Digital Cookie®

Order Received (In-Person Delivery)

Congratulations! Your Girl Scout received an order and the customer requested the order to be delivered by your Girl Scout. The below steps will walk you through what needs to happen prior to delivering the cookies.

Step 1: Receive Reminder Email

If a customer placed an In-Person Delivery order and it was not approved 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. Hooray!

Step 2: Log into Digital Cookie

Click the button "Log In Now" in the email. That will take you to Digital Cookie where you can log in or go to digitalcookie.girlscouts.org and log in.

Step 3: View Orders

Click on the "Orders" tab and see what orders are pending your approval.
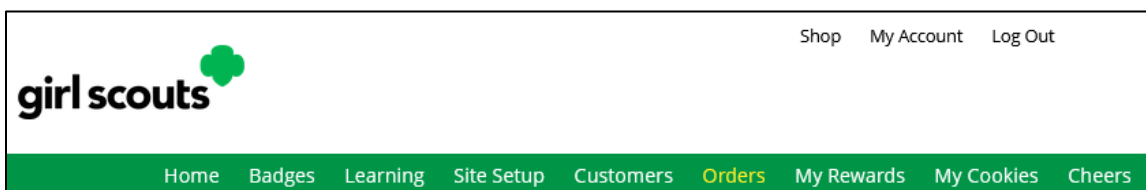
You will see a list of all orders needing approval, including the customer order number, number of packages in each order, the customer's address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer's second choice option.

Step 4: Determining whether to approve or decline the order
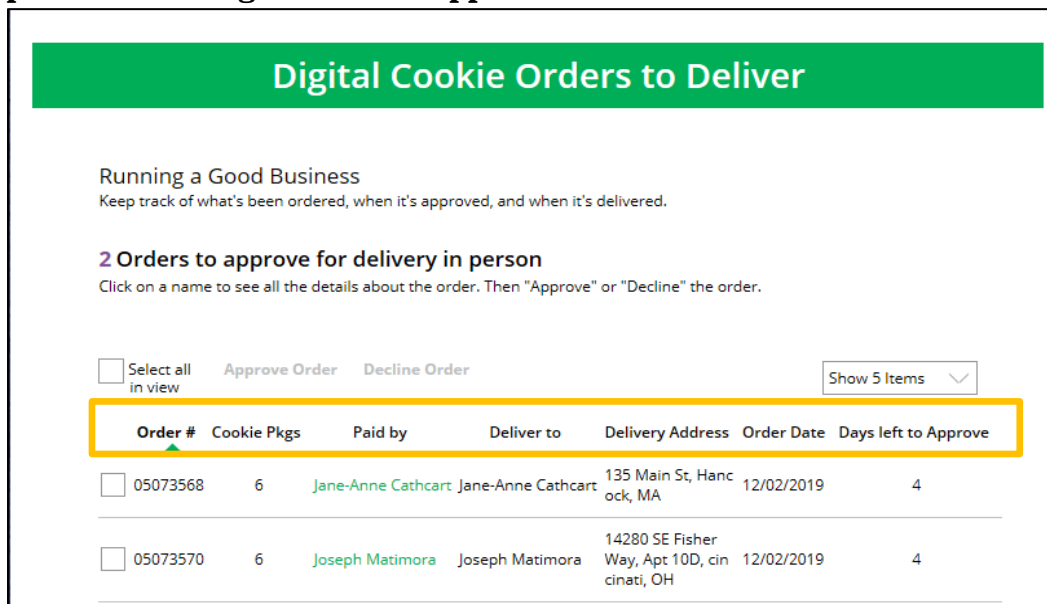
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What to consider:
- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location before the end of the sale.

AND

- Do you have or will you have the inventory available?
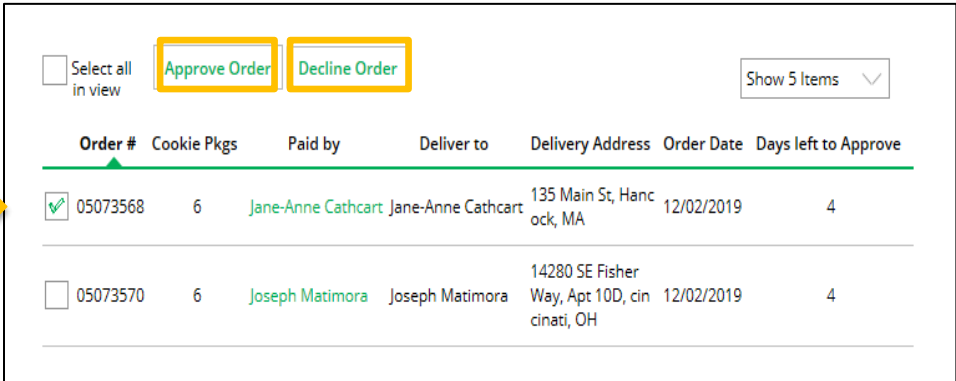
If so, "**Approve Order**."

