

Digital Cookie[®]

2024 Digital Cookie Guide for Volunteers

Digital Cookie: <https://digitalcookie.girlscouts.org/login>

Digital Cookie is the system used by Troop volunteers to monitor online sales, set up and share troop online sales links for shipped cookie orders and virtual booth sales, send cheers to troop members, process booth credit card payments (on the mobile app), and if needed, refund online orders for customers. For assistance, you can utilize the Help resources found in the site, contact your Service Unit cookie manager, or contact Girl Scouts River Valleys.

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- Troop Pickup Orders
- Troop Cheers
- Digital Cookie Help
- Service Unit Volunteer Access
- Customer Experience

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Volunteer Registration/Login

Step 1: Watch for your registration email* from the Girl Scout Cookie Program (email@email.girlscouts.org).. Be sure to add that email address to your safe senders list so you don't miss any emails!



Step 2: In the email is a “Register Now” button to take you to the Digital Cookie registration site. Simply click that button!

Step 3: Once you click the link you'll be on the Digital Cookie platform, and you'll need to create your password.

Step 4: Use your new password to log in.

Create your New **Digital Cookie** Password

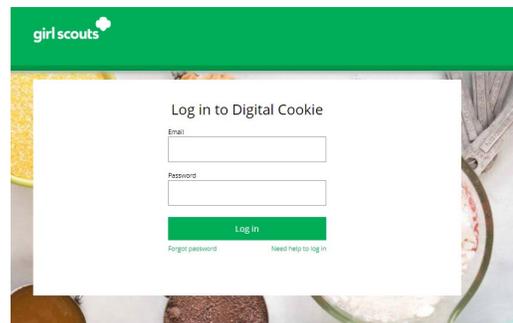
When you create your password, a confirmation email will be sent.

New Password:

Passwords must be 8-16 characters, including 1 number, capital letter and lowercase letter, with optional special characters !, #, or \$

Confirm Password:

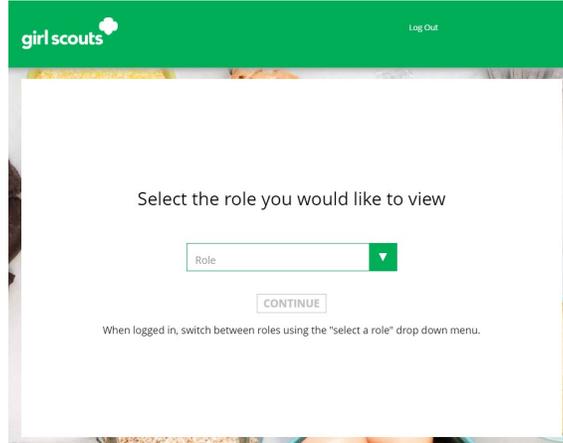
You will receive a registration confirmation email. Keep it somewhere handy during cookie season.



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If you have roles in addition to Troop Volunteer, you will be taken to a “role selector” screen once parent access opens, which may be after your volunteer access.

Once parent access has begun, if you have additional roles and aren't taken to this screen



NOTE: If parent access has not opened in your council, you will not see your Girl Scout's information or be able to access her site until it opens.

OR all your roles do not show up on the drop down, contact River Valleys for assistance. Each time you login you can indicate what role you want to get to the correct homepage. You can also navigate to your other roles at the top of all your screens by using the drop

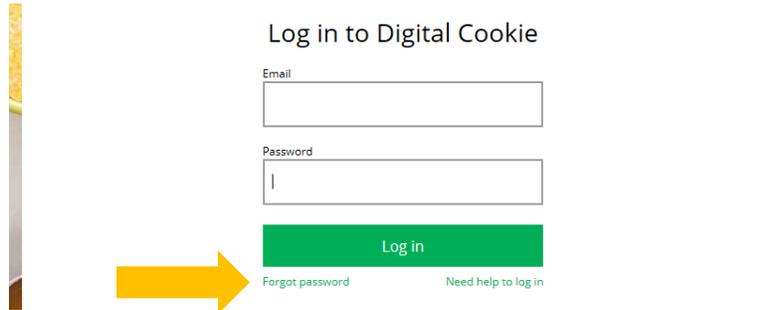


down.

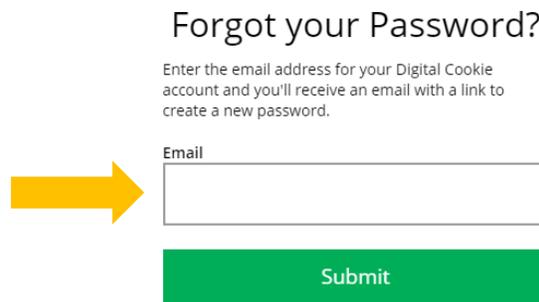
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Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org and click the “Forgot password” link.



Step 2: Enter the email address associated with your Girl Scout’s Digital Cookie registration.



Step 3: You will be sent an email with the subject: “Your Digital Cookie password reset request” from “Girl Scout Cookies” (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions folders if you don’t receive it and be sure to add email@email.girlscouts.org to your “safe sender” list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the “Reset Password” link.

Step 4: You will be taken to a page to reset your password.

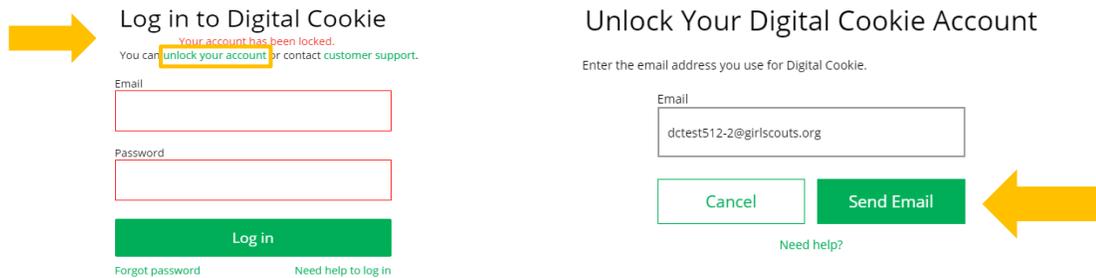
Step 5: If you do not receive an email to reset your password in 15 minutes, return to the login page in step 1 again, click “Forgot password” and this time select “contact customer support” to be taken to a customer service form.

