

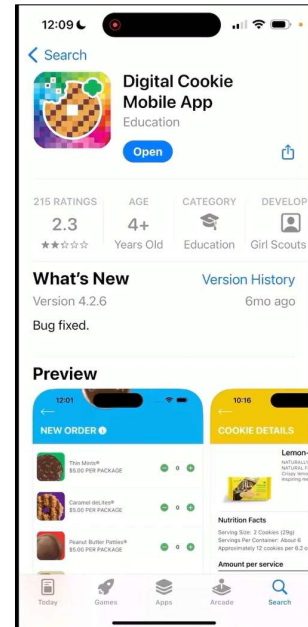


Script:

The next slides will cover using the Mobile App for Girl Scouts and Caregivers

Digital Cookie Mobile App

- **Download a new version of the mobile app each year.**
- **Mobile app found in iTunes or Google Play store.**



©2024 Girl Scouts of the USA. All Rights Reserved. Not for public distribution.

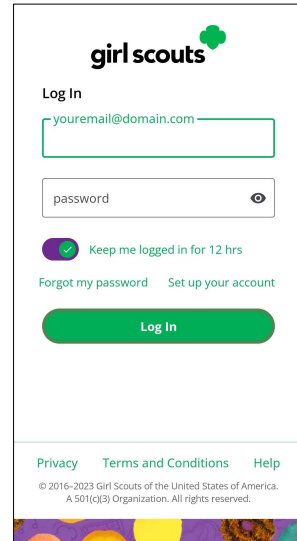
2

Script

Girl Scouts can use the Digital Cookie Mobile App to process and review orders placed through the Girl Scout's individual site. Make sure to download a new version of the mobile app each year.

Logging In

- **Use the same email and password use for Digital Cookie**
- **Girl Scout Cookie site must be published**

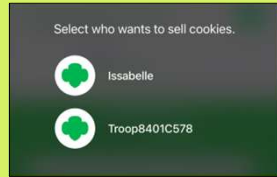


The screenshot shows the Girl Scouts login interface. At the top is the "girl scouts" logo. Below it is the "Log In" heading. There are two input fields: one for email (containing "youremail@domain.com") and one for password (containing "password" and a toggle icon). A "Keep me logged in for 12 hrs" checkbox is checked. Below the fields are links for "Forgot my password" and "Set up your account". A prominent green "Log In" button is centered. At the bottom, there are links for "Privacy", "Terms and Conditions", and "Help", followed by copyright information: "© 2016-2023 Girl Scouts of the United States of America. A 501(c)(3) Organization. All rights reserved."

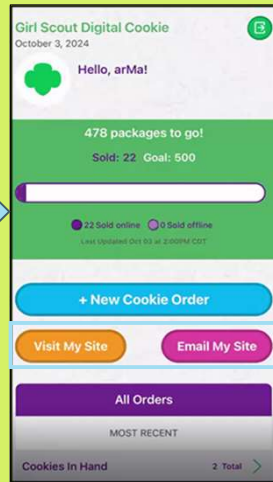
Script

To log into mobile app, you will use the same email and password used to log into the Digital Cookie browser site. The Girl Scout Cookie site must be published prior to accessing the mobile app.

Digital Cookie Home Screen



Select Girl Scout's Name



Visit My Site

Customers can scan the QR code to visit the Troop's Cookie Site.



Email My Site

Girl Scout's can send a marketing email to a customer.

Script

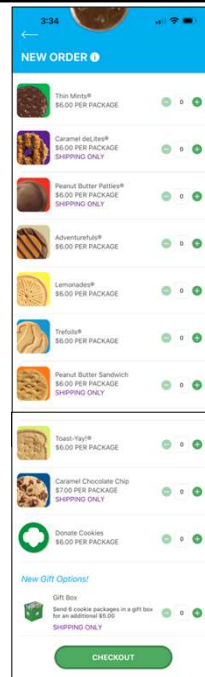
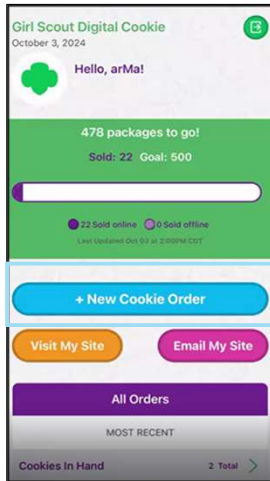
When you first log into Digital Cookie, you might see multiple roles, this section of the training will cover your Girl Scout's role. Select the role to be taken to her home screen. From here you can place a new cookie order, share the site with customers, or view all orders.