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".

Customers receive an email to expect their cookies within two weeks of when you have them, once approved

Step 5: Approving or Declining an Order

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

1. 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
✔	05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
☐	05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cincinati, OH	12/02/2019	4

Check box

Select all in view | Approve Order | Decline Order | Show 5 Items

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:

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

Approve Delivery for Cookie Orders
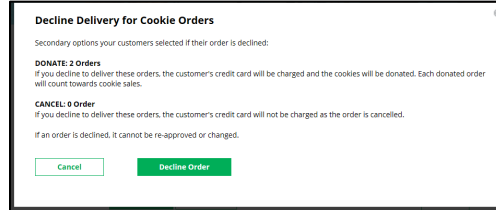
Orders selected: 2

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!

CANCEL | **Approve Order**

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Or that you want to decline all of the orders you selected and understand if the orders are being cancelled or donated:


2. Click the "Select All" box, which will select all of the orders on that page that need approval, then click "Approve Order" or "Decline Order".

You will also get a pop-up message confirming your batch approval or declining of the orders selected, as above in option 1.

3. Click on the individual customer to bring up that person's order details and click "Approve Order" or "Decline Order" at the bottom.
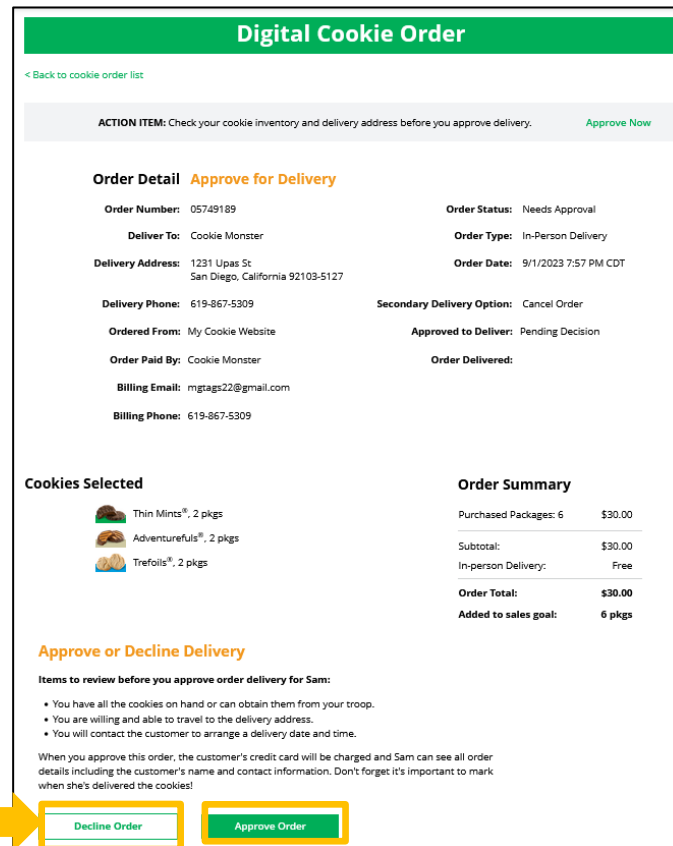
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Step 6: Orders to Deliver

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 those cookies.

Step 7: Marking Orders as Delivered

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.

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Step 9: Adding Customer to the Contact List in Digital Cookie
If the customer is not in the 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 is added to the list and the Girl Scout can send thank-you emails this year and marketing emails next year for repeat business.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

	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	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	✔

Select all | Add to Customer List | Export | Show 10 Items

★ Grow your customer list! Select checkboxes for the names you want to add. Need Help?

The troop volunteer will see the financial transaction as a credit to your Girl Scout in the baker software after you have approved delivering the order.

While in the site checking on orders, Girl Scouts can add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Along the way, your Girl Scout will pick up some good cookie program tips!