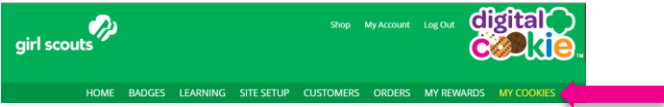


## My Cookies: Delivery Settings

A new tab labeled “My Cookies” exists on your Digital Cookie Dashboard



On that tab, your council may be giving you 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 so a customer doesn’t have the option to purchase it for delivery. 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.

1

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. Emily'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".

lemon-ups®

Off
On

trefoils®

Off
On

do-si-dos®

Off
On

samoas®

Off
On

tagalongs®

Off
On

thin mints®

Off
On

girl scout s'mores®

Off
On

toffee-tastic®

Off
On

Cancel

Update delivery settings

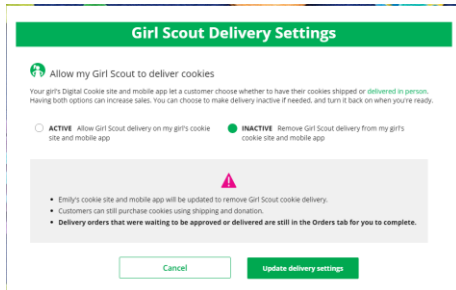
Digital Cookie™ 2022

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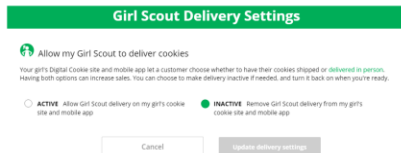
My Cookies:Delivery Settings v1– 1

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”.



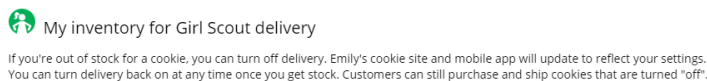
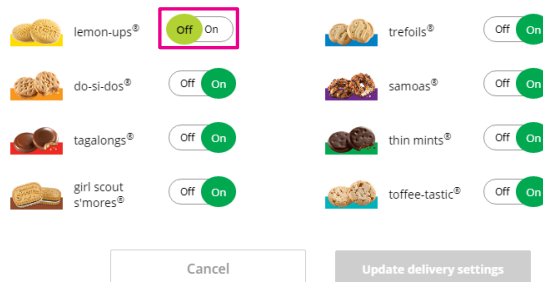
Once you have turned it to inactive, the varieties section will be removed and is superseded by the active/inactive setting. You do not need to turn off each of the varieties individually if you set it to inactive.



Should you wish to turn delivery back on, simply click “active” and your customers will see delivery as an option again.

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, click the “on” and turn it back on.





### **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. Last year, Girl Scout families did a great job of staying on top of those approvals! One thing that came up though that created confusion for customers, was that once an order is approved, the customer starts getting automated emails regarding their order. This led some customers to believe that their order would be delivered very soon after it was approved, but that wasn't always the case.

### **Here are three 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.
- Communicate with customer right after order approval about timeline for cookie delivery. Stay in communication with customer until cookies are delivered.
- Also, 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!
- Do not click on "order delivered" in Digital Cookie until the order has been delivered! It's confusing to customers when that button is hit well in advance of the delivery happening.
- You can take a photo of the cookies delivered and email it to your customer too.
- 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!
- Please do not leave fliers, door hangers, business cards or cookies in people's mailboxes!