The "Visit My Site" button will take the Girl Scout to a QR code, the Girl Scout can then turn the phone around allow the customer to scan the QR code to make a purchase from the Troop's Cookie Site.

The "Email My Site" button is used to send a marketing email to customers who can then purchase from the Troop's Cookie Site at a later time.

To take an order using the mobile app, Girl Scouts will click the "New Cookie Order" button.

New Cookie Order



©2024 Girl Scouts of the USA. All Rights Reserved. Not for public distribution.

5

Script:

To place a cookie order using the mobile app, the Girl Scout will select New Cookie Order, then enter the varieties the customer would like to purchase by using the plus and minus signs next to each cookie variety and click Checkout.

New Cookie Order

Step 2: Select how the customer would like to receive their cookies.

ASK YOUR CUSTOMER:
How would you like to get your cookies?

Give cookies to customer now **FREE**

Deliver in person later **FREE**

Ship cookies to customer **\$12.99**

CONTINUE

ASK YOUR CUSTOMER:
How would you like to get your cookies?

Give cookies to customer now **FREE**

Deliver in person later **FREE**

Ship cookies to customer **\$12.99**

What would your customer like to do if their order is not approved within 5 days?

Donate their cookies

Cancel their order

Ship cookies to customer **\$12.99**

CONTINUE

Deliver in person later

CHECKOUT **\$20.00**

Deliver in person later **Edit**

Delivery to **1**

First Name

Last Name

Phone

Are you sending the Cookies in "care of" another person or to a company?

Address 1

Address 2 (Optional)

City

State ZIP

Ship cookies to customer

CHECKOUT **\$20.00**

Ship cookies to customer **Edit**

Ship to **1**

First Name

Last Name

Phone

Are you sending the Cookies in "care of" another person or to a company?

Address 1

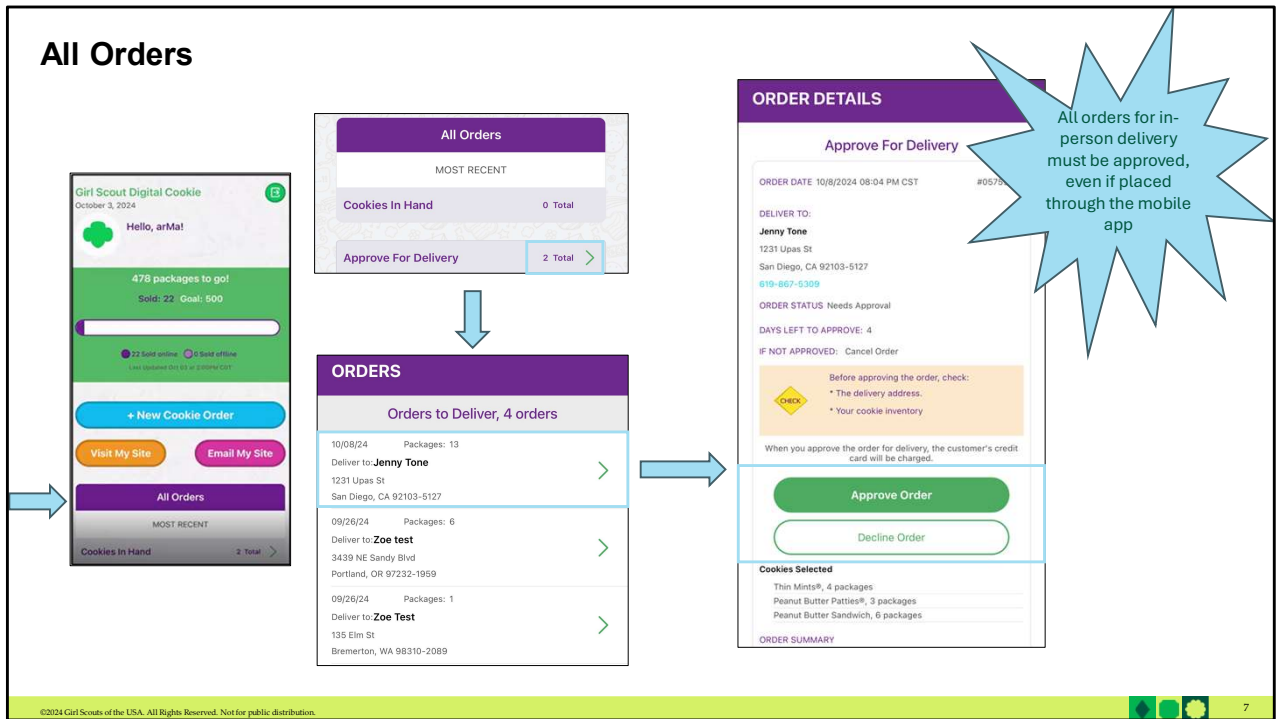
Address 2 (Optional)