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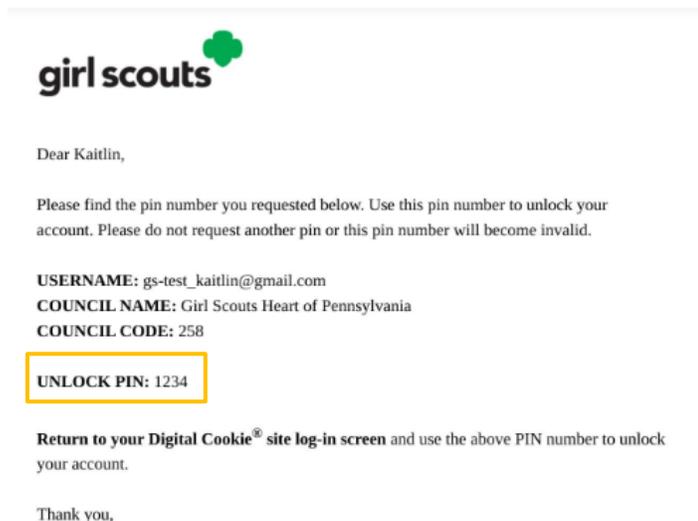
Unlock Account

Step 1: If you have attempted multiple times to login at digitalcookie.girlscouts.org and did not successfully input your password, you may find you locked yourself out. You can contact customer support or unlock your account.

Step 2: If you click the “unlock your account” link, you will be asked to validate the email address you use for Digital Cookie, then click the “Send Email” button.



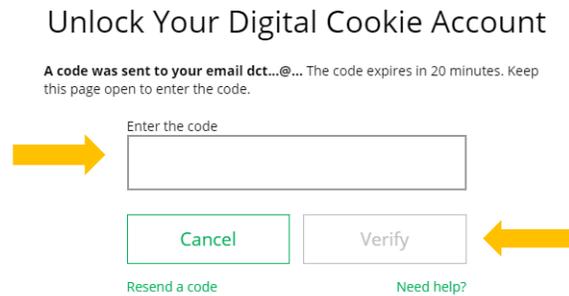
Step 3: You will be sent an email with the subject: “Your requested pin number” from “Girl Scout Cookies” (email@email.girlscouts.org). Check your junk/spam/promotions folders if you don’t receive it and be sure to add email@email.girlscouts.org to your “safe sender” list.



You will have a pin number in the email.

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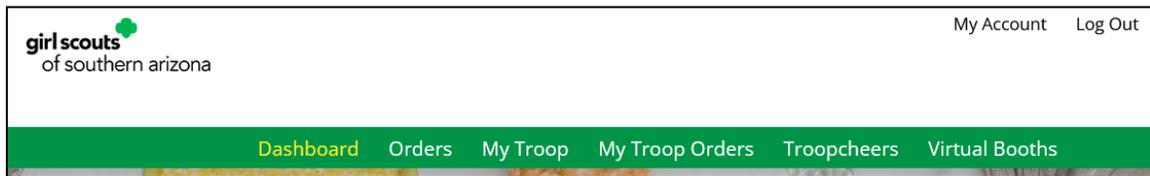
Step 4: Enter the pin back in Digital Cookie on the unlock screen, then click on “Verify”.



Step 5: You will be taken back to the Digital Cookie login screen with your account unlocked and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the “Forgot password” link.

Troop Dashboard

You will see six tabs on your troop dashboard: Dashboard, Orders, My Troop, My Troop Orders, Troop Cheers, and Virtual Booths.



Dashboard

The dashboard has five sections.

[Troop Virtual Booth Info](#)

[Pending Virtual Booth Orders](#)

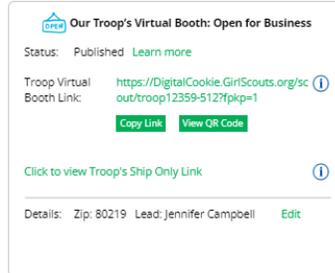
[Troop Rewards Deadline](#)

[Troop Online Sales and Marketing + Troop Goal Progress](#)

[Reports](#)

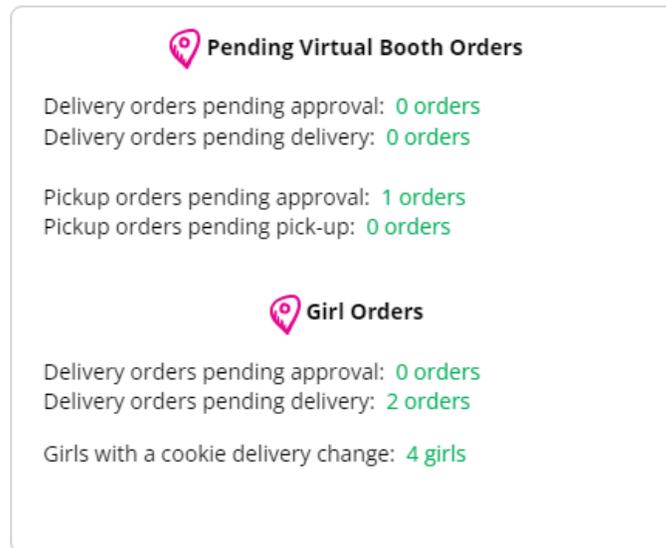
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1. Troop Virtual Booth Info



For more details about this section and setting up your Troop Cookie Link, please see Troop Cookie Links section of this guide.

2. Pending Virtual Booth Orders



This section will let you know if your Virtual Booth Link OR any Girl Scouts in your troop have an order that needs to be approved or delivered. It will also let you know if any parents have turned off a cookie variety or in-person delivery in their site.

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3. Troop Rewards Deadline

Troop Rewards

Troop Reward End Date

12/31/2022 i

Save

If you have a need for your girls/parents to submit their rewards choices to you earlier than the council deadline, you can change this date.

4. Troop Online Sales and Marketing

Troop Sales

919 packages to go!
81 sold / 1,000 troop goal

81 sold online, 0 sold offline

Inspire someone in your Troop!

Send a Cheer

Troop's Virtual Booth Sales

Cookie Goal 34
My Progress 34 packages to go!

0 Shipped / 0 Delivery / 0 In Hand / 0 Donated / 0 Pick-up

Troop Online Sales and Marketing

Total Digital Sales

Orders placed: **38**
Packages sold: **2,015**
Gift boxes: **8**

Online Sales by Cookie

- Adventurefuls™ (4.5%)
- Lemon-Ups® (6.9%)
- Trefals® (12.5%)
- Do-it-dos® (9.9%)
- Sammas® (7.5%)
- Tagalongs® (7.5%)
- Thin Mints® (4.4%)
- Girl Scout S'mores® (4.2%)
- Tuffee-tastic® (9.5%)
- Raspberry Rally™ (33.0%)

Girls Campaign Statistics¹

Category	Count
Girls in DOC	13
Girls with a parent imported	10
Girls registered	7
Girls that sent a marketing email	3
Girls with a sale	5

¹As of 9/13/22

77% of girls in DOC

54% of girls in DOC

23% of girls in DOC

100% of approved sites

Online Sales by Delivery

Delivery Method	Percentage	Count
Picked Up	3%	63 Pkgs
Donated	3%	56 Pkgs
Shipped	81%	1,633 Pkgs
Deliver in Person	13%	254 Pkgs
Cookies in Hand	0%	9 Pkgs
Total	100%	2,015 Pkgs

These two sections will show you the sales for the girls in your troop at a glance.

