



# Digital Cookie Caregiver Training



# Training Agenda

- 1 Brief Digital Cookie Overview
- 2 Four Steps to Getting Started
- 3 Using Digital Cookie
- 4 Customer Experience
- 5 Digital Cookie Help Center

*Script:*

The Digital Cookie Troop Cookie Volunteer Training will cover the following agenda items, :: List Items on Slide::.



*Script:*  
What is Digital Cookie?

What is Digital Cookie?

## Digital Cookie

### Online Selling Platform

Packed with fun, easy-to-use tools, Digital Cookie® delivers more ways to participate, more ways to sell, more ways to buy, and more ways to learn! And in addition, studies show Girl Scouts who use Digital Cookie® in combination with traditional sales often sell more cookies and reach their goals faster.



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### *Script:*

In general, Digital Cookie is a unified online selling platform. It has easy-to-use tools and provides multiple ways for Girl Scouts to enhance their entrepreneurial skills. eCommerce has grown over the years and the platform gives Girl Scouts the opportunity to supercharge their cookie business. Now we know what Digital Cookie is lets see who all can use Digital Cookie.



*Script:*  
Who Uses Digital Cookie

Who Uses Digital Cookie?

## Girl Scouts use Digital Cookie to supercharge their cookie business!

**Girl Scouts** create their own sites and send marketing emails to customers.

**Girl Scouts** take orders and track purchases (**Customers** purchase cookies).

**Girl Scouts and caregivers** can manage their online sales, inventory, and financials using Digital Cookie.

**Troop Cookie Managers** use it to set up and manage sales for their troop's online sales site.

**Troop Cookie Managers** support Girl Scouts and families with visibility to their online progress.

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### *Script:*

- Digital Cookie is primarily used by Girl Scouts and Caregivers. Girl Scouts create their site and send marketing emails to customers. They can manage their online sales, inventory, and finances with their Caregiver. Girl Scouts can take orders and track the purchases from Customers.
- Troop Cookie managers use Digital Cookie to support the Girl Scouts and families with visibility into their online activities. They also use it to set up and manage the troop site and online sales.



# Girl Scout and Caregiver Experience

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*Script:*

The following slides will walk-thru the Girl Scout and Caregiver Experience





# Become a true cookie boss in four easy steps!

**Digital Cookie®**

This cookie season, superpower your sale by adding Digital Cookie® to your toolkit.

**Use the Digital Cookie® app to sell cookies wherever you go!**

The app makes it easy for you to take payment from customers purchasing cookies.





### 1. Register for Digital Cookie®

Create your **Digital Cookie Password** for email address: parent@email@domain.com

When you create your password, a confirmation email will be sent.

**Password**

Passwords must be 8-10 characters, including 1 number, 1 capital letter, and 1 lowercase letter. All lowercase letters must be lowercase U.S. or U.K.

**Confirm password**

**SUBMIT**

Look for the Digital Cookie® registration email in your inbox to register. If you can't find it, contact your council.

### 2. Set Up Your Site

**Cookie Page Setup**

**SET MY SALES TARGET**

**YOUR COOKIE STORY**

**SO FAR YOU'VE SALES SOLD:**

**10037**

Take a few minutes to set your sales goal, share your cookie story, and upload a fun picture or video. Then publish and go!

### 3. Invite Customers



Use the email in Digital Cookie® to reach out to customers. Ask them to visit your site, purchase, and share your site. Also, post your site on social media.

### 4. Track Your Progress

**Total Online Sales**

Customer orders: 8  
 Orders placed: \$  
 Progress: 52%  
 Left to go: 2

**Marketing Emails**

14 Marketing emails in MyAccount

**Online Sales by Delivery**

14 Days to go

Use your Digital Cookie® platform to track sales and inventory and check progress towards your goal.

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*Script:*  
Caregivers can help Girl Scout set up Digital Cookie in just four easy steps! We will cover these steps in more detail in this training.

Step 1: Register

## Receive Email

**December 20, 2024**

**Sender:** "Girl Scout Cookies"  
email@email.girlscouts.org

**Subject:** It's time to register  
your Girl Scout for Digital  
Cookie!

## Click "Register Now" In Email

### Create Password and Login

All users must register through  
their Digital Cookie registration  
email every year.

## No Registration Email

### View the "No Registration Email" Tip Sheet

- Check promotions, junk, and spam folders for email.
- Make sure myGS account is updated with the correct email.
- Add the sender's email to your contacts list.

### *Script:*

Watch for your registration email\* from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!" on December 20, 2024. If you don't see it, make sure to search your "Promotions/Clutter/Spam" folders.

The email will be sent to the primary email on file in your myGS account, please make sure that is up to date prior to your access date. If you don't receive the registration email, use the tip sheets for additional steps to resend or look up to see what email is on file for your Girl Scout.

Once you find the email, open it and click on the Register Now button. You will be taken to Digital Cookie to create a password for this year and then log in to Digital Cookie with that password and email.

## Step 1: Register



### Watch Safety Video with Girl Scout

At the end of the video, you will need to click the green continue button.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Scout Address	Action
Active	UG_AGCLJCN IIRCOIORANTO	04/03/2012	11078276	88			Continue

### Activate Girl Scout(s)

After clicking the Activate button you will be able to update your Girl Scout's preferred name. This name will be on the storefront and in the customer's emails.

### Approve Terms and Conditions and Safety Pledge

Be sure to read the safety pledge with your Girl Scout and check the box to accept both documents.

UG\_AGCLJCN IIRCOIORANTO

Preferred First Name\*: Sneh

Girl Scout Address:

Cancel Save

### 13+ Girl Scouts

You will also have the option to add your Girl Scout's email if 13 or older. Do not add the email address you used to log into Digital Cookie, This is optional, skip this box if you do not want to add an email.

### Script:

- When you first log in, you will need to watch a safety video, make sure your Girl Scout(s) is available to watch with you! There will be a Continue button at the end. You can't proceed any further until the full video has been viewed.
- Next you will, read and accept the Terms and Conditions agreement.
- Then the "Girl Scout Safety Pledge" will appear. Be sure to read it to/with your Girl Scout(s) and check the box for "accept" and click "continue."
- Once you have accepted the terms and pledge, you will then be taken to a screen to activate your Girl Scout(s) for the Digital Cookie program and update their preferred name if desired.
  - If the Girl Scout you are activating is 13 or older, you have the option to enter an email address. The Girl Scout will then be able to set up the site and monitor Digital Cookie. (Note, the email address for a Girl Scout 13+ must be unique and not in use in Digital Cookie).
- Girl Scouts under 13 will log in, in partnership with their caregiver and do not need a separate email address.
- After activating all of your Girl Scouts (if you have multiple), you will click the "Access Site" button to be taken to the first Girl Scout's home page. Once you have registered, watch your inbox for a registration confirmation email and save this email where you can find it during cookie season!



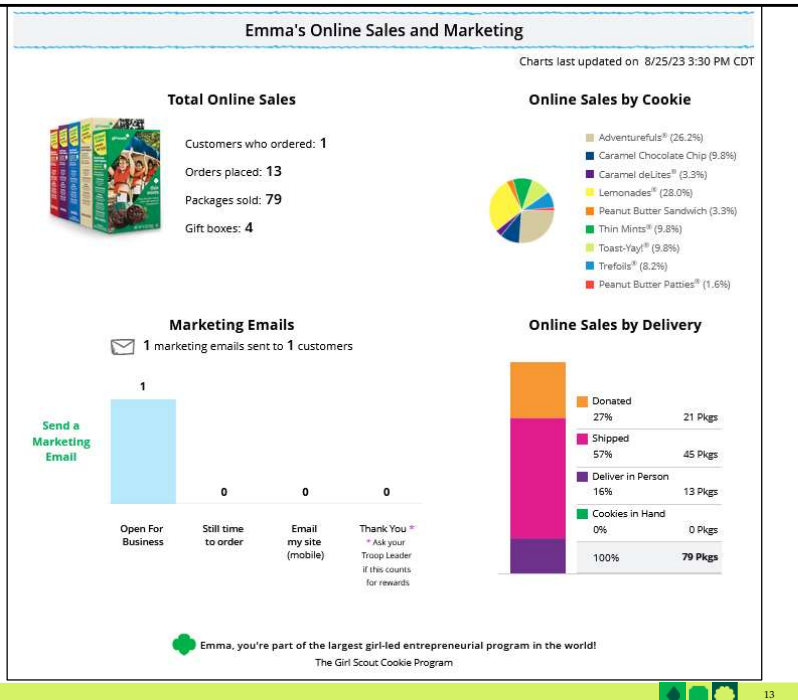
*Script:*

Once you log in to Digital Cookie you will arrive on your Home page. You have 7 different sections on the Home page that help you support your Girl Scout's Digital Cookie sales.

