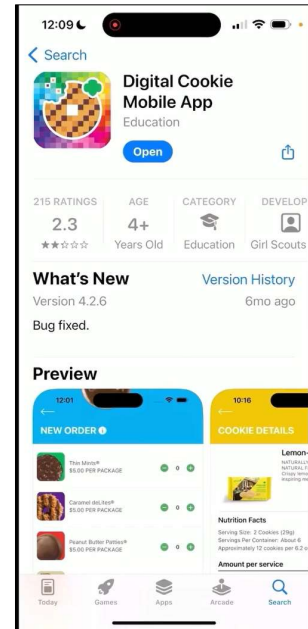


*Script:*

The next slides will cover using the Mobile App for volunteers

## Digital Cookie Mobile App

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



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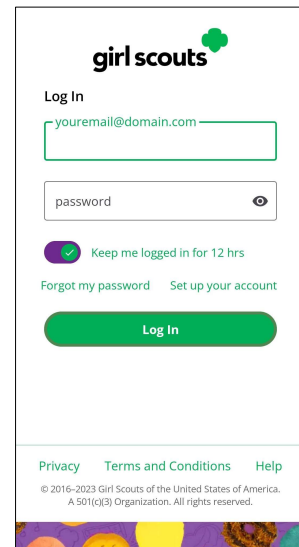
2

### *Script*

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

## Logging In

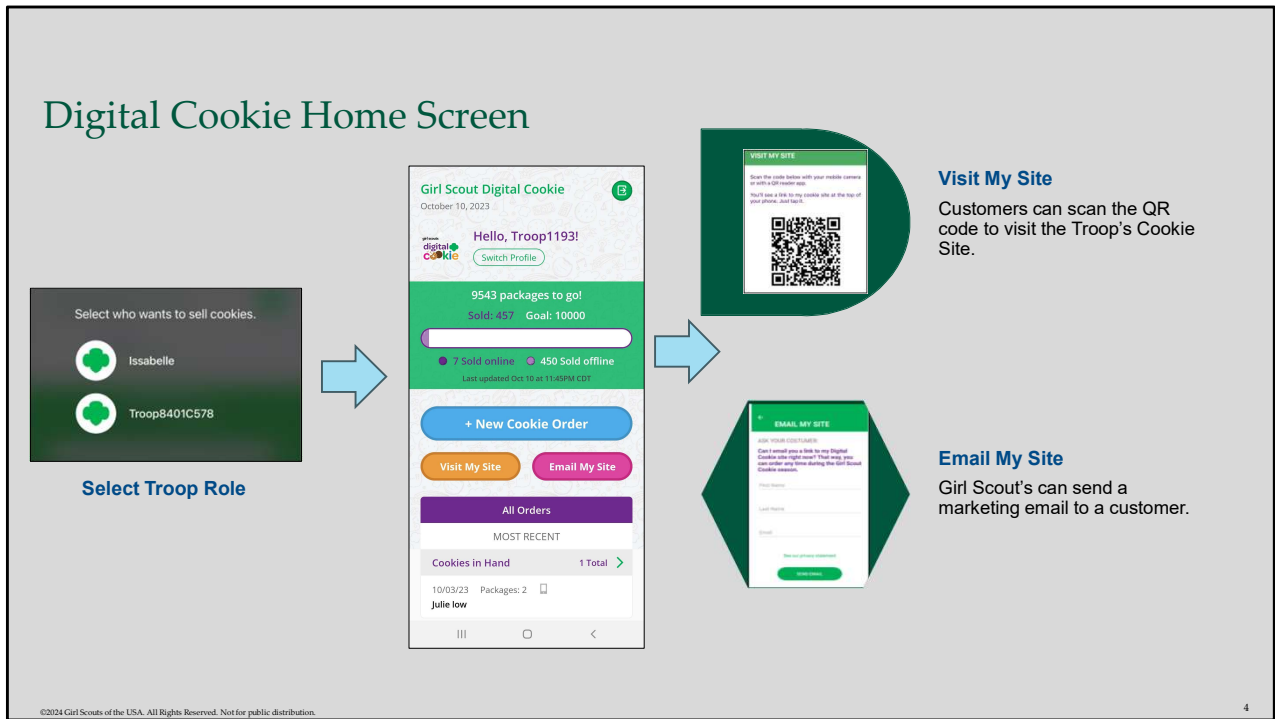
- **Use the same email and password use for Digital Cookie**
- **Troop site must be published**
- **All volunteers with Digital Cookie access can use the mobile app**



The screenshot shows the Girl Scouts login interface. At the top is the 'girl scouts' logo. Below it is the text 'Log In'. There are two input fields: the first is for an email address, with the placeholder text 'youremail@domain.com'; the second is for a password, with a toggle icon to the right. Below the password field is a checkbox labeled 'Keep me logged in for 12 hrs' with a green checkmark. Underneath are two links: 'Forgot my password' and 'Set up your account'. A large green button labeled 'Log In' is positioned below the links. At the bottom of the form, there are three links: 'Privacy', 'Terms and Conditions', and 'Help'. Below these links is a copyright notice: '© 2016-2023 Girl Scouts of the United States of America. A 501(c)(3) Organization. All rights reserved.' The bottom of the page features a decorative border with colorful circles.

### *Script*

To log into mobile app, you will use the same email and password used to log into the Digital Cookie browser site. The troop site must be published in order to access the mobile app for the troop role. All volunteers with access to Digital Cookie will be able to log into the Digital Cookie mobile app.



## Script

When you first log into Digital Cookie, you will want to select your troop role to see the main screen. From here you can place a new cookie order, share the site with customers, or view all orders.