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5. Reports

Reports: Troop 12359

	All Order Data	For each girl see full order details including varieties, delivery type, etc.	Get Report
	Initial Order	8/24/22 Parent's due date 8/24/22 Troop due date	Get Report
	Cookie Badges	See the steps girls completed for their cookie badges and entrepreneur pin.	Get Report
	Rewards Selection	See which rewards girls have selected to enter in your baker software.	Get Report

You have four reports to view that can help you manage your girl's Digital Cookie activity.

- *All Order Data* will show you details on every order for every girl.
- *Initial Order*: Does not apply to our council.
- *Cookie Badges* will let you know if girls are completing any of the Cookie Business badges and/or the Family Entrepreneur Pins.
- *Rewards Selection* will be helpful if your council enabled girls to select their rewards in Digital Cookie. You simply pull this report and enter their choices in Smart Cookies without needing to track down each choice for each girl in the troop.

Orders

You will see the information you need to look up order details for any order in your troop. You can then refund an order if necessary. For more information, please see the Troop Refunding Orders section of this guide.

Orders

Search for Orders Customer Information Girl/Parent Organization

Order # <input type="text"/>	First Name <input type="text"/>	Girl First Name <input type="text"/>	Council Name <input type="text" value="Colorado"/>
Date Range <input type="text"/> to <input type="text"/>	Last Name <input type="text"/>	Girl Last Name <input type="text"/>	Council Code <input type="text" value="512"/>
Order Status <input type="text" value="Choose an option"/>	Phone <input type="text"/>	GSUSA ID <input type="text"/>	SU Name <input type="text" value="UAT 16#8799500948001"/>
Payment Status <input type="text" value="Choose an option"/>	Email <input type="text"/>	Site URL <input type="text"/>	SU ID <input type="text" value="1016"/>
		Parent Email <input type="text"/>	Troop # <input type="text" value="12359"/>

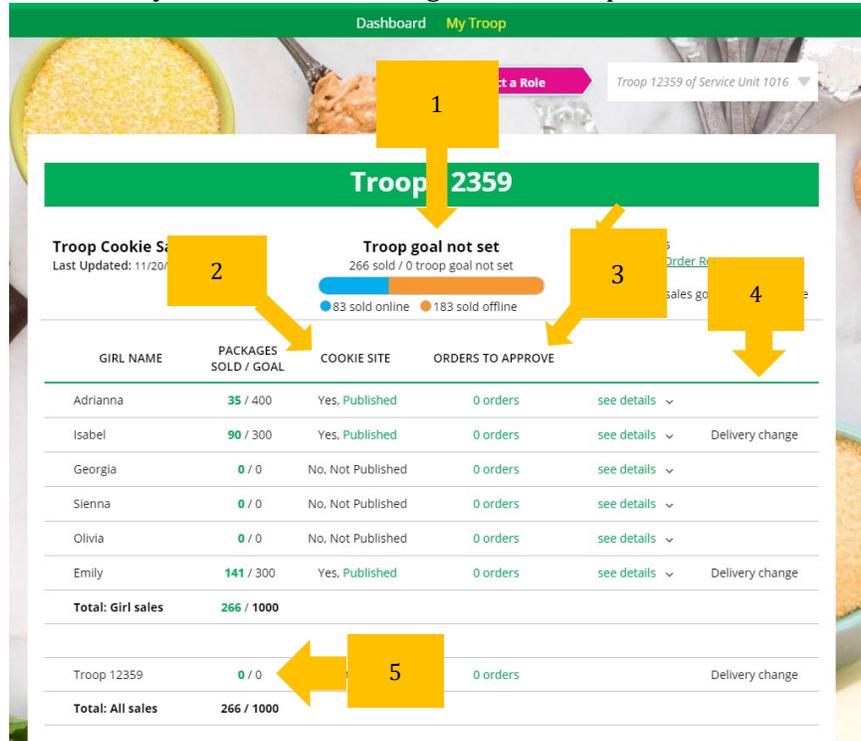
Orders Pending Validation See List

[Search](#)

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My Troop

Use this tab to see many sale details for each girl in the troop.



1. Troop Goal
This pulls the troop goal set in the baker software and measures the troop's progress towards that goal. If the goal has not been set yet, it shows total troop's sales to date.
2. Cookie Site
If the Girl Scout's site is published, click on the link to be taken to their customer facing site.
3. Orders to Approve
This will indicate if the family has any orders that need approving.
4. See Details/Delivery Change

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Clicking “See Details” will bring up details on the girl, her orders, her email marketing to customers and if her parent has turned off delivery or any varieties.

5. If your troop link has been published you will see what the goal is for the Troop

GIRL NAME	PACKAGES SOLD / GOAL	COOKIE SITE	ORDERS TO APPROVE	
Adrianna	35 / 400	Yes, Published	0 orders	see details ↓
Isabel	90 / 300	Yes, Published	0 orders	see details ↑ Delivery change

COOKIES SOLD Online: 23 Offline: 67 Total: 90	PARENT / GUARDIAN Jessica Garcia dctest512-1@girlscouts.org	DELIVERY SETTINGS Girl Scout delivery: Inactive Cookie varieties: Off	CUSTOMERS EMAILED Marketing emails: 0	[x]
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“girl”, you can click the link to go to the troop site and you can see any sales that have come in for the troop link.

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My Troop Orders

For details on the delivered orders section, view the Digital Cookie Guide for Families as the functionality works just like a Girl Scout site link.

For details on the pickup orders section, view the Troop Pick Up orders section in this guide.

Troop Cheers

Troop Volunteers can send the Girl Scouts in their troop cheers the same way the troop members can send them to each other. The difference is that girls can't cheer back to volunteers. For more details on how Cheers work, see the Cheers section of this guide.