City

State ZIP

Script:

Next the Girl Scout will select how the customer would like to get their cookies. We will cover the “Give cookies to customer’s now” option later in the training when we cover using the app at a cookie booth. If the Girl Scout, does not have the cookie varieties the customer would like or is taking pre-orders, she can select Deliver in person later, or if the customer would like to order cookies to ship to someone, she can select that option as well. It is recommended to use the QR code or “Email My Site” feature on the last screen for these to orders since it will require additional steps through the mobile app for the Girl Scout. If the Girl Scout selected “deliver in person later”, She will need to ask the customer if their order is not approved with in 5 days what would they like to do with their order. Then the Girl Scout will need to enter the customers delivery or shipped details. All before entering the customer’s payment information (which will be shown a little later).



Script:

Once an order has been placed, the Girl Scout can view all orders (placed through the app and the Digital Cookie site) under the All Orders section from the home screen. To view the orders in a specific category, click on the green arrow to the right to bring up all the orders. Then click on the order you want to view. If the order is an in-person deliver order users can approve or decline the order from the app. If the Girl Scout has selected to Deliver in person later (as shown in the previous slide), she will still need to work with her caregiver to approve or decline the order.

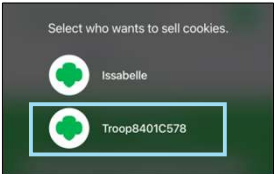


Script:

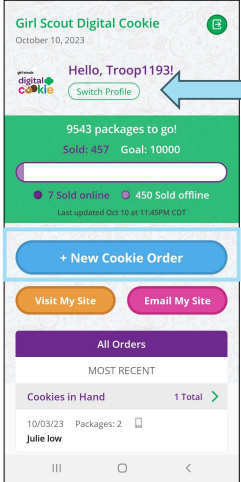
The next slides will cover the using the Mobile App when at a Cookie Booth

New Cookie Order

Placing an order at a cookie booth



Select the troop role



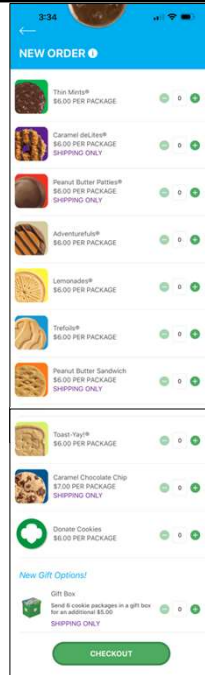
©2024 Girl Scouts of the USA. All Rights Reserved. Not for public distribution.

Script

To take an order using the mobile app at a cookie booth, you will want to use the Troop Role, you can do this by selecting the troop role when you first log in or if you are already logged in under your Girl Scout’s account. You can select Switch Profile. To place an order, Girl Scouts will click the “New Cookie Order” button.

New Cookie Order

Step 1: Select Cookie Varieties



©2024 Girl Scouts of the USA. All Rights Reserved. Not for public distribution.

10

Script:

First the Girl Scout will enter the varieties the customer would like to purchase by using the plus and minus signs next to each cookie variety. Then select Checkout.

New Cookie Order

Step 2: Select how the customer would like to receive their cookies.

ASK YOUR CUSTOMER:
How would you like to get your cookies?

Give cookies to customer now FREE

Deliver in person later FREE

- Subject to parent / guardian approval.
- Delivery will occur within a few weeks.

Ship cookies to customer \$12.99

- Minimum order is 4 packages.
- Estimated arrival is 2-15 business days.

CONTINUE

CHECKOUT \$20.00

ASK YOUR CUSTOMER:
How would you like to get your cookies?

Give cookies to customer now FREE

NOT sold at a booth

Sold at a booth:

Choose Booth

Select booth to continue

Deliver in person later FREE

- Subject to parent / guardian approval.
- Delivery will occur within a few weeks.

Ship cookies to customer \$12.99

- Minimum order is 4 packages.
- Estimated arrival is 2-15 business days.

CONTINUE

Give cookies to customer now FREE

NOT sold at a booth

Sold at a booth:

Choose Booth

Select booth to continue

Deliver in person later FREE

- Subject to parent / guardian approval.
- Delivery will occur within a few weeks.