1. **Message from Council:** a note of encouragement from us for the sale.
2. **My Sales Goal:** See your Girl Scout's progress toward the goal and see how many cookies the troop cookie volunteer has assigned to your Girl Scout.
  - Donated and In hand orders appear right away.
  - Shipped orders appear in the graph when the order ships. This can take a few days, orders don't ship on weekends and holidays.

- In-person delivery orders appear when the order is approved
  - Girl Scouts can add offline sales under the site setup page so customers can see a true representation of the sales.
- 1. My Cookie Site:** First you will see a button to set up the Girl Scout cookie site, once it is set up you will have easy access to the link and a QR Code to share with customers.
  - 2. Pending Orders:** In this section you will be notified if there are orders that need to be approved and reminded of orders that need to be marked as delivered.
  - 3. Cheers:** Here you will find a quick access button that will take you to the Cheers page where your Girl Scout can send a Cheer to a Girl Scout in the troop and see what Cheers have been sent from Girl Scouts, volunteers, and customers.
  - 4. Pins & Badges:** This section will let you know when your Girl Scout has completed a cookie pin or badge. Once completed the steps on the Badges page, the completed pin or badge will show in color.

## Online Sales and Marketing



*Script:*

The seventh section, at the bottom of the Home page, is the Online Sales and Marketing section, this is where you can monitor your Girl Scout's cookie business by viewing the total sales as well as a breakdown of sales by cookies and delivery options. You can also see how many marketing emails have been sent to customers.

# Setting up the Girl Scout Cookie Site

Step 2: Set up Girl Scout's Site

Have multiple Girl Scouts?  
Easily switch between each site here.

girl scouts  
of the sierra nevada

Shop My Account Log Out

You are viewing as:  
Parent of kailMzceeM.r. Troop 333

Home Badges Learning **Site Setup** Customers Orders My Rewards My Cookies Cheers

To set up the Girl Scout's cookie site:

- Click the "Site Setup" link on the menu bar.
- Or click the "Set Up Your Site" button from the home page.

My Cookie Site

SET UP YOUR SITE

[Watch How-to Video](#)

[Site Setup Tips](#)

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*Script:*

To setup the Girl Scout's cookie site, click on the "Site Setup" link in the Menu bar at the top. There will also be a Set Up Your Site button on the Home page in the My Cookie Site section.





Girl Scout Site Set Up

## Four sections to set up the site

1. **Goal Setting: Set My Sales Target**
2. **My Cookie Story**
3. **Photo/Video Upload**
4. **Preview and Publish Your Site**

*Script:*

There are four sections on the site set up page. The next few slides will cover them in more detail.

1. Goal Setting: “Set My Sales Target”
2. “My Cookie Story”
3. Photo/Video Upload
4. Preview and Publish Your Site

## Goal Setting: Set My Sales Target

The screenshot shows a web form titled "STEP 1 SET MY SALES TARGET REQUIRED". It features a "Your Goal Calculator" section with a text input "Emily wants to sell 500 packages which = about \$125 to help her Troop and others." and a "Save" button. A "REWARDS" button with a "Learn more" link is also present. Below this is a section titled "SO FAR EMILY HAS SOLD:" with a progress bar and three input fields: "Offline Sales" (0), "Online Sales" (0), and "Total Boxes Sold" (0). A legend indicates "Offline Sales" with an orange square and "Online Sales" with a blue square. A note at the bottom states: "\*When you sell cookies, it goes to your troop budget. Together, you can accomplish big things!".

*Script:*

### In the Goal Setting: Set My Sales Target section

1. Girl Scouts will enter how many packages of cookies they are working to sell this year through online and offline sales.
2. When the information is entered, the calculator will show how much money the troop will get from the hard work.
3. Clicking on “Rewards” will take the Girl Scout to the rewards page to see what rewards the Girl Scout might want to work towards. If the council is not using the function, there will be a link to the rewards flyer.
4. Girl Scouts can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.

# My Cookie Story

**STEP 2** WRITE MY COOKIE STORY REQUIRED

Tell your customers what you and your troop plan to do with the money you earn from selling cookies.

Tell your customers what you learned from selling cookies.

1 → My Girl Scout Troop will be doing a service project for the food bank going ice skating camping and to a water park.

I love to ask people to buy cookies when they say yes. I like to sell cookies at a store and sell them to people. ← 2

Required 87 characters

3 → SAVE CANCEL

Customers want to hear how you're using cookie money — the more you tell them, the more inspired they'll be to support your cookie sales efforts!

## Script:

### My Cookie Story section.

1. Girl Scouts tell their customers about a troop goal and why it's important.
2. Girl Scouts share what they've learned from the cookie program.
3. Save their story. They can make edits to it at any time.

# Photo/Video Upload



**Make your cookie story even better**  
Choose a photo or video (optional)

1 → Upload your own photo - or - Choose from the photo gallery

2 → Upload your own video - or - Use the Girl Scouts video: Cookie Boss

3 → How to make your video

actual image size

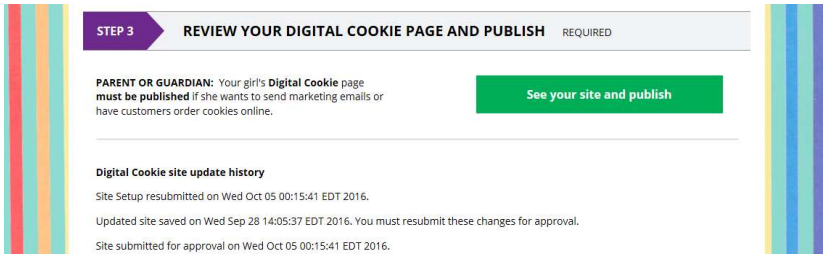
Your Digital Cookie site will show this photo.

## Script:

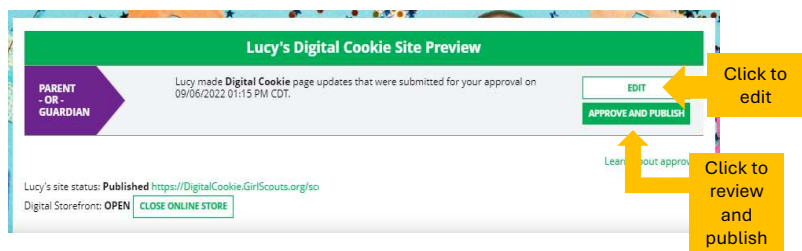
### Photo/Video Upload section

1. Girl Scouts can choose to upload a photo or use a picture from the gallery.
2. Or, Girl Scouts can upload a video or use a GSUSA video (*note the "Cookie Boss" video is changing, once Girl Scouts are in the site they will have a new video to select*)
3. Bonus! Girl Scouts can get tips on how to make a great video.

# Approve and Publish



If your button only says “see your site” you may be missing some required fields or didn’t make any changes. Go back and check that everything has been completed.



