

# 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

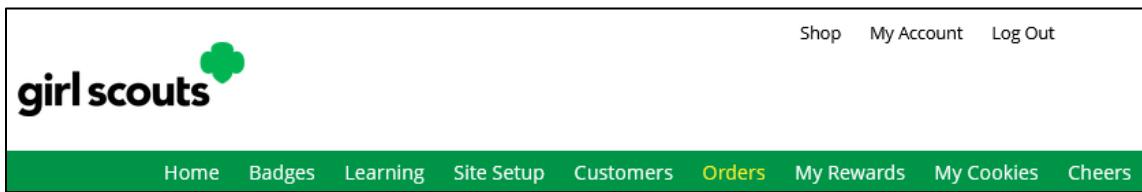
If a customer placed an In-Person Delivery order and it was not approved by midnight, you will receive an email from [email@email.girlscouts.org](mailto:email@email.girlscouts.org) with the subject “Action required: you have an in-person delivery request!” letting you know your Girl Scout has received 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](https://digitalcookie.girlscouts.org) and log in.

### Step 3: View Orders

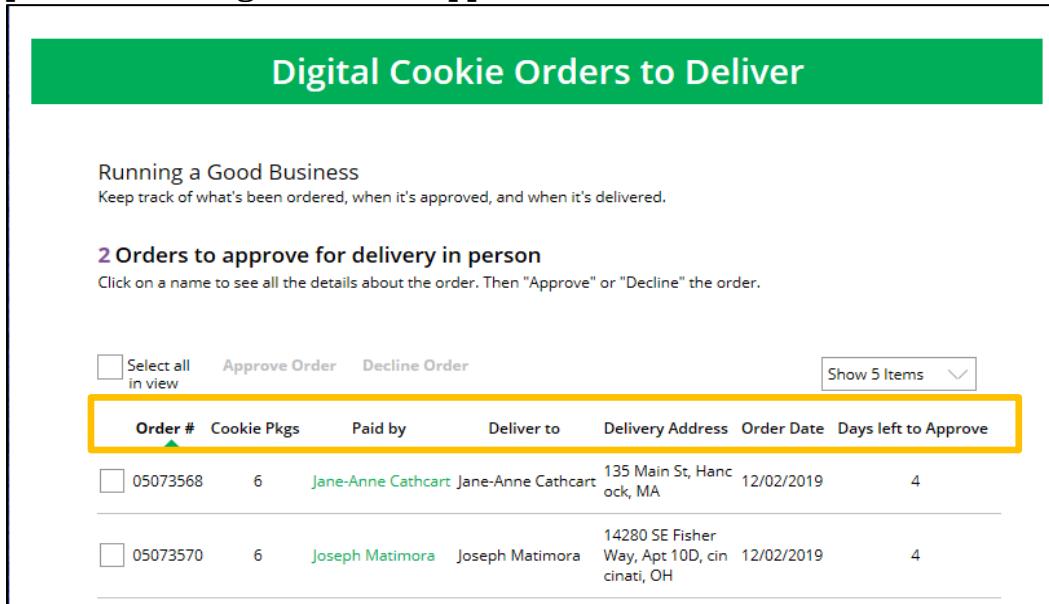
Click on the “Orders” tab and see what orders are pending your approval.



The screenshot shows the digitalcookie.girlscouts.org homepage. At the top, there is a navigation bar with links for Shop, My Account, and Log Out. Below the navigation bar is the girl scouts logo. The main menu bar is green and includes links for Home, Badges, Learning, Site Setup, Customers, Orders (which is highlighted in yellow), My Rewards, My Cookies, and Cheers. The Orders tab leads to a page titled "Digital Cookie Orders to Deliver".

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. Approve within five days.

### Step 4: Determining whether to approve or decline the order



The screenshot shows the "Digital Cookie Orders to Deliver" page. At the top, there is a green header bar with the text "Digital Cookie Orders to Deliver". Below the header, there is a section titled "Running a Good Business" with the sub-instruction "Keep track of what's been ordered, when it's approved, and when it's delivered." There is a sub-section titled "2 Orders to approve for delivery in person" with the instruction "Click on a name to see all the details about the order. Then "Approve" or "Decline" the order." At the top of the main table, there are buttons for "Select all in view", "Approve Order", "Decline Order", and a dropdown menu "Show 5 Items". The main table has columns for Order #, Cookie Pkgs, Paid by, Deliver to, Delivery Address, Order Date, and Days left to Approve. Two orders are listed:

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, Hanc ock, MA	12/02/2019	4
05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cin	12/02/2019	4

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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.

