



TCMs/Parents/Caregivers Girl Delivery - Important Message

The Digital Cookie system sends notification emails to parents/caregivers to approve orders for girl delivery as they come in. You have five days to approve those orders. Girl Scout families do a great job of staying on top of those approvals!

However, the immediately after an order is approved, customers start to receive automated messages about their order.

This leads some customers to believe that their order will be delivered very soon after it was approved, but that isn't always the case.

Here are some recommendations for parents/caregivers to follow, to prevent misunderstandings:

- **Check cookie inventory before you approve order.** If you don't have enough cookies on hand, check with TCM to make sure you can get the cookies needed to fulfill orders and in a reasonable amount of time. You can then approximate the delivery timeline.
- **Communicate with customer *right after* order approval about timeline for cookie delivery and coordinate day/time.** Also communicate any delays or changes and schedule a new time/date if necessary.
- **Do not click on "order delivered" in Digital Cookie until AFTER the order has been delivered to the customer!** It's confusing to customers when that button is hit well in advance of the delivery happening. They expect to see their cookies outside their door and are concerned when they look, and no cookies are there.

TCMs/Parents/Caregivers, coach your Girl Scouts on best girl delivery customer service practices!

Girl Scouts:

- **Double-check that your customer orders are correct as you prep them for delivery.**
- **Contact customers before you deliver cookie orders.** That way, they can plan to be home when you deliver and bring their cookies inside!
 - **Click on "order delivered" in Digital Cookie AFTER the order has been delivered to the customer.**

- If you are dropping off cookies (no contact/not home) at a time/location you've coordinated with your customer - take a photo of the cookies delivered and email it to your customer. They will appreciate your thoughtful customer service!

- **Include a thank you note with your cookie deliveries.** Sign with your first name and a caregiver's email address or phone number, in case your customer needs to contact you.
 - Neighbors might order cookies from a few Girl Scouts in the neighborhood. It helps them to know who just delivered cookies, so they can thank you too!

- **Be respectful of no soliciting signs and please do not leave fliers, door hangers, business cards or cookies in people's mailboxes!**