Virtual Booths

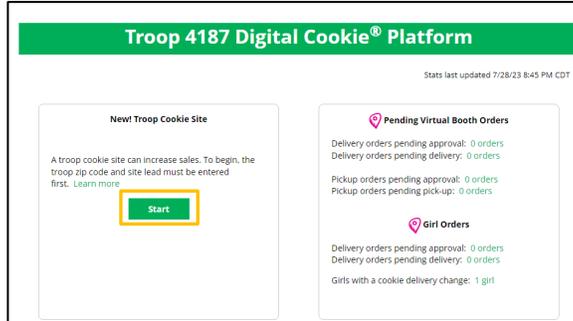
This is your Pick Up Order section. For details on this, please view the Troop Pick Up Orders section of this guide.

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Troop Ship Only Link (for the National Cookie Finder)

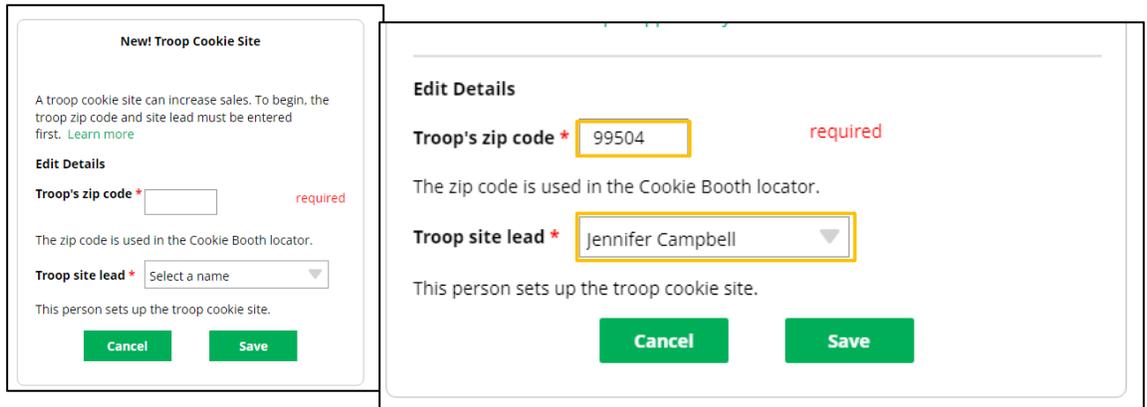
Step 1: The first time a leader or cookie volunteer for the troop logs in to their volunteer role in Digital Cookie, they will see a place to begin the process to have a troop virtual booth link. Setting up the Troop Ship Only link will include the Troop in the rotation of Troops in their zip code for customers searching for cookies for shipment directly to their homes.

To begin, click the “Start” button.



Step 2: You will be asked to enter a zip code for your troop. Enter one that is representative of the majority of the Girl Scouts in your troop.

You will also select a name from the drop down of one of the volunteers from the troop to serve in the role of “Troop site lead”. The Troop site lead will be responsible for working with the Girl Scouts in the troop to set up the Troop site and approving orders.



The Troop Shipped Only link is now available if you need a shipped/donated only link. You can find this beneath the Troop Cookie Link and if you click on it, you will see the full URL and QR code for this link.

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**Our Troop's Virtual Booth: Open for Business**
Status: Published [Learn more](#)
Troop Virtual Booth Link: <https://DigitalCookie.GirlScouts.org/scout/troop12359-512?fpkp=1> 
[Copy Link](#) [View QR Code](#)

Troop Shipped Only Link: <https://DigitalCookie.GirlScouts.org/scout/troop12359-512> 
[Copy Link](#) [View QR Code](#)

[Hide](#)

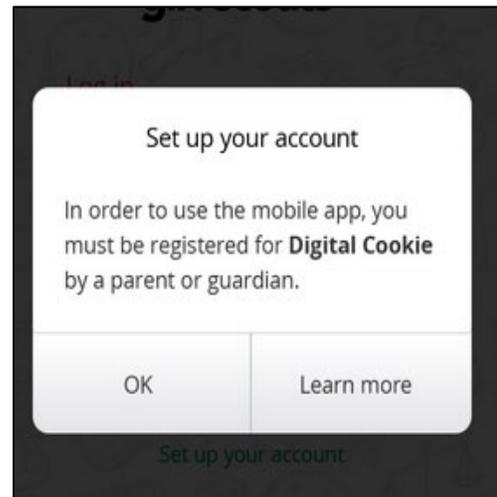
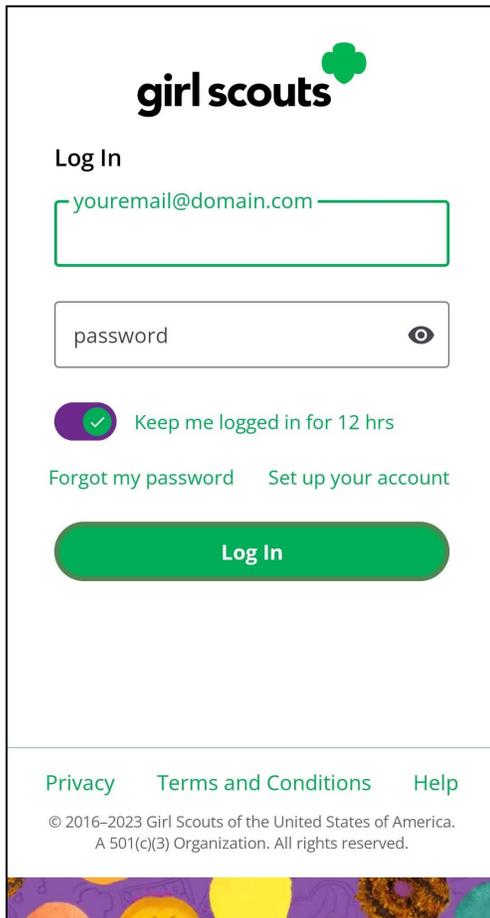
You can use the URL or QR code in marketing materials to promote shipped only sales in locations where the Troop may not be able to set up a traditional cookie booth. This link will only allow customers to purchase Shipped and Donated orders. This link will be sent to the National Girl Scout Cookie Finder beginning National Girl Scout Cookie Weekend. All purchases on either of your links will appear in your troop records in Smart Cookies. You will distribute these sales to participating Girl Scouts in Smart Cookies.

Mobile App

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Girl Scouts and troop volunteers can use the Digital Cookie Mobile App to process and review orders placed through the Girl Scout's individual site as well as the troop site.

Users will start by downloading the Digital Cookie Mobile App from the iTunes or Google Play store. The app is free and can be found by searching for "Digital Cookie Mobile app." Users should download a new version of the app every year.