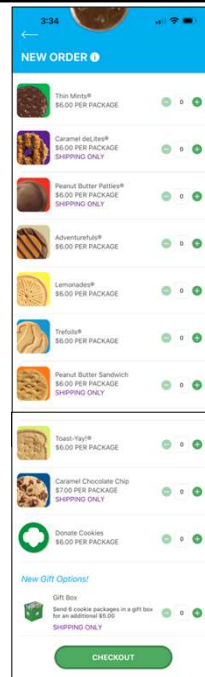
The “Visit My Site” button will take the Girl Scout to a QR code, the Girl Scout can then turn the phone around allow the customer to scan the QR code to make a purchase from the Troop’s Cookie Site.

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

Step 1: Select Cookie Varieties



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5

### 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

Lowe's Home Improvement/Skibo Road : 03:30 PM -  
Lowe'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:  
Lowe'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 determine how the customer will receive their cookies. If using the troop app, the most likely way is “Give cookies to customer’s now”. The other options are available but are less likely to be used through the mobile app. 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 select, 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**

[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:

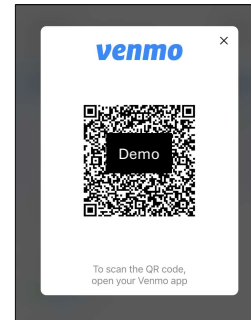
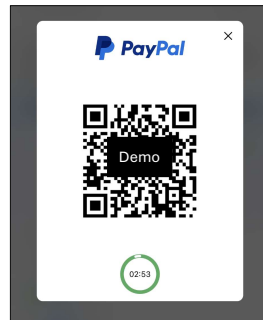
Credit Card

PayPal ←

Venmo

All sales are final.

[PLACE ORDER](#)



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7

### 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

Name on credit card and contact details:

First Name (optional)

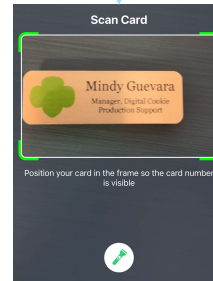
Last Name (optional)

Billing Email (optional)

ZIP (optional)

All sales are final.

[PLACE ORDER](#)



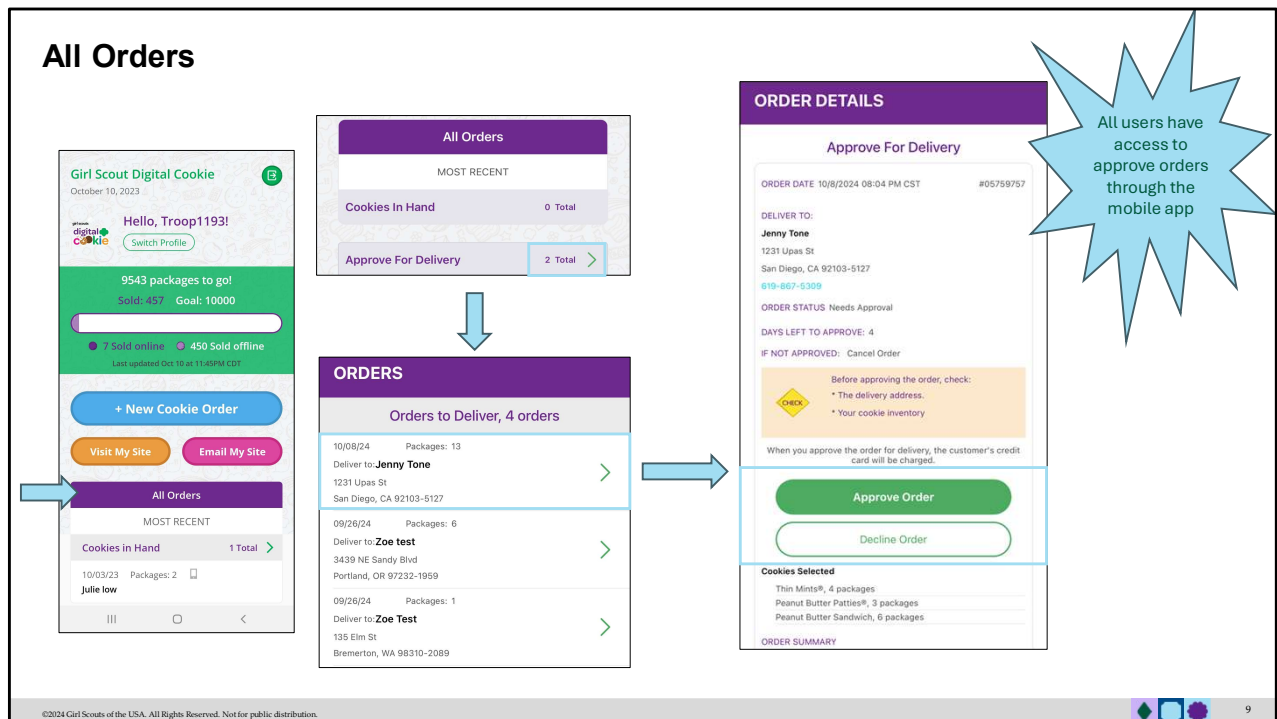
**Use the Scan Card feature instead of typing all the numbers.**  
Tip: Have good lighting and double-check the numbers before placing the order.

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:**

From the home screen, users can view all the orders place through the troop’s cookie site as well as through the mobile app by scrolling down to the all-orders section. 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. Leaders should have a conversation with parents regarding the process of approving orders placed on the troop site, since all users will be able to approve these orders.