## Script:

Once the Girl Scout has entered all the site details, they will click the See your Site and Publish button. They will see what the customer will see.

There are a few things you should check prior to publishing the site:

- Is the spelling and grammar correct and does it tell a story?
- Make sure the photo or video are displaying correctly.
- Are the goals accurate?
- If you need to change anything, click *Edit* and make changes
- If it looks good, *approve and publish* the site.

Girl Scout’s 13+ will have a button that says, “see your site and submit for approval”. They can see the preview and edit. Parent is sent an email to approve the site.

# Digital Cookie Pages

# Badges

 Shop My Account Log Out  
**You are viewing as:**  
Parent of eoioli o. Troop 282 ▾

Home **Badges** Learning Site Setup Customers Orders My Rewards My Cookies Cheers

# Badges

**My Daisy Pin and Badges**

**Year 1**

Girls work with their family to earn the Cookie Entrepreneur Family pin to strengthen skills and partner with their family. Adults, look for the throughout for special ways you can help!

**Purpose:** By completing these steps and earning the pin, girls will learn the key skills to cookie success with support from their family.

**Steps to complete "Entrepreneur Pin"**

- STEP 1** Set a goal
- STEP 2** Decide how to reach your goal
- STEP 3** Practice with money

**Year 2**

**NEW!** Girls who completed the Year 1 pin last year can earn the Year 2 pin for their age level. If your family didn't get a chance to earn the pin last year, you can still earn the Year 1 pin this year.

Girls will work with their families to earn the Cookie Entrepreneur Family pin to strengthen skills as they complete the requirements in Year 1 and Year 2. Adults, look for the throughout for special ways you can help!

**Purpose:** By completing these steps and earning the pin, girls will learn the key skills to cookie success with support from their family.

**Steps to complete "Entrepreneur Pin"**

- STEP 1** Set a goal
- STEP 2** Decide how to reach your goal

**My First Cookie Business**

When you sell Girl Scout Cookies®, you run your very own business! Find out how to sell cookies and excite your customers. Then decide how you'll use the cookie money with your Girl Scout friends.

**Purpose:** When I've earned this badge, I will know how to sell Girl Scout Cookies and use my troop's cookie money.

**Steps to complete "My First Cookie Business"**

As you complete the steps in any order to earn this award, mark the box to show your progress.

- STEP 1** Find out about Girl Scout Cookies
- STEP 2** Decide how to use your cookie money and set a goal
- STEP 3** Practice your sales pitch

Get full badge requirements

**Congratulations!**  
Great job! You've earned your My First Cookie Business Badge! Get the badge here!

**Cookie Goal Setter**

When you sell Girl Scout Cookies®, you are running your own business. You get to work with your Girl Scout troop to decide how you will use your money. Together, you set goals and share them with real customers!

**Purpose:** When I've earned this badge, I will know how to set and share my goals.

**Steps to complete "Cookie Goal Setter"**

As you complete the steps in any order to earn this award, mark the box to show your progress.

- STEP 1** Decide how you will use your money
- STEP 2** Set a package goal
- STEP 3** Share your goals with your customers

Get full badge requirements

**Congratulations!**  
Great job! You've earned your Cookie Goal Setter Badge! Get the badge here!

## Script

The Badges page displays the Cookie Entrepreneur Family Pins, and the Cookie Business badges appropriate to your Girl Scout's level.

- For the badges, Girl Scouts can read an overview of the steps. For full details, check with the troop volunteer or purchase the online requirements using the shop link or from your local council store.
- For the Cookie Entrepreneur Family Pins, Girl Scouts can click on the instructions for each step.
- The instructions for each step of the pin will pop up. Girl Scout can click on the link to complete any activities in Digital Cookie, and once completed the Girl Scout will click the box next to each step to mark as complete.
- When the box for the last step in earning that pin is checked, a pop-up will appear asking to confirm the Girl Scout completed the last step.
- Girl Scouts can mark the steps as completed even if they finished the badge earlier.
- If they wants to do the steps again, Girl Scouts can—they are all great tools for their cookie sale. When all steps are completed, a star will appear at the end of the progress bar, and Girl Scouts will get a message of congratulations!
- Once the Girl Scout has completed the badge or pin, it will display in color on the home page.



# Learning



[Shop](#) [My Account](#) [Log Out](#)

**You are viewing as:**

[Parent of eoioli o. Troop 282](#) ▼

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

# Learning

Home Badges Learning Site Setup Customers Orders My Rewards My Cookies Cheers

## Games and Videos

All the fun in one place! Games, videos, and a whole lot more.

**Cookie Booth Bounce**

**Travel Video: Girl Scouts of Maine**

**Take Action Video: Girl Scouts of Central Texas**

**My Take Action Planner**

**Our Troop Budget: My Ideas**

**How to Make a Digital Cookie Video**

[More Activities](#)

## Cookie Program Learning

### Learning to Be an Entrepreneur

Everything you do on the **Digital Cookie** site-whether you're playing a game, taking a quiz, or checking your sales progress-helps you learn how to run a business. That makes you an entrepreneur!

Click on each circle to see how to build your business skills.

#### Cookie Page Setup

- Stay Safe and Treat People Fairly
- Set Your Sales Target
- Come Up with a Troop Goal

#### Cookie Planning

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## Script

The Learning page has different activities, videos, and printables. The offerings vary by age.

# Customers



The screenshot shows the top navigation bar of the Girl Scouts website. On the left is the "girl scouts" logo with a green trefoil. On the right are links for "Shop", "My Account", and "Log Out". Below these is the text "You are viewing as:" followed by the user name "Parent of eoioli o, Troop 282" and a dropdown arrow. A dark green horizontal bar at the bottom contains the main navigation menu: "Home", "Badges", "Learning", "Site Setup", "Customers" (highlighted in yellow), "Orders", "My Rewards", "My Cookies", and "Cheers".

## Customers

### Add or import customers

The screenshot displays the 'My Cookie Customers' interface. At the top, there is a green header with the text 'My Cookie Customers'. Below this, the 'Customer List' section is titled, with a subtitle 'Send marketing emails, keep customer information up-to-date, and track orders.' and a link for 'Tips to get started'. The main area contains a table with columns for Name, Email Address, Last Emailed, Email Title, Email Status, Total Orders, and Total Pkgs. A single customer, Mindy Guevara, is listed with an email status of 'Yes' and 0 orders and packages. Above the table, there are several action buttons: 'Select All', 'SEND MARKETING EMAIL', 'ADD CUSTOMER' (highlighted with a yellow box), and 'More...'. A 'Show 10 Items' dropdown menu is also present. At the bottom of the table, summary statistics are shown: 'Total customers: 1', 'Total emails sent: 0', and 'Total unique customers emailed: 0'. A 'Need help?' link with a dropdown arrow is located at the bottom right of the table area.

Name	Email Address	Last Emailed	Email Title	Email Status	Total Orders	Total Pkgs
<input type="checkbox"/> Mindy Guevara	Yes				0	0

Total customers: 1    Total emails sent: 0    Total unique customers emailed: 0

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#### *Script:*

The customer's page is where Girl Scouts can add customer information to their list and send emails.

Girl Scouts can add customer individually by clicking the Add Customer button or import customers under the More button. At the end of the cookie season, don't forget to export the customer list from the More button also.

**Customers**

My Cookie Customers

**Customer List**  
Send marketing emails, keep customer information up-to-date, and track orders. [Tips to get started](#)

Select All **SEND MARKETING EMAIL** **ADD CUSTOMER** More...

Name	Email Address	Last Emailed	Email Title	Email Status
<input checked="" type="checkbox"/> Mindy Guevara	Yes			

Total customers: 1    Total emails sent: 0    Total unique customers emailed: 0

**Send Marketing Email**

To: Mindy Guevara X

**Select the email you would like to send:**

Open for business

Still time to order cookies

Thanks for your support

Please note, emails can take up to 15 minutes to send.  
A full view of this email can be seen in the "Connect with Customers" timeline.