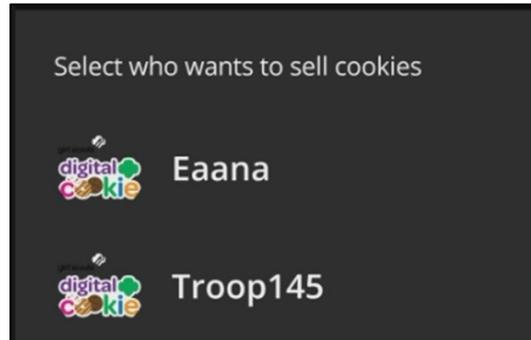


The same email and password used to access Digital Cookie is the same to log into the mobile app.

Note: The app will only work if the Girl Scout/Troop's Digital Cookie website is set up and published, and the council mobile app access date has started.

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Once a user is logged into the app they see the different accounts available. The user will select which account they want to use. The [Girl Scout view](#) is used to take sales on behalf of a specific Girl Scout. The [Troop view](#) is used to take sales on behalf of the troop and not an individual, for example at a troop booth.



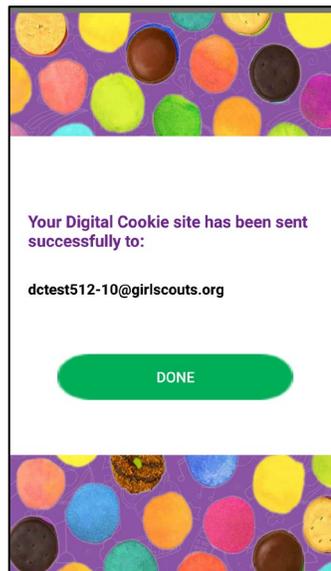
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Logged in as Girl Scout

From the home page, the user can select “New Cookie Order”, “Visit My Site,” “Email My Site,” or “All Orders.”



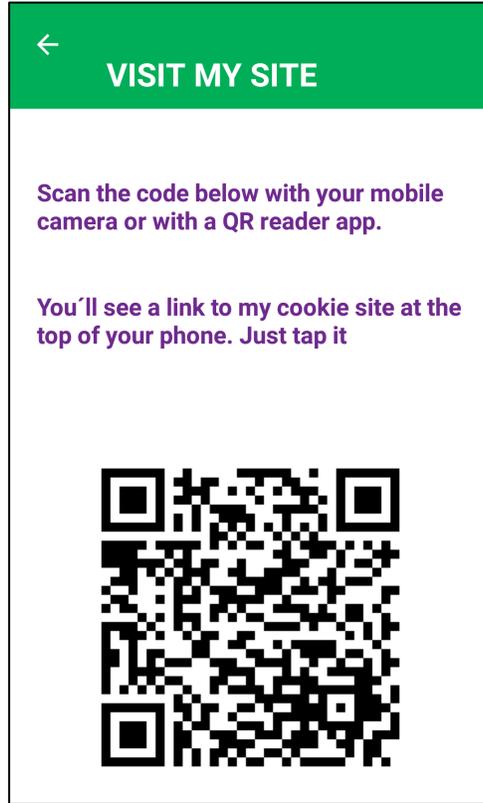
Email My Site is used to send their cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email.



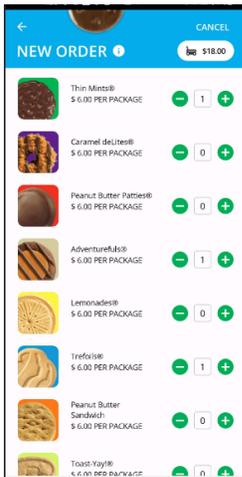
The customer will receive an email to purchase cookies.

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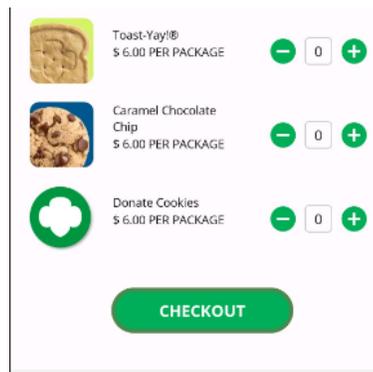
Visit My Site is used to see the Girl Scouts QR code. Girl Scouts can then show the customer their phone for the customer to scan the QR code which will take them directly to the Girl Scout's site to make a purchase.



New Cookie Order is used to take cookie orders directly through the app.

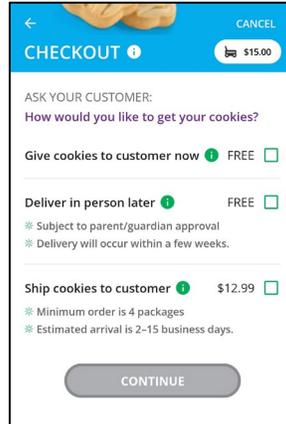


Once the correct number of cookies have been selected the Girl Scout will click the "CHECKOUT" button.

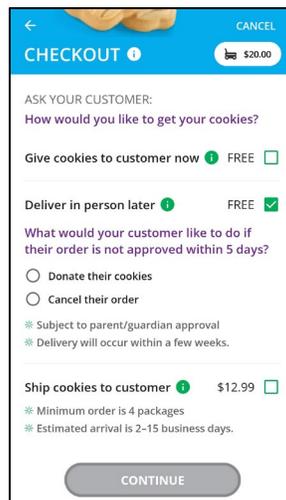


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Step 2: Select how the customer would like to receive their cookies. After marking the selection, click continue.



If deliver in person later is selected, the Girl Scout will need to ask the customer what they would like to do if their order can't be approved by the parent within five days, the same as all delivery customers are asked at checkout.



Once the selection is made, she can continue with the checkout process.

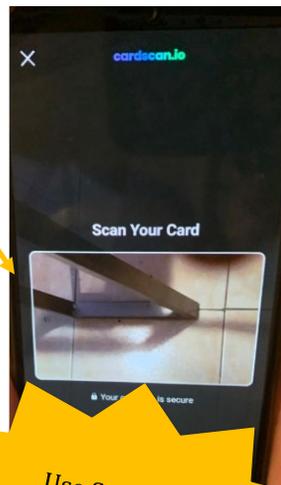
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Step 3: Review order and enter customer information and payment details.

For in hand orders (give cookies to customer now), an address is not required, only the customer's name, email address, and billing Zip Code.

After completing the required info, click review or place order depending on the order type.

Once the order is placed, the Girl Scout will receive an order confirmation screen.



