

Digital Cookie®

Marketing to Customers

A Digital Cookie site isn't any good without customers! Learn how you can enter customer information and send marketing emails below.

Step 1: On the Digital Cookie dashboard, click the Customers tab.



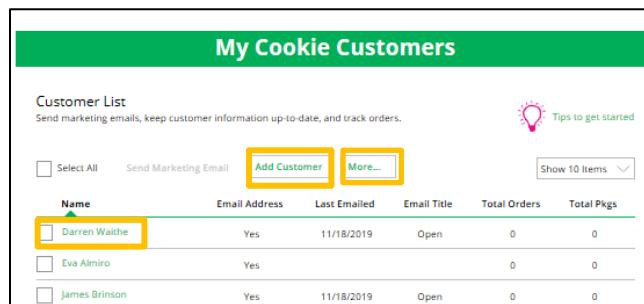
The screenshot shows the Digital Cookie dashboard with a green header. The 'Customers' tab is highlighted in yellow, indicating it is selected. Other tabs include Home, Badges, Learning, Site Setup, Orders, My Rewards, My Cookies, and Cheers. The top right has links for Shop, My Account, and Log Out.

Step 2: The Customers page is broken into two sections

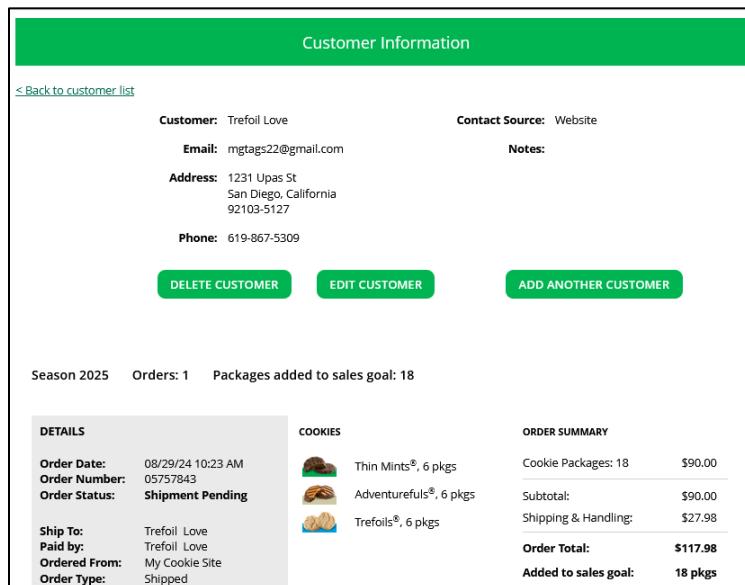
- My Cookie Customers, for managing your customers
- Connect with Customers, to learn more about marketing to customers

Step 3: My Cookie Customers

Girl Scouts can add or import customers they want to send marketing emails to - and keep all of their customers in Digital Cookie for referencing in future cookie seasons. Clicking on a customer's name brings up more information about the customer, including details about any orders.



The screenshot shows the 'My Cookie Customers' page with a green header. It displays a table of customer information. The first customer, Darren Walthe, is highlighted with a yellow box. Buttons for 'Add Customer' and 'More...' are also highlighted with yellow boxes. The table columns are Name, Email Address, Last Emailed, Email Title, Total Orders, and Total Pkgs.



The screenshot shows the 'Customer Information' page for Darren Walthe. The top bar is green with the title 'Customer Information'. Below it, there's a back-link 'Back to customer list'. The customer details are as follows:

- Customer:** Trefoil Love
- Contact Source:** Website
- Email:** mgtags22@gmail.com
- Notes:** (empty)
- Address:** 1231 Upas St
San Diego, California
92103-5127
- Phone:** 619-867-5309

At the bottom are buttons for 'DELETE CUSTOMER', 'EDIT CUSTOMER', and 'ADD ANOTHER CUSTOMER'.

Below this, a message says 'Season 2025 Orders: 1 Packages added to sales goal: 18'.

The page is divided into three sections: 'DETAILS', 'COOKIES', and 'ORDER SUMMARY'.