CANCEL
SEND EMAIL

Then select which marketing email to send.

To Send email, first check box, then click Send Marketing Email Button.

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**Script:**

After the customer is added, Girl Scouts can send marketing emails. To send a marketing email first check the box next to the customer's name or if this is the first time check Select All. Then the Send Marketing Email button will be available. Remember Girl Scouts can only send emails once the council sales have begun. After clicking Send Marketing Email, a pop-up box will appear with three different emails to choose from. Open for Business, Still Time or Order Cookies, and Thanks for Your Support. If you do not see Open For Business, that is because your council has a shipping promotions going on and the shipping promotion email has taken its place. If you do not want to offer the shipping promotion email, use the Still time to order cookies email.

## Viewing Customer Information

### Customer Information

[< Back to customer list](#)

<b>Customer:</b> Mindy Guevara	<b>Contact Source:</b> Website
<b>Email:</b> tagalongsrock@email.com	<b>Notes:</b>
<b>Address:</b>	
<b>Phone:</b>	

[DELETE CUSTOMER](#) [EDIT CUSTOMER](#) [ADD ANOTHER CUSTOMER](#)

Season 2025   Orders: 0   Packages added to sales goal: 0

*Script:*

Girl Scouts can also view and edit their customer's information from the customer page by clicking on the customer's name. From here they can delete, edit, or add another customer. They can also see if the customer placed an order.

# Orders



[Shop](#) [My Account](#) [Log Out](#)

**You are viewing as:**

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

# Orders

Click on the "Paid by" name to review customer and order details

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve	
<input type="checkbox"/>	05089908	7	Grayson Shaw	Grayson Shaw	123 E Main St, Oklahoma City, OK	10/16/2020	5
<input type="checkbox"/>	05089911	11	Jessica Lawson	Jessica Lawson	135 SE Main St, Portland, OR	10/16/2020	5

When determining whether to approve or decline the order, 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."**

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## Script:

The top of the orders page is a list of any In-person delivery orders that need to be approved.

- In this section you will see a brief overview of the order.
- Orders must be approved or declined within 5 days, or the order will be automatically declined and revert to the customer's second option of cancel or donate. The order cannot be changed, and the customer will have to place another order.
- Read slide on determining whether to 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".
- If an order has not been 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!".



## Approving/Declining Orders in Bulk

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, Hancock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, Cincinnati, OH	12/02/2019	4

**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!

*Script:*

There are multiple ways to approve and decline orders for delivery. The first way is to approve orders in bulk. You can do that by checking the boxes in front of the orders you want to approve or decline and then click "Approve Order" or "Decline Order"

A pop-up message will appear asking you to confirm the action you have selected.

## Approving/Declining Orders Individually

*Once approved, customers receive an email to expect their cookies within two weeks of when you have them.*

**ACTION ITEM:** Check your cookie inventory and delivery address before you approve delivery. [Approve Now](#)

---

**Order Detail** [Approve for Delivery](#)

<b>Order Number:</b> 05758868	<b>Order Status:</b> Needs Approval
<b>Deliver To:</b> Trefol Love	<b>Order Type:</b> In-Person Delivery with Donation
<b>Delivery Address:</b> 1231 Uvas St. San Diego, California 92103-5127	<b>Order Date:</b> 9/15/2024 6:16 PM CDT
<b>Delivery Phone:</b> 619-487-5309	<b>Secondary Delivery Option:</b> Cancel Order
<b>Ordered From:</b> My Cookie Website	<b>Approved to Deliver:</b> Pending Decision
<b>Order Paid By:</b> Trefol Love <a href="#">Add to customer list</a>	<b>Order Delivered:</b>
<b>Billing Email:</b> mgtag12@gmail.com	
<b>Billing Phone:</b> 619-487-5309	

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<b>Cookies Selected</b>	<b>Order Summary</b>
Thin Mints™, 2 pkg	Purchased Packages: 5 \$30.00
AdventureFun!, 1 pkg	Donated Packages: 1 \$6.00
Trefol's®, 2 pkg	Subtotal: \$36.00
Donate Cookies, 1 pkg	In-person Delivery: Free
	<b>Order Total:</b> \$36.00
	<b>Added to sales goal:</b> 6 pkg

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**Approve or Decline Delivery**

**Items to review before you approve order delivery for kaitzcoeb6:**

- 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 this order, the customer's credit card will be charged and kaitzcoeb6 can 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!

[Decline Order](#) [Approve Order](#)

**Decline Delivery for Cookie Orders**

Secondary options your customers selected if their order is declined:

**DONATE: 2 Orders**  
If you decline to deliver these orders, the customer's credit card will be charged and the cookies will be donated. Each donated order will count towards cookie sales.

**CANCEL: 0 Order**  
If you decline to deliver these orders, the customer's credit card will not be charged as the order is cancelled.

If an order is declined, it cannot be re-approved or changed.

[Cancel](#) [Decline Order](#)

*Script:*

The second way to approve orders is individually:

- Click on the customer's name to bring up the order details and click “Decline Order” or “Approve Order” at the bottom.
- If you decline the order, you will get a pop-up message confirming you want to decline the order and understand if the order is being cancelled or donated.

Orders

## Orders to Deliver

**2 Orders to deliver**  
Click on a name to mark when the cookies were delivered. ⓘ

Select all  
 Order Delivered  
 Export Orders  
 Show 5 Items ▾

Order #	Cookie pkgs	Deliver to	Delivery Address	Order Date	Initial Order ⓘ
<input type="checkbox"/> 05748406	8	Becky Harrigan	1231 Upas St, San Diego, CA	8/23/2023	✓
<input type="checkbox"/> 05748438	9	joanne bertucci	15171 Bangy Rd, Lake Oswego, OR	8/23/2023	✓

Select all →

OR  
 Select a customer →

Orders must be marked as delivered to update cookie inventory correctly.

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*Script:*

After approving an order, the order will pop down to the next section “Orders to Deliver”. Once the order has been delivered, 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.

## Completed Orders

Customers not added to the customers list will not roll over to the following year.

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

*Script:*

In the completed orders section, Girl Scouts can see all orders including shipped and donated orders.

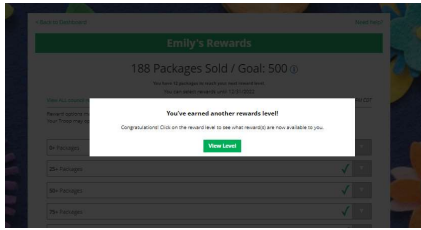
- If the customer is not in the Digital Cookie contact list, your Girl Scout can check the box in front of the customer’s name and click “Add to Customers tab.” Then, the customer will be in the records for sending thank-you emails this year and marketing emails next year for repeat business.

# My Rewards

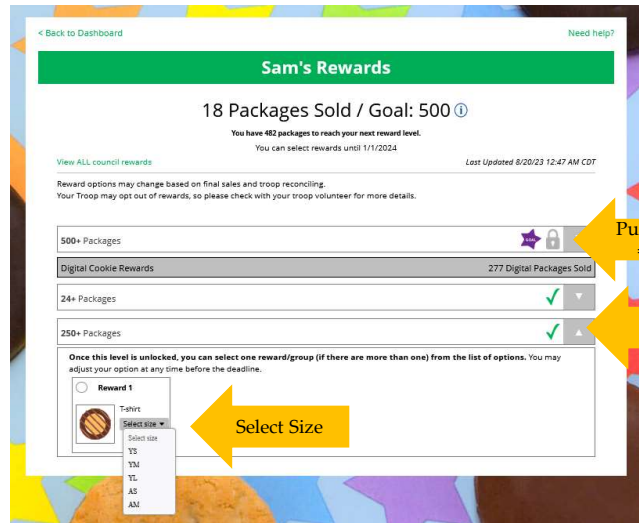
 Shop My Account Log Out  
You are viewing as:  
Parent of eoioll o. Troop 282 ▾

Home Badges Learning Site Setup Customers Orders My Rewards My Cookies Cheers

## My Rewards




As Girl Scouts earns a reward, they will see a message on their "My Rewards" tab letting them know they earned another reward.