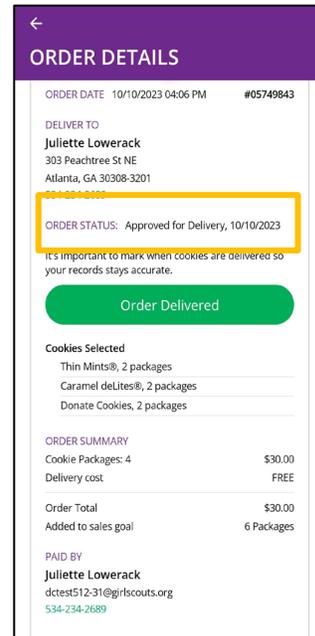
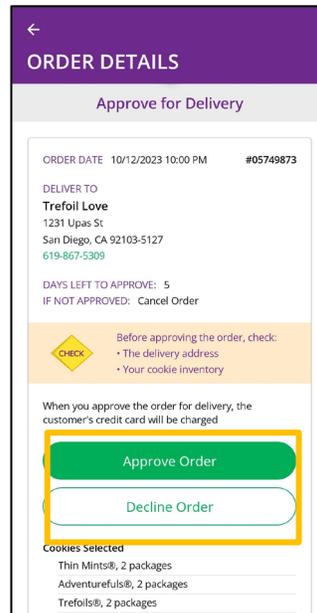
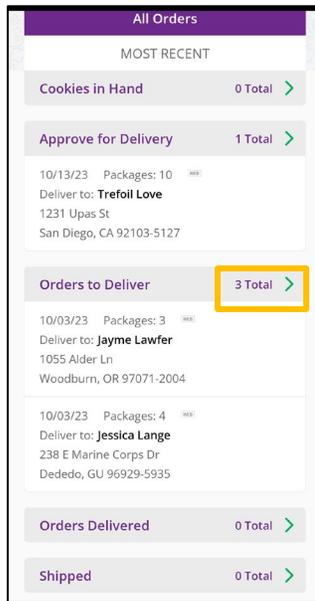
Use Scan Card feature instead of typing all the details.

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All Orders is used to view all the orders visible by delivery method.

Step 1: Click the green arrow to view all orders under that specific delivery method.

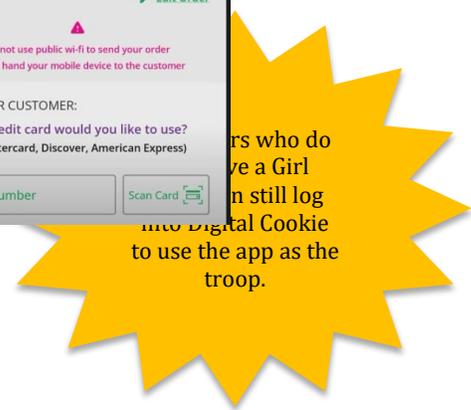
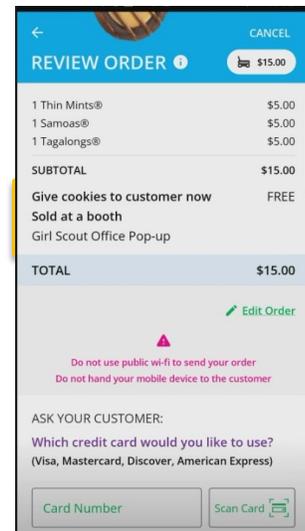
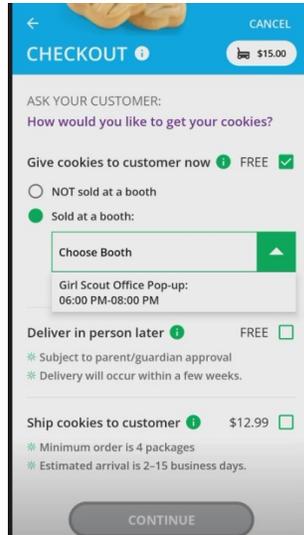
Step 2: See order details. Click the green arrow next to the order, the details will appear. Users can then review the order, see the status and depending on the type of order and status the user can approve/decline the order or mark it as delivered.



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Logged in as Troop

When users are logged in as the troop, they will see the same dashboard as if they were a Girl Scout and have the same choices “New Cookie Order”, “Visit My Site,” “Email My Site,” or “All Orders.” Many of the steps taken as a Girl Scout are the same as a troop. This section will focus on the different functionality.



New Cookie Order: When processing a new order, during the checkout steps, if the selection “Give cookies to customer now” is selected the user will see additional options. Once a user has selected “Sold at a booth” they will select that specific booth. When reviewing the order users can see which booth was selected.

Troop login means that sales will be credited to the whole troop – such as at a cookie booth.

All cookie booth credit card payments will go through the Troop Login in the Mobile App. Booths will not display in the Girl Scout Login.

Approving orders: all users when logged in as the troop will be able to view, approve/decline orders the same way Girl Scouts can above. Troop volunteers should discuss with family members how they want the troop orders to be handled prior to using the app.

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Troop Refunding Orders

As a troop volunteer you will have the ability to refund in-person delivery, pickup and donation orders to customers.

Step 1: Start by navigating to the “Orders” tab on your troop dashboard.



Step 2: On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last, min 2 letters)

The screenshot shows the 'Orders' search interface. At the top is a green header with the word 'Orders'. Below it is a search bar with a dropdown menu set to 'Orders'. To the right of the search bar are four columns of input fields: 'Customer Information' (First Name: 'ros', Last Name: 'ruiz', Phone, Email), 'Girl/Parent' (Girl First Name, Girl Last Name, GSUSA ID, Site URL, Parent Email), and 'Organization' (Council Name: 'Colorado', Council Code: '512', SU Name: 'UAT 16#8799500948001', SU ID: '1016', Troop #: '12359'). There is also a 'Date Range' field with 'to' and 'from' sub-fields, and 'Order Status' and 'Payment Status' dropdown menus. At the bottom left, there is a checkbox for 'Orders Pending Validation' and a 'See List' link. A green 'Search' button is centered at the bottom. An 'Export to Excel' link is in the bottom right corner.

