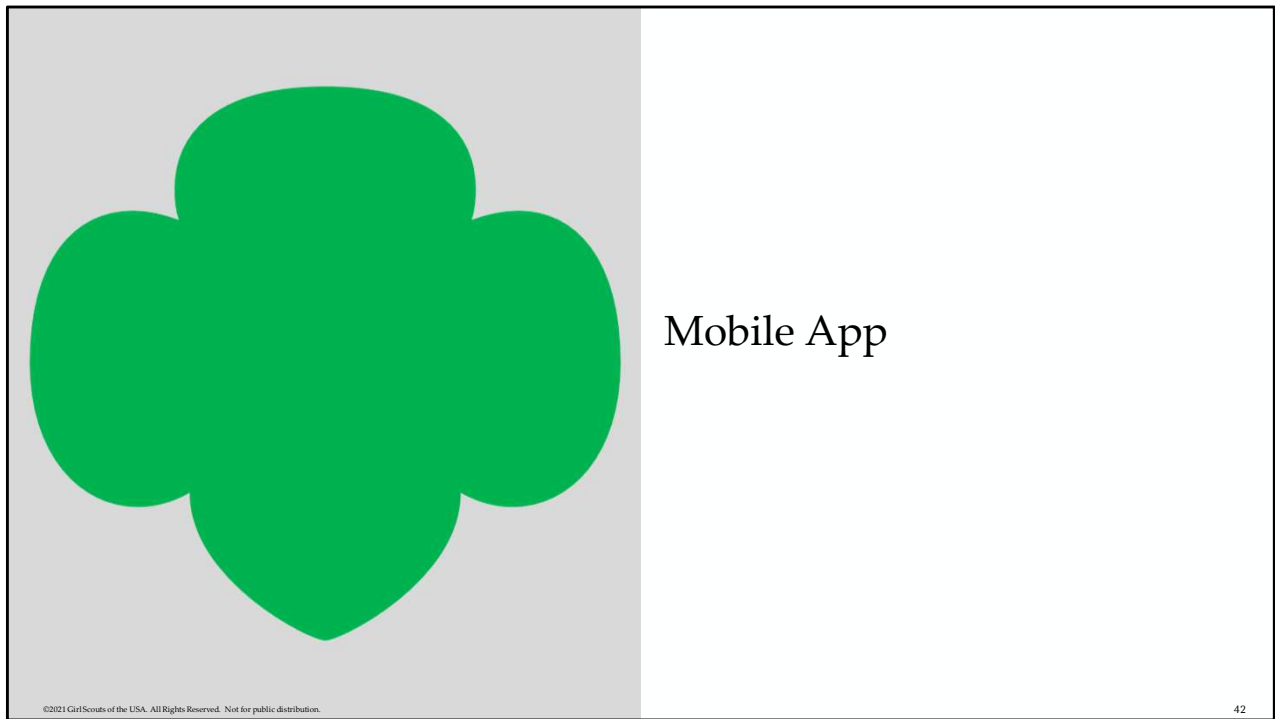


Click the topic you need help with and complete the form for more assistance.

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

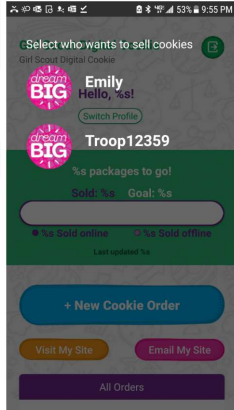
- Still need help? Click on the Contact customer support link
- Click the topic you need help with and complete the form for more assistance
- Want to talk to a live agent? Click on the Live Chat button during business hours to chat with a Digital Cookie customer support agent.

# Appendix

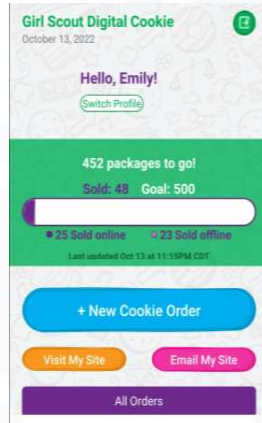


Additional details will be found on the Tip Sheet. Tip Sheet and updated slides will be available by the end of Sept. 2023.

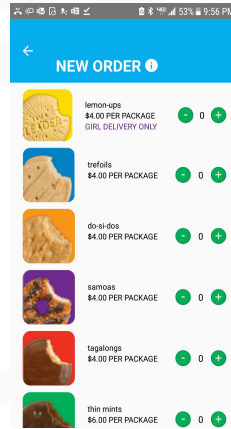
## Mobile App-Making a Sale



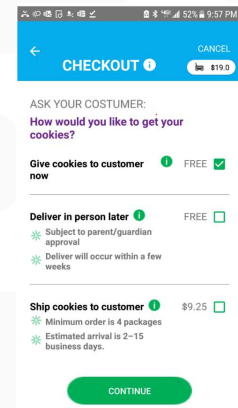
Select from the Girl OR the Troop persona. Troop login means the sales go to the whole troop-like at a booth.



Taking an order and viewing your orders are the main functions.



Girl enters the customer's order on the order page.

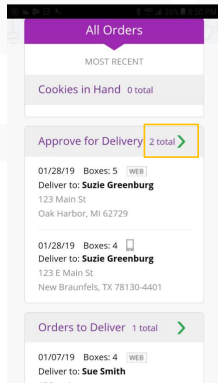


Girl can select to "Give Cookies to Customer Now" for face to face transactions.

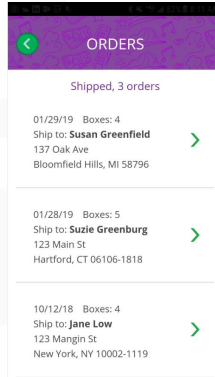
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- Users should Download a new version of the Digital Cookie App each year.
  - Girl Scouts must have their site set up and approved prior to being able to log into the cookie app.
  - Troop must have troop site set up for the troop option to appear
1. Once logged in, the user will select which account to use to take the cookie sale (Girl Scout or Troop).
  2. Then you will arrive at the home page, to create a new order click the Mew Cookie Order button.
  3. Enter the number of cookies and varieties the customer is ordering.
  4. At checkout select the delivery method, most likely option is "Give Cookies to Customer now" if they are making a face-to-face sale.

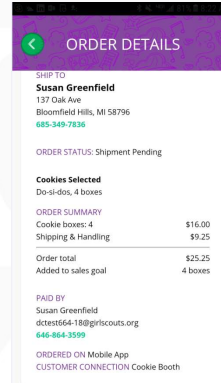
## Mobile App-Viewing Orders



Click the green arrow in the section of orders you want to see more details for



Click green arrow next to customer name to see order details.



Details about that customer's order appear including address and packages purchased

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- Girl Scouts can view orders using the “All Orders” section of their app. Tapping on the “All Orders” or scrolling down will make all of your orders visible by delivery method.
- To see the details for an order, click on the green arrow to view the section of orders to approve.
- Select the order you want to view and click the green arrow next to the order.
- The details for the order will appear and you can review the order and see the status, including shipping status.