### Script:

- Girl Scouts can see the rewards they can earn for selling cookie packages, they can get more details about each reward and select which ones they choose when they unlock a new reward level through sales.
- Girl Scouts can also see where their cookie goal is in relation to the rewards!
- Girl Scouts can see all the rewards they can earn by clicking on the down arrow on the right side. It may still be locked, which means the Girl Scout hasn't yet sold enough packages to earn the reward, but they can still see the reward(s) and get more details by clicking on them.
- The data for what rewards the Girl Scout has earned comes from the number of cookies the troop cookie volunteer has in their records for the Girl Scout. Check with the troop cookie volunteer if you believe the information is incorrect.
- Not all rewards are represented here. System can't accommodate Gift of Caring rewards, Per Girl Average (PGA) rewards, etc.
- Girl Scout selections do not feed directly to the baker system. Troop cookie volunteer will need to pull the report from Digital Cookie but having Girl Scouts select choices and sizes in Digital Cookie cuts down on the amount of work the volunteer does at the end of the sale.

# My Cookies

 [Shop](#) [My Account](#) [Log Out](#)  
You are viewing as:

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

## My Cookies-Inventory: Offline Sales Entry

1. The total number of packages that have been allocated to your Girl Scout from the troop cookie volunteer.
2. Offline sales need to be updated by the Girl Scout/caregiver when the Girl Scout delivers cookies not ordered/paid for through Digital Cookie.

The screenshot shows the 'Dianne's Cookies' interface. At the top, it says 'Dianne's Packages: 246' with a yellow box around the number '246' and a '1' in a yellow box next to it. Below this is a section titled 'Dianne's Cookies Inventory (Packages)' with a yellow box around the number '2' and a '5A' in a yellow box. The inventory section contains a grid of cookie types with their respective counts and plus/minus buttons. The counts are: Caramel deLites (0), Peanut Butter Patties (1), Trefoils (0), Thin Mints (0), Peanut Butter Sandwich (1), Lemonades (0), Toast-Yay (0), Adventurefuls (0), and Caramel Chocolate Chip (0). There are 'Cancel' and 'Save Updates' buttons at the bottom.

Cookie Type	Count
Caramel deLites®	0
Peanut Butter Patties®	1
Trefoils®	0
Thin Mints®	0
Peanut Butter Sandwich	1
Lemonades®	0
Toast-Yay®	0
Adventurefuls®	0
Caramel Chocolate Chip	0

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### Script:

- Digital Cookie can help you make sure that you have enough cookies for your orders, track your progress on delivering/selling offline orders AND/OR make sure that your records of cookies received agrees with what your troop cookie volunteer has given your Girl Scout.
- The top part of your My Cookies page shows the total number of packages that have been allocated to your Girl Scout from the troop cookie volunteer. It could include booth sales or troop sales. It is not the same as the number of cookies you are personally responsible for.
- The inventory section gives you a quick view of how many cookies you should still have undelivered and how many you may need to fill your in-person orders.
- “My Offline Sales” This is something that needs to be updated by the Girl Scout/caregiver when the order is delivered and receives a cash or check payment for them. If they are not entered in this section, they will not be removed from the inventory and this section will not be correct.
- To enter offline sales, click the down arrow by the number of packages on the left side and open a screen to enter those sales. When those are entered, click “Save Updates”
- Once you click Save Updates, you will be asked to confirm you want to update the inventory.

ABC Councils: note the cookies will be in order card order once the Girl Scouts are in the system.



My Cookies-Inventory by Variety

**Dianne's Cookies**

Go to Delivery Settings View entered Initial Inventory

**Dianne's Packages: 246**

This number reflects all packages currently credited to your Girl Scout by the troop cookie volunteers. This number may not be the same as the data on your progress bar.

**Dianne's Cookies Inventory (Packages)**

Girls should enter the cookies they sold/delivered to customers that were not paid for in digital cookie.

My Offline Sales **1** **2** **3** 0▼

Current Inventory **234**▲ Pending Delivery/To Approve **10**▲ Inventory Needed **10**▲

NOTE: Numbers may differ from the Initial Order entered and is determined by the troop leader. Please contact your troop leader for more information.

Variety	Available	Variety	Pending	Variety	Inventory Needed	Available
Peanut Butter Sandwich	0▼	Thin Mints®	10▲	Peanut Butter Sandwich	0▼	0▼
Peanut Butter Patties®	0▼	Unapproved (Offline Delivery)	10▲	Peanut Butter Patties®	0▼	0▼
AdventureFuz®	80▲	Undelivered (Offline Delivery)	0	AdventureFuz®	0▼	0▼
RECEIVED:		<b>CURRENT PENDING</b>	<b>10</b>	Caramel Chocolate Chip	0▼	0▼
Initial Order	82	■ TOTAL	10▼	Trailblaz®	0▼	0▼
Additional Inventory	0			Toss-a-Yay®	0▼	0▼
DELIVERED:				Lemonades®	0▼	0▼
Offline Sales	0			Cookie Share	0▼	0▼
To Market App Sales	0			Thin Mints®	10▼	10▼
Delivered Online Sales	2			Caramel deLites®	0▼	0▼
<b>CURRENT INVENTORY</b>	<b>80</b>			■ TOTAL		
Caramel Chocolate Chip	0▼					
Trailblaz®	0▼					
Toss-a-Yay®	78▼					
Lemonades®	75▼					
Cookie Share	0▼					
Thin Mints®	0▼					
Caramel deLites®	0▼					
■ TOTAL	<b>234</b> ▼					

1. Current Inventory
2. Pending Delivery/To Approve
3. Inventory Needed

*Script:*

- There are three other sections that calculate your inventory. The first is “Current Inventory”. Clicking the arrow next to the total number of packages will show you this information by variety.
  - If you click the arrow next to any of the varieties, you will see more detail on how that number was calculated.
  - The “Received” numbers come from the information the Troop Cookie Volunteer has of how many cookies you have received and signed for. If you believe there is an error in this, please contact your Troop Cookie Volunteer.
  - The “Delivered” section will reflect the Offline Sales the Girl Scout has entered above, any sales the Girl Scout made on the Mobile app using the “Give Cookies to Customer Now” feature and any in-person delivery orders that have been delivered and marked delivered to the customer on the orders tab.
- The next section will show how many cookies you need to fill in-person delivery orders you have approved and in-person delivery orders that you have yet to approve. Expanding each variety will show you how many orders are approved and how many are needing to be approved with how much inventory you need for each of those categories.
- The final inventory section is Inventory Needed. This will show if you need any packages of cookies to fill your orders. Expanding any of the sections that show a number will show you how many you need and why. If you see a number for a variety in this column, be sure you can get the cookies you need before approving an order for a customer.

If you have questions about any of the numbers of received orders listed in your Current Inventory, ask your Troop Cookie Volunteer for more information.

Remember, it may take the volunteer a few days to enter transactions, so be patient if you have received cookies from the troop that need to be entered.

## My Cookies Tab-Financials

See how much money is owed for cookies and how that has been calculated.