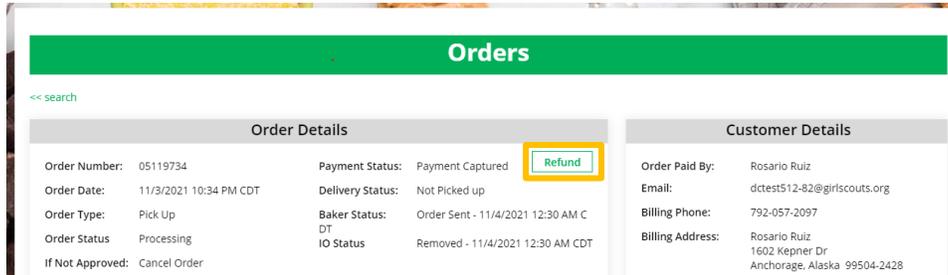
When you click “search” the results will come up if any match

The screenshot shows the search results table. At the top is a green 'Search' button and an 'Export to Excel' link. The table has the following columns: Order Date, Order #, Order Type, Customer Name, Total, Order Status, Payment Status, Girl Name, Council Name, and Troop #. The first row contains the following data: 11/3/2021 10:34 PM CDT, 05119734, Pick Up, Rosario Ruiz, \$16.00, Processing, Payment Captured, Troop12359 Site, Colorado, 12359. Below the table, it says 'Showing 1 to 1 of 1 entries' and has navigation links: 'First', 'Previous', '1', 'Next', 'Last'.

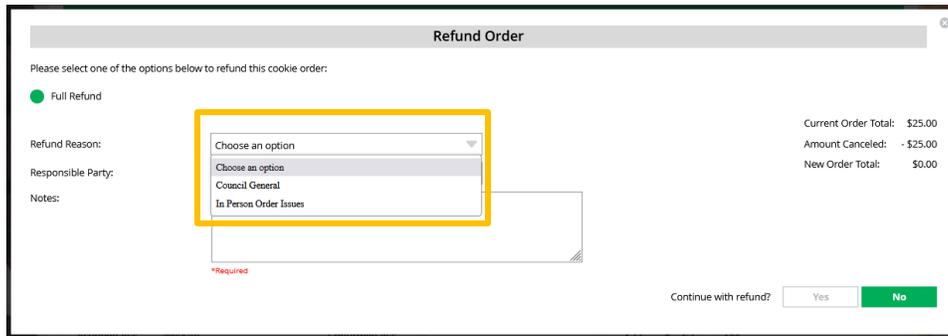
Click on the green order # to bring up the order details to begin processing a refund.

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Step 3: The Order details page include all order information including customer details. At the top, next to payment status will be a Refund button.



Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.



You will select an option for refund reason. In general, you will choose “In person delivery issues.” Then add information to the notes section so that if anyone looked at this order in the future they would know why the refund was made.

Once all the information has been completed, click Yes to continue with the refund. At that point, the automated process to refund the consumer will execute. Depending on the customer’s bank, it can take a few weeks until their bank will show the refund on their account.

To verify the refund went through, you can scroll to the bottom of their order details and see “refund_follow_on” in the “Payment Transactions” section and see the date the system processed it.

Type	ID	Status	Amount	Date
AUTHORIZATION	B80P0EC746E4	SUCCESSFULL	\$16.00	11/3/21 10:34 PM CDT
CAPTURE	B30P3B1E8585	SUCCESSFULL	\$16.00	11/4/21 12:24 AM CDT
REFUND_FOLLOW_ON	B40P0E8B7396	SUCCESSFULL	\$16.00	11/4/21 12:42 AM CDT

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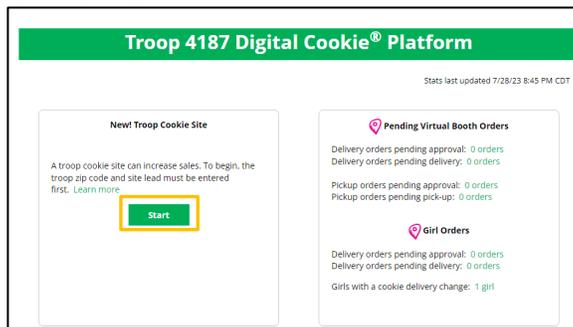
Troop Virtual Booth Links

When you set up your Troop Virtual Booth site, there are two links you can use: Virtual Booth link and the Troop Ship Only link.

Setting up your Troop Virtual Booth Site

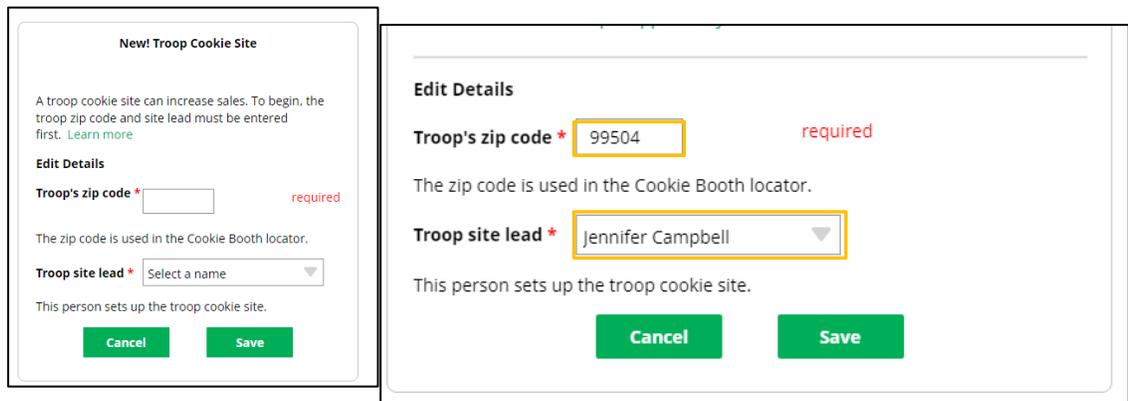
Step 1: The first time a leader or cookie volunteer for the troop logs in to their volunteer role in Digital Cookie, they will see a place to begin the process to have a troop virtual booth link.

To begin, click the “Start” button.



Step 2: You will be asked to enter a zip code for your troop. Enter one that is representative of the majority of the Girl Scouts in your troop

You will also select a name from the drop down of one of the volunteers from the troop to serve in the role of “Troop site lead”. The Troop site lead will be responsible for working with the Girl Scouts in the troop to set up the Troop site and approving orders.