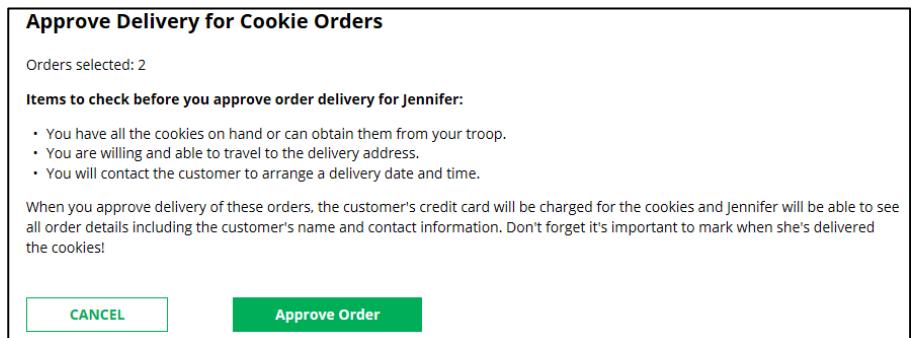
1. Check the boxes in front of the orders you want to approve or decline and then click “Approve Order” or “Decline Order”




<input type="checkbox"/> Select all in view	Approve Order	Decline Order	Show 5 Items			
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, Hanc ock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cin	12/02/2019	4

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:**

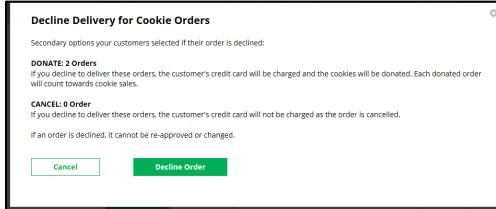
- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

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:

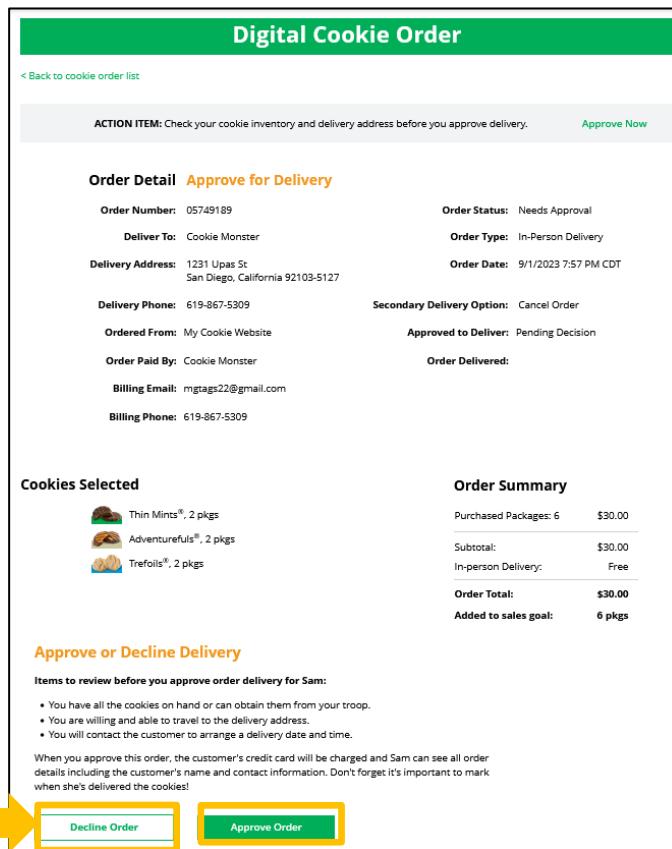


2. Click the “Select All” box, which will select all of the orders on that page that need approval, then click “Approve Order” or “Decline Order”.



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.

**2 Orders to deliver**

Click on a name to mark when the cookies were delivered. [\(i\)](#)

<input type="checkbox"/> Select all	Order Delivered	<a href="#">Export Orders</a>	<a href="#">Show 5 Items</a> 	
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/> 05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019

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.”

**2 Orders to deliver**

Click on a name to mark when the cookies were delivered. [\(i\)](#)

<input type="checkbox"/> Select all	<input type="checkbox"/> Order Delivered	<a href="#">Export Orders</a>	<a href="#">Show 5 Items</a> 	
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/> 05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019

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

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

Paid by	Order #	Cookie pkgs	Order Date	<a href="#">Order Type</a>	In Customer List
<a href="#">View</a> <input checked="" type="checkbox"/> Nina Smith	00112249	10	6/26/2023	Shipped	<input type="checkbox"/>
<a href="#">View</a> <input type="checkbox"/> Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/> 
<a href="#">View</a> <input type="checkbox"/> 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?](#)

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!*