Quinn's Financials ⓘ			
Reflects cookies and payments entered by the troop cookie volunteer.		08/31/23 12:00 AM CDT	
<b>Initial Cookies (Order Card)</b>		<b>61 ▲</b>	<b>Payments</b>
Council Charity (\$5.00)	10	Online Paid	\$387.00
Cookie Packages (\$5.00)	33	Offline Paid	\$5.00
Specialty Packages (\$6.00)	18	<b>TOTAL PAID</b>	<b>\$392.00</b>
<b>PACKAGES</b>	<b>61</b>		
<b>Additional Cookies Received</b>		<b>37 ▲</b>	<b>Total Balance Due</b>
Council Charity (\$5.00)	8	Total Money Owed	\$434.00
Cookie Packages (\$5.00)	13	Total Money Paid	\$392.00
Specialty Packages (\$6.00)	16	<b>TOTAL BALANCE DUE</b>	<b>\$42.00</b>
<b>PACKAGES</b>	<b>37</b>		

### Script:

The Financials section is a valuable tool to help you understand the amount due for the cookie sale and how the troop is calculating the amount.

Using the “at a glance” view is a great way to see the overall amounts paid and due. If you need more detail, you can expand any of the sections to find out more.

There are four sections to your financials that you can expand to get details.

#### 1. Initial Cookies (Order Card)

- This section may not apply if the council does not do initial order.
- If you expand this section with the arrow, you will find information on the initial packages you received at pickup, minus any packages you received for in-person delivery orders because those were pre-paid and you do not owe for those.
- You will also see any Council or Troop Charity (Cookie Share or Gift of Caring) packages that you had orders for.
- NOTE: Cookie and Specialty packages may apply if your council sells cookies at two different pricing tiers. Contact your troop cookie volunteer for additional information.

#### 2. Additional Cookies Received

- The categories are the same as the Initial Cookies but reflect packages transferred to you from the troop. For any questions about this or if this figure does not reflect the packages you picked up, please contact your troop volunteer.

#### 3. Payments

- Online Paid: This reflects any online payments you received for In-Person Delivery or Cookies in Hand orders
- Offline Paid: This amount is any payments for cookies received offline, generally cash or

check, that you have given to your troop volunteer that they has entered.

- If this does not match your records, contact the troop cookie volunteer to help understand the differences.

**2. Total Balance Due**

- Total Money Owed: The amount you owed for the cookies received at initial pickup and additional cookies received. Note, if your council sells cookies at two different prices, that has been accounted for in your money owed.
- Total Money Paid: The total from the "Payments" section.
- Total Balance Due: The difference between the amount owed and the amount paid.
- If you think any of the figures in this section are incorrect, contact your troop cookie volunteer to compare the information on file for you from what you think this should be.

## My Cookies Tab-Delivery Settings

**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. Lana'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".

Adventurefuls®	OFF ON	Caramel Chocolate Chip	OFF ON
Caramel delites®	OFF ON	Lemonades®	OFF ON
Peanut Butter Sandwich	OFF ON	Thin Mints®	OFF ON
Toast-Yay!®	OFF ON	Peanut Butter Patties®	OFF ON
Trefoils®	OFF ON		

Cancel Update delivery settings

### Script:

The Delivery Settings function gives you the opportunity to turn off Girl Scout delivery and off varieties of cookies. This might be useful if you run out of a cookie variety and can't get any more to fill customer orders or you 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 volunteer first to see if you can get more cookies before turning off a variety. Turning it off means a customer doesn't have the option to purchase it for delivery so you don't have to decline their order and disappoint them if they can't get the variety they ordered.
- 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.
- When you select "inactive" to turn off the Girl Scout delivery option for your customer, you will get a warning message. If you want to turn delivery off, click "Update delivery settings". Once you have turned it to inactive, the varieties section will be removed and is superseded by a message. You can turn the site back on at anytime during your council sale dates.
- If you wish to offer delivery but are out of a cookie variety 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 then click the Update delivery settings button, and it will remove that variety from the Girl Scout delivery option. If you are able to offer that to customers again, return to this section and click the "on" slider to turn that variety back on.

# Cheers

**girl scouts** 

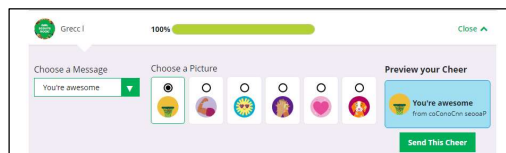
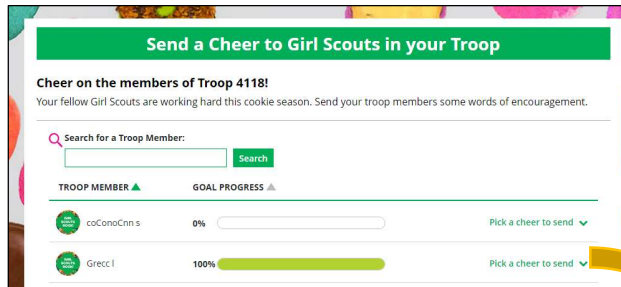
[Shop](#) [My Account](#) [Log Out](#)

**You are viewing as:**  
Parent of eololi o. Troop 282 

[Home](#) [Badges](#) [Learning](#) [Site Setup](#) [Customers](#) [Orders](#) [My Rewards](#) [My Cookies](#) [Cheers](#)

## Cheers

To send a Cheer, Girl Scouts can click Pick a cheer to send next to the Girl Scout they want to cheer.



Girl Scouts can only send to other girls in their troop but can receive Cheers from customers and leaders, and other girls in their troop.

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### Script:

Girl Scouts can be even more excited about their Digital Cookie experience when they give a Cheer to another Girl Scout in their troop or receive one from a troop member, troop volunteer, or even a customer.

- In the Cheers module, Girl Scouts can see the other members of their troop and the percentage of sales towards them reaching their goal.
- They can select the “Pick a cheer to send” drop down next to the name of the Girl Scout they wish to cheer.
- Girl Scouts will see a choice of .gif images and short messages they can send. As they select the message and image they will see a preview of the cheer and then can click “Send this Cheer”
- When Girl Scouts have cheers that have been sent to them, they can see how many cheers on their dashboard and from there, they can click to view their cheers.
- If the cheer is from another Girl Scout in their troop they can “Cheer Back”, which will take them to a quick screen to return the cheer.
- If they do not see “Cheer Back” as an option, the cheer is from a troop volunteer or customer, and they can’t send a cheer back to those supporters.

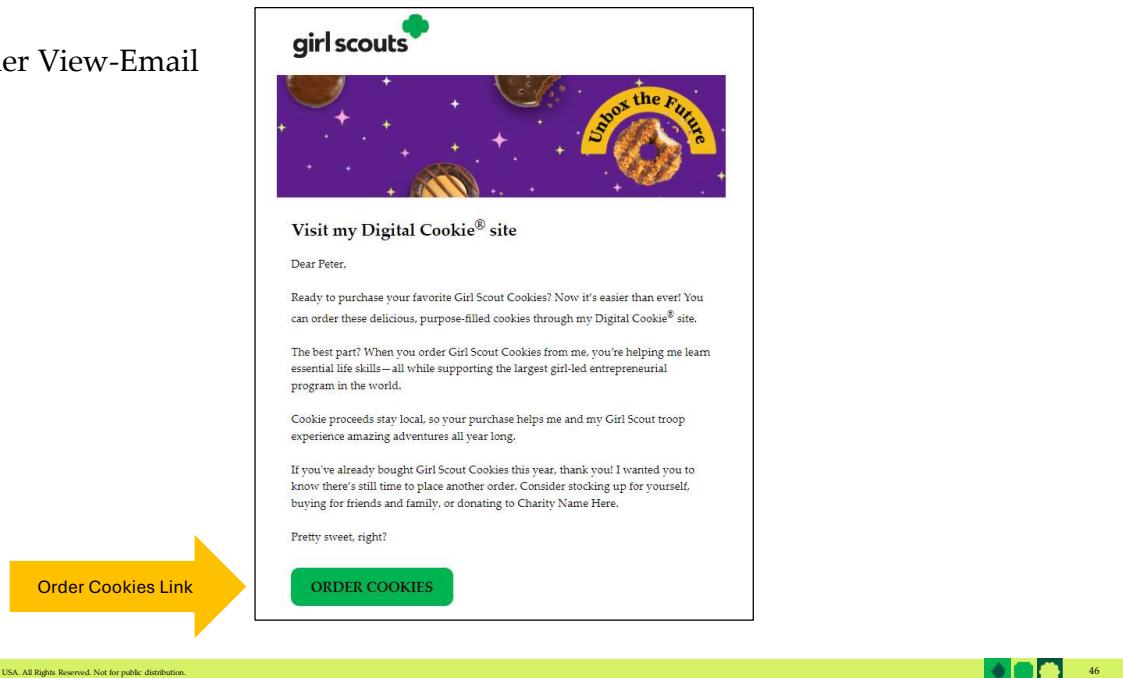
*Note: some of the Cheers pictures will be different once Girl Scouts are in the system.*