Ship cookies to customer \$12.99

Cancel List of Booth Done

Low's Home Improvement/Skibo Road : 03:30 PM -
Low's Home Improvement/Skibo Road : 04:00 PM -

CHECKOUT \$20.00

ASK YOUR CUSTOMER:
How would you like to get your cookies?

Give cookies to customer now FREE

NOT sold at a booth

Sold at a booth:

Low's Home Improvement/Skibo Road :
04:00 PM - 04:30 PM ET

Deliver in person later FREE

- Subject to parent / guardian approval.
- Delivery will occur within a few weeks.

Ship cookies to customer \$12.99

- Minimum order is 4 packages.
- Estimated arrival is 2-15 business days.

CONTINUE

Script:

Next the Girl Scout will select “Give cookies to customer’s now”, since she is at a cookie booth. Once the “Give cookies to customer now” option is select, the Girl Scout can now choose if she is at a booth or not. When the at a booth is selected, the Girl Scout will be able to select which booth the troop is at. Then click continue.

New Cookie Order

Step 3: Select how the customer would like to pay

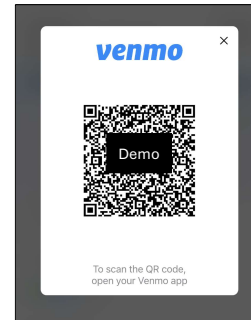
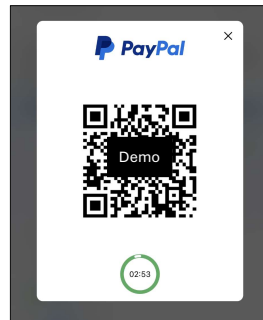
REVIEW ORDER		\$20.00
1 Girl Scout S'mores®	\$5.00	
2 Lemon-Ups®	\$10.00	
1 Toffee-tastic®	\$5.00	
SUBTOTAL		\$20.00
Give cookies to customer now	FREE	
Not sold at a booth		
TOTAL		\$20.00

Do not use public wi-fi to send your order.
Do not hand your mobile device to the customer.

CHOOSE A WAY TO PAY:

- Credit Card
- PayPal
- Venmo

PLACE ORDER



Only available for "Give cookies to customer now" orders

©2024 Girl Scouts of the USA. All Rights Reserved. Not for public distribution.

12

Script:

Next the Girl Scout will ask the customer how they would like to pay for their order. The customer can choose Credit Card, PayPal or Venmo. The PayPal/Venmo options are only available through the mobile app when the Give Cookies to Customer Now option has been selected. If the customer choose PayPal or Venmo and the Girl Scout has selected that option and clicked Place Order. A QR Code will appear, the Girl Scout can turn the phone around and the customer can scan the QR code with their phone to pay with their PayPal/Venmo account. *(To the customer side volunteers can view the mobile app video)*

New Cookie Order

Step 3: Select how the customer would like to pay

REVIEW ORDER 🛒 \$20.00

- 1 Girl Scout S'mores® \$5.00
- 2 Lemon-Ups® \$10.00
- 1 Toffee-tastic® \$5.00

SUBTOTAL \$20.00
Give cookies to customer now FREE
Not sold at a booth

TOTAL \$20.00

[Edit Order](#)

Do not use public wi-fi to send your order.
Do not hand your mobile device to the customer.

CHOOSE A WAY TO PAY:

- Credit Card
- PayPal
- Venmo

All sales are final.

[PLACE ORDER](#)

REVIEW ORDER 🛒 \$20.00

Card Number

CVV or 3CSC

Expiration Date Month Year

Name on credit card and contact details:

First Name (optional)

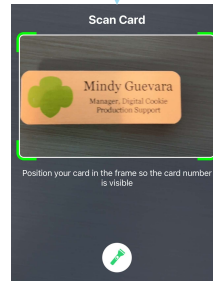
Last Name (optional)

Billing Email (optional)

ZIP (optional)

All sales are final.

[PLACE ORDER](#)



Use the Scan Card feature instead of typing all the numbers.
Tip: Have good lighting and double-check the numbers before placing the order.

Contact details are now optional. Girl Scouts should still ask if the customer would like an email confirmation.

Script:

If the customer choose to pay by Credit Card, the Girl Scout will scroll down on the phone to enter the payment details. Use the Scan Card feature instead of typing all the numbers. Make sure to have good lighting when using this feature. One the payment details have been entered, the Girl Scout can ask the customer if they would like to receive an email confirmation. While the customer details are optional now it is always good to ask and handy to have in case of any issues with the order.



Script:

Once the order was successfully place, a screen will pop up on the Girl Scout’s phone to remind them to hand the cookies to the customer, and then select done with a reminder to say Thank You to the customer.