- DETAILS:**
 - Order Date:** 08/29/24 10:23 AM
 - Order Number:** 05757843
 - Order Status:** Shipment Pending
 - Ship To:** Trefoil Love
 - Paid by:** Trefoil Love
 - Ordered From:** My Cookie Site
 - Order Type:** Shipped
- COOKIES:**
 - Thin Mints®, 6 pkgs
 - Adventurefuls®, 6 pkgs
 - Trefoils®, 6 pkgs
- ORDER SUMMARY:**

Cookie Packages: 18	\$90.00
Subtotal:	\$90.00
Shipping & Handling:	\$27.98
Order Total:	\$117.98
Added to sales goal:	18 pkgs

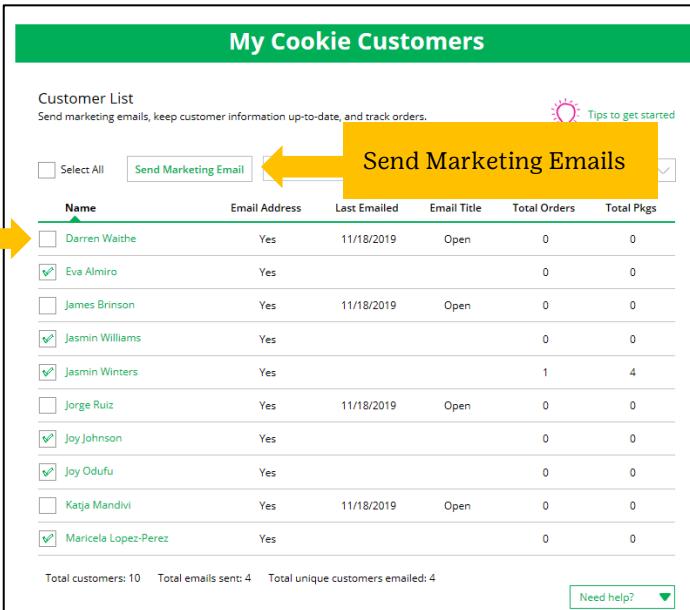
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Step 3a: Send Marketing Emails

To send emails to your customers, simply check the box in front of all the customers you want to reach, then click “Send Marketing Emails.”

Next, select which of the three emails you would like to send at this time:

“Open for business” or “Shipping Promotion”, “There’s still time to order cookies,” or “Thanks for your support.”



My Cookie Customers

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

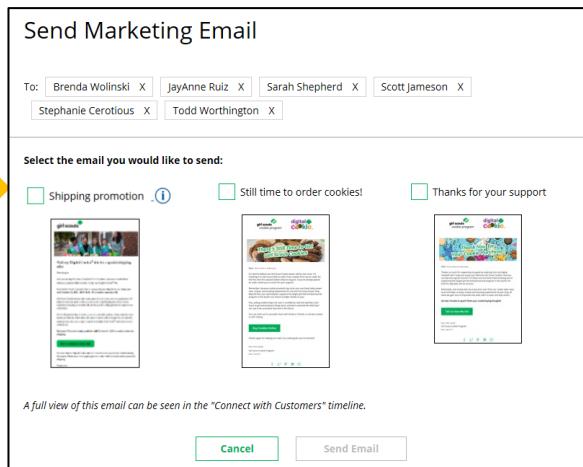
Select All **Send Marketing Emails**

Name	Email Address	Last Emailed	Email Title	Total Orders	Total Pkgs
Darren Waithe	Yes	11/18/2019	Open	0	0
Eva Almira	Yes			0	0
James Brinson	Yes	11/18/2019	Open	0	0
Jasmin Williams	Yes			0	0
Jasmin Winters	Yes			1	4
Jorge Ruiz	Yes	11/18/2019	Open	0	0
Jay Johnson	Yes			0	0
Jay Odufu	Yes			0	0
Katja Mandivi	Yes	11/18/2019	Open	0	0
Maricela Lopez-Perez	Yes			0	0

Total customers: 10 Total emails sent: 4 Total unique customers emailed: 4

To find out more about each of those emails and see a preview, go to the “Connect with Customers” section.

You can select different customers and send different emails to them or send the same email to all your customers at the same time.



Send Marketing Email

To:

Select the email you would like to send:

Shipping promotion  Still time to order cookies!  Thanks for your support 

A full view of this email can be seen in the “Connect with Customers” timeline.

When you have made your selection, check the box and then click “Send Email” at the bottom.

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Step 3b: Add Customer

To add customers manually (instead of importing), click the “Add Customers” button and you will get a screen for entering information.

[< Back to customer list](#)

required *

First Name:	<input type="text"/>	
Last Name:	<input type="text"/>	
Nickname:	<input type="text"/>	Add a personal hello to your marketing emails, e.g. Grandma, Uncle Mike.
Email:	<input type="text"/>	
Address:	<input type="text"/>	
City:	<input type="text"/>	
State:	<input type="text"/>	
Zip Code:	<input type="text"/>	
Phone:	<input type="text"/>	
Notes:	<input type="text"/>	

[Cancel](#) [Add Customer](#)



Encourage Girl Scouts to add a “nickname” for their contacts like “Grandma” or “Uncle”

The only required field is name.. If you enter data in the “Nickname” field, the customer will receive their email addressed to the nickname instead of their first name.

When you are finished entering information, click “Add Customer”. The customer information will be stored.