# Digital Cookie Customer Experience



## Customer View-Email



The image shows a screenshot of an email from Girl Scouts. At the top left is the "girl scouts" logo. Below it is a banner with a purple background, stars, and a cookie with the text "Unbox the Future". The main heading is "Visit my Digital Cookie® site". The body text reads: "Dear Peter. Ready to purchase your favorite Girl Scout Cookies? Now it's easier than ever! You can order these delicious, purpose-filled cookies through my Digital Cookie® site. The best part? When you order Girl Scout Cookies from me, you're helping me learn essential life skills—all while supporting the largest girl-led entrepreneurial program in the world. Cookie proceeds stay local, so your purchase helps me and my Girl Scout troop experience amazing adventures all year long. If you've already bought Girl Scout Cookies this year, thank you! I wanted you to know there's still time to place another order. Consider stocking up for yourself, buying for friends and family, or donating to Charity Name Here. Pretty sweet, right?" At the bottom is a green button that says "ORDER COOKIES". A yellow arrow labeled "Order Cookies Link" points to this button. The footer contains the copyright notice "©2024 Girl Scouts of the USA. All Rights Reserved. Not for public distribution." and the number "46".

### Script:

- Customers either receive a link to a Girl Scout's site from a mutual connection or receive a Girl Scout's email announcing that cookie season is open.
- Customers will click the "Order Cookies" link in the email and be taken to the Girl Scout's Digital Cookie site.

## Customer View-Placing Order

The screenshot displays the SahSS's Digital Cookie Store interface. At the top, there is a 'My Cookie Story' section with a progress bar indicating '12 Packages Left To Go!'. Below this, a list of cookie varieties is shown, each with a price of \$5.00 and a quantity input field. A yellow callout box labeled 'Customer enters package quantity' points to the quantity input field for 'Thin Mints®'. To the right, an 'ORDER SUMMARY' section shows a 'TOTAL' of '\$0.00' and a 'CHECKOUT' button. A yellow callout box labeled 'Checkout' points to the checkout button. Below the product list, there is a 'Donate Cookies' section with a green circular icon and text explaining the donation process.

The second screenshot shows the 'CHOOSE YOUR DELIVERY METHOD' screen. It features two options: 'Ship the cookies' and 'Have Girl Scout SahSS deliver the cookies'. A yellow callout box labeled 'Select Delivery Method' points to the 'Ship the cookies' option. The 'Ship the cookies' option includes a note: '4 package minimum. See details'. The 'Have Girl Scout SahSS deliver the cookies' option includes a note: 'Have your order delivered for free. See details'.

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### Script:

When a customer lands on the Girl Scout's cookie site, they can see the cookie varieties, read the Girl Scout's cookie story and see the progress to the Girl Scout's goal.

- As customers order packages, the total amount updates.
- After selecting the cookies, customers will select the delivery method
- Once customers are satisfied with their order, they will simply click the "Checkout" button.

## Customer View-Checkout

**Additional Information from Customers** →

**Order Checkout**

**DELIVER TO**

First Name  Last Name

CO or Company Name (optional)

Address 1

Address 2 (optional)

City  State  Zip Code

Phone Number

Billing Email  (in case we need to reach you)

**CONTINUE**

**ORDER PREFERENCES**

**CONNECT WITH GIRL SCOUTS** (optional)

**PAYMENT DETAILS**

**YOUR COOKIE ORDER** [Edit](#)

	QTY	AMOUNT
Thin Mints®	4	\$24.00
Adventurefuls®	2	\$12.00
Trefoils®	2	\$12.00
Donate Cookies	5	\$30.00
Subtotal		\$78.00
In-Person Delivery		FREE
<b>TOTAL</b>		<b>\$78.00</b>

**PLACE ORDER**

\* If your In-Person delivery order is approved within 5 days, you'll be contacted by Girl Scout Jan and her caregiver to arrange delivery. Thanks for your patience. All sales are final.

\* By clicking the PLACE ORDER button, I agree to be bound by the [Terms of Use](#) and [Privacy Notice](#).

I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

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### Script:

Customers are then taken to a checkout screen to complete basic delivery and billing information.

The next screens (Order Preferences, Connect with Girl Scouts, and Payment Details) ask customers to:

- Choose a second option if Girl Scout delivery is not approved.
- Indicate if they want membership or volunteer information (optional).
- Share if they were Girl Scouts (optional).
- Complete credit card information.

## Customer View-Confirmation

The image displays two screenshots from the Girl Scout cookie website. The left screenshot shows the 'Order Checkout' page for a customer named Amelia Gabble. The page includes sections for delivery information, order preferences (with a donation option to Cancer Society), connection with Girl Scouts, and payment details. A 'PLACE ORDER' button is highlighted with a yellow arrow. The right screenshot shows the 'Thanks for your order!' confirmation page, which includes order details, a 'Send a Cheer' button, and a 'Place a new order' button, both highlighted with yellow arrows.

**Order Checkout Page:**

- DELIVER TO:** Amelia Gabble, 1231 Upper St, San Diego, CA 92103-5127, 619-867-5309, mgtag22@gmail.com
- ORDER PREFERENCES:** Donate my order to: Cancer Society
- CONNECT WITH GIRL SCOUTS:** I was a Girl Scout!
- PAYMENT DETAILS:** Pay with card (VISA, MASTERCARD, AMEX, DISCOVER)
- Cardholder Name:** Amelia Gabble
- Card Number:** [Redacted]
- Expiration Date:** 02 / 26, **CVV:** 123
- Billing Address:** Same as Delivery Address

**YOUR COOKIE ORDER:**

Item	QTY	AMOUNT
Thin Mints®	5	\$30.00
AdventureTus®	3	\$18.00
Treasures®	2	\$12.00
Donuts Cookies	3	\$18.00
<b>Subtotal</b>		<b>\$78.00</b>
<b>In-Person Delivery</b>		<b>FREE</b>
<b>TOTAL</b>		<b>\$78.00</b>

**Confirmation Page:**

- Thanks for your order!**
- Your Girl Scout cookie order was placed on **June 21, 2023**. Your order number is **#00112185**.
- A confirmation email with your order details will be sent to: **mgtag22@gmail.com**.
- Your order has been sent for parent approval. This could take up to 5 days.
- If your delivery request is approved, you'll be contacted by the Girl Scout when she can deliver the cookies. In-person delivery will be fulfilled based on the Girl Scout's personal supply of cookies, local availability, and the timing of the order. We appreciate your patience.
- If In-Person delivery is not approved, your order will be canceled.

**YOUR ORDER:**

Item	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
<b>TOTAL PAYMENT</b>	<b>\$22.50</b>

**Callouts:**

- Send Girl Scout a Cheer** (points to 'Send a Cheer' button)
- Place another order** (points to 'Place a new order' button)

### Script:

- Once customers have completed the information and clicked continue at each step, they will click the “Place Order” button
- Customers then see an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!
- Customers will then receive a series of emails depending on their order delivery method.
  - See Customer Experience tip-sheets for more details on the emails customers receive

## Digital Cookie Shipping Fees

Package Bracket	Digital Cookie 2023-2024 Consumer Charged Flat Fee
4-8	\$12.99 (tier A)
9-12	\$14.99 (tier B)

*For orders of 13 packages or more shipping is calculated as follows:  
13 packages of cookies: tier B (12 packages) + tier A (1 more package) = \$27.98  
25 packages of cookies: tier B x 2 (24 packages) + tier A (1 more package) = \$42.97*

*\$5.00 surcharge to orders shipping to Hawaii, Alaska, Puerto Rico, APO/FPO/DPO, Guam and US Virgin Islands*

- Don't make the decision for your customers, the answer is always no unless you ask.
- Customers want the cookies and are willing to pay shipping
- They have the option to not purchase shipped and still donate-that is more sales than not asking

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### *Script:*

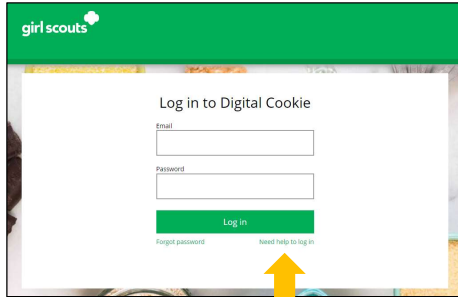
There are a lot of people who don't know a Girl Scout and want the cookies and are willing to pay shipping to both get the delicious cookies and support your Girl Scout.

Customers can decide if they want to purchase shipped, or donate a box or two, or nothing at all.



# Digital Cookie Registration Self-help Steps

## Digital Cookie Registration Self-help Steps



Need Help to  
Log In

## Help with Log In

### 1 Registration email

You must click the access link in your **Digital Cookie registration email** to log in for the first time and complete set up for Digital Cookie. (See our [tip sheets](#) steps 1-3.) It can take up to 15 minutes to receive the email. Check your spam folder too.

> [Request a registration email](#) [The registration process](#)

If you clicked the registration link and your email is not recognized, check if registration has started for your troop. If it's time, you'll be able to self-register. (See our [tip sheets](#) steps 4-7).

> [Check if registration has started for your troop.](#)

### 2 Problems with email address

The email you're trying to sign in with may be different than what the council supplied.

> [Check the email address that's on file for you](#)

### 3 Problems with password / too many attempts, locked out

If you forgot your password, or are using one from last year's cookie season, you need a new password.

> [Forgot your password](#)

If your account got locked from too many login attempts, go to the log in screen and try to log in 1 more time. You'll see a message with a link to unlock your account or to contact customer support.

> [Go to login](#)

It's still not working... [contact customer support](#)

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### Script:

If you did not receive your Digital Cookie registration email, there are a few steps you can try before reaching out to customer support for help.

Click on the "Need Help to Log In" link on the Digital Cookie home page. [Digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) The Help With Log In page will appear. From here you can:

1. Request a registration email.
2. Check the email address that's on file for you.
3. Reset your password.
4. Contact Customer Support.



# Digital Cookie Help Center

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# Digital Cookie Help Center

Your go-to place if you need support!

Name	Email Address	Last Emailed	Email Title	Email Status	Total Orders	Total Pkgs
<input type="checkbox"/> Cindy Lou	Yes				0	0
<input type="checkbox"/> Cookie Monster2	Yes	8/10/2023	Thank you		3	18

Total customers: 2    Total emails sent: 0    Total unique customers emailed: 0

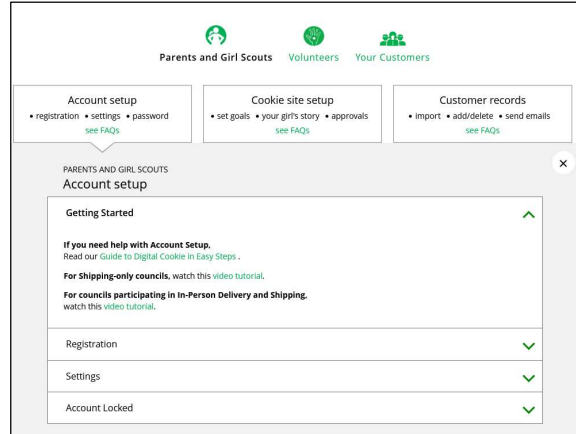
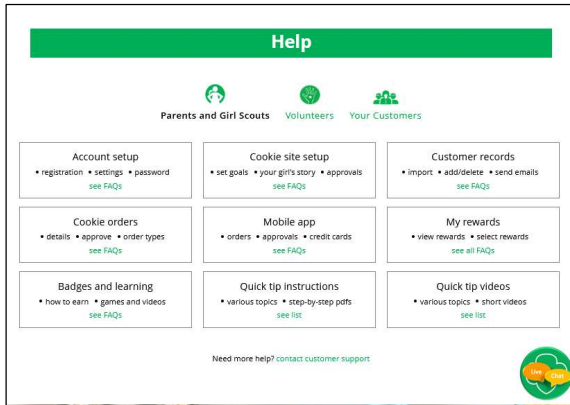
## Script:

There are many places in Digital Cookie to receive support. There are FAQs, Tip Sheets, Videos, and links to contact customer support.

- Click Need help to log in:
  - If you didn't receive your registration email and you want to check which email address is on file.
  - Forgot your password
- Click Help at the bottom of the page to go to the Help Center for FAQs, Tip Sheets, and more.
- There are also help sections built into the site.

## Digital Cookie Help Center

Select which role and category you need support on.



Inside, each category will have detailed instructions, links to tip sheets, or even video tutorials to help you.

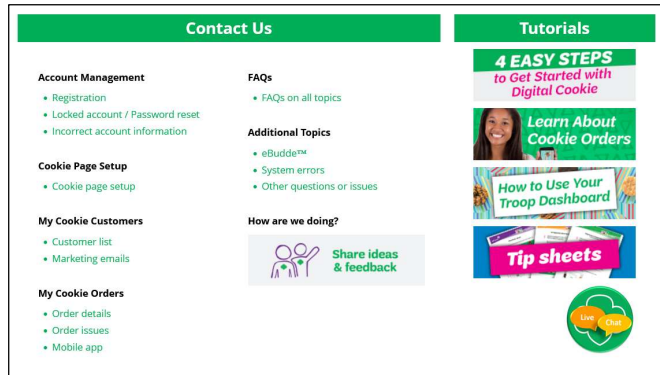
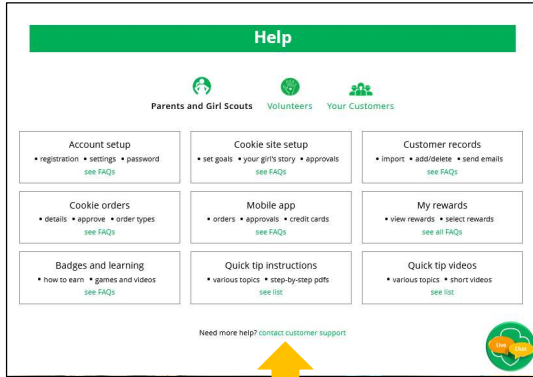
### Script:

In the Digital Cookie Help page you can select the role you need support on and then select the category

- Inside each category there are detailed instructions, links to tip sheets, or video tutorials to help the user.

## Digital Cookie Help Center

After looking, still can't find what you need? Contact customer support.



Click the topic you need help with and complete the form for more assistance.

Or click the Live Chat button to chat with a Digital Cookie support agent during business hours.

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### Script:

- Still need help? Click on the Contact customer support link
- Click the topic you need help with and complete the form for more assistance
- Want to talk to a live agent? Click on the Live Chat button during business hours to chat with a Digital Cookie customer support agent.

Thank You!