If a Girl Scout attempts to add a customer that already has an email address in the customer list, the system will display a message that the record is a potential duplicate and ask what information should be maintained between the two records.

[Add Customer](#)

The email you entered is already in your customer list. Since an email address can only be used once, you will need to choose the customer information you would like to keep and merge these records for email: dctest664-22@girlscouts.org

YOU ENTERED	ON FILE
Name	<input checked="" type="radio"/> Jane Dow <input type="radio"/> Suzie Greenburg
Address	<input checked="" type="radio"/> 43215 <input type="radio"/> ...
Phone	<input checked="" type="radio"/> 325-235-0273 <input type="radio"/> ...
Notes	<input checked="" type="radio"/> ... <input type="radio"/> ...

[Cancel](#) [Merge Records](#)

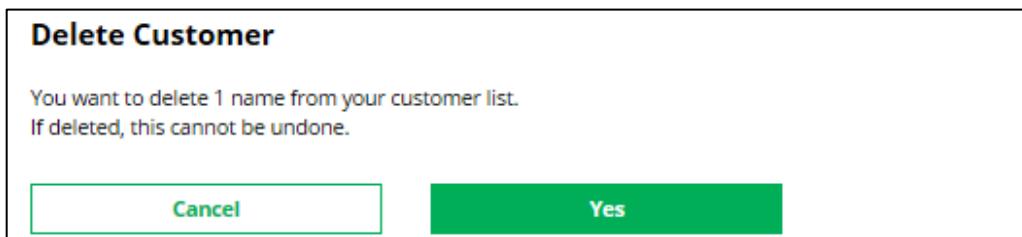
You can also add customers who have made a purchase and aren’t in your customer list. See the “Parent Orders” tip sheet for details.

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Step 3c: Delete Customer

We recommend keeping customer lists from year to year, but there may be times when you will need to delete one or more. To do that, select the box in front of the customer(s) you want to delete, then click on the “More” dropdown menu and select “Delete Customer”.

You will get a pop-up warning that deletion is permanent and confirming how many customers you are attempting to delete. To continue with deletion, click “yes”



Step 3d: Import

Clicking on the “More” dropdown menu gives you the option to import a customer list.

The screen has instructions on how to import contacts. It also includes the template that you will need for importing. The template is on the second tab in the spreadsheet, titled “Import_Customer.”

A	B	C	D	E	F	G	H	I	J	K
First Name	Last Name	Nickname	Street Address	City	State	Zipcode	Phone Number	Email Address	Notes	
Jane	Dow	Aunt Jane	123 Main St	Rolling Hills	OK	23902		dcctest664-14@girlscouts.org		

Import a List of Customer Names

You can take a copy of information you have in one program and use it in another program. When you do this, you are importing a file from one place to another.

Steps to import a customer list into Digital Cookie

1. Download our [Cookie Customers Template](#). There are helpful instructions in the file.
2. Type the names of customers who would like cookies into the file. Include their email addresses so you can send them a cookie marketing email. Remember to save the file.
3. When you have finished putting in the names of your customers, select “Import file.”



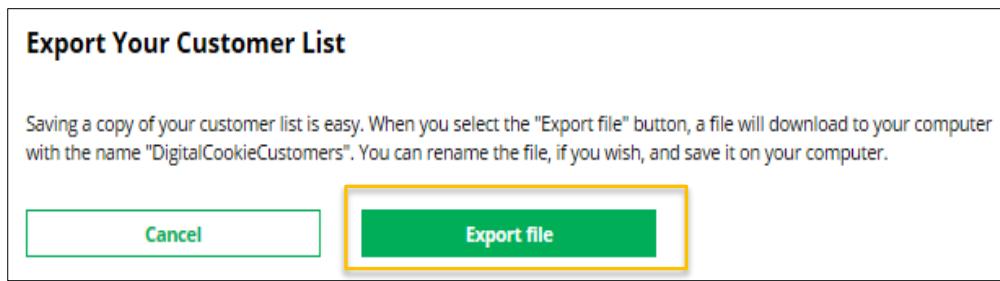
When the list is prepared and saved, use the “Choose File” button to select your file from where you saved it. Then click the green “Import File” button at the bottom. When it has successfully imported you can send marketing emails to those customers.

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Step 3e: Export

The “More” drop down menu also gives you the option to export your customer list. When you choose “Export” a screen will pop up with instructions on how to export your customer list and save it to your computer.

Simply click the green “Export File” button and you will be asked where you want to save the file on your computer.



Step 4: Connect with Customers

Learning about marketing to your cookie customers is a great skill that can increase cookie sales. In this section you can preview the different emails that are available to send to your customers - and get suggestions for when to use them.

Step 5: Site Link or QR Code

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

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