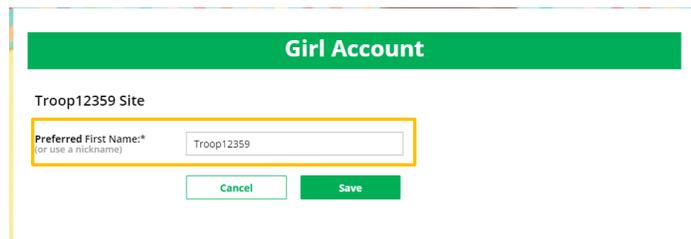
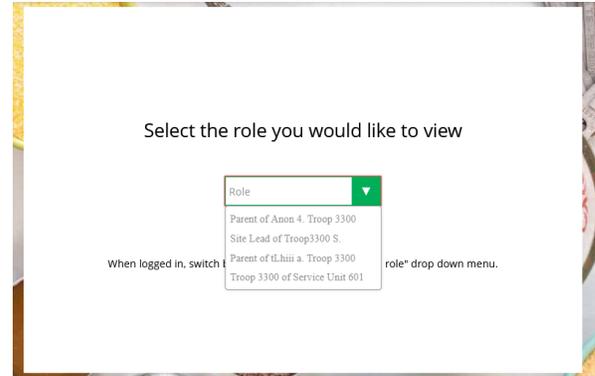
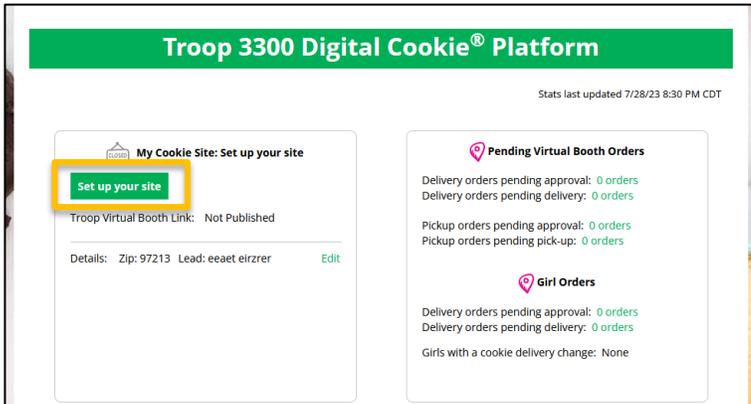


Once the first volunteer for the troop has made those selections, everyone will see the selections that have been made and can change them if needed.

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Step 3: If you assigned yourself to be the troop site lead, your dashboard will be updated with a Set up your site button. If you have assigned another troop cookie volunteer to be the troop site lead, the next time they log into Digital Cookie they will see the new role in their role selector drop down.

To begin setting up the troop site, click set up your site.



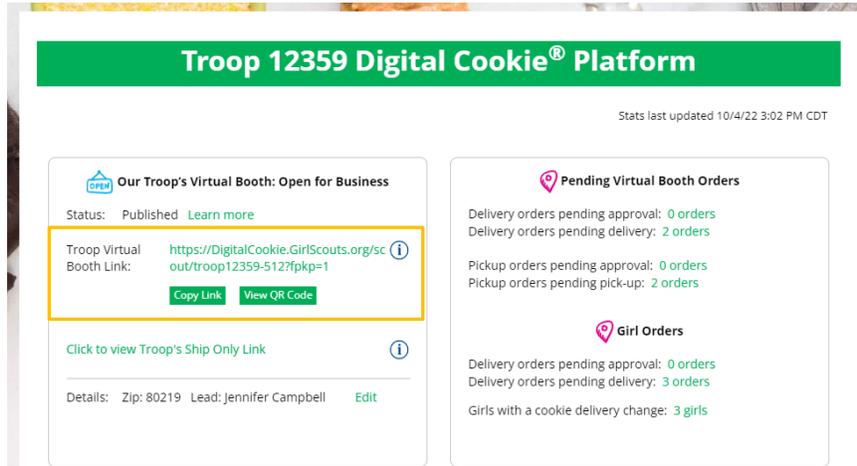
It is important to leave the Preferred First Name as it appears so it's clear this is your Troop Site. If there is an issue with the troop number, please contact River Valleys to resolve before proceeding.

Once the site is published and the council's sale is live, the troop will have two links to use if they wish for the cookie season.

Digital Cookie®

Troop Virtual Booth Link

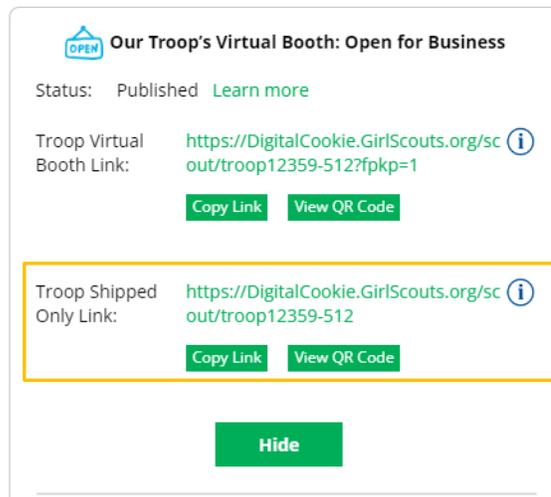
From your Troop Dashboard, you will see two links available for your troop. The top link is your Troop Virtual Booth Link.



This link will function the same as any Girl Scout's link with Shipping, Donation, Delivery and In Hand (on the app). You can turn delivery off for the troop link the same way a caregiver can turn delivery off for their Girl Scout. The Virtual Booth link is available to copy and share and even has a QR code that can be used on marketing materials. It is important to approve any orders for local delivery or pick up orders within five days or the orders will be cancelled.

Troop Ship Only Link

The Troop Shipped Only link is available if you need a shipped/donated only link. You can find this beneath the Troop Cookie Link and if you click on it, you will see the full URL and QR code for this link.



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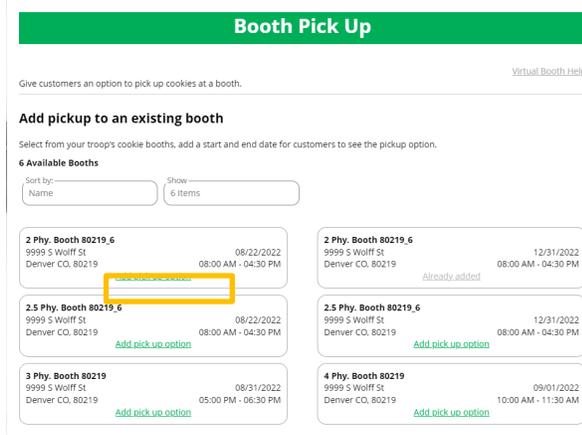
Troop Booth Pickup Orders

The ability for customers to purchase from your troop can happen at a booth, or virtually using Digital Cookie. One great feature your troop can offer customers is the option to pre-pay for an order for pickup at a cookie booth your troop has scheduled. To activate that for your troop customers, there are just a few steps to set up that option using the cookie booths you have signed up for.

Step 1: Start by navigating to the “Virtual Booths” tab on your troop dashboard.



Select an existing cookie booth from your list by clicking on “Add Pick-Up Option”



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Step 2: Once you have selected a booth to add a pickup option for customers to, you will need to enter a few details about when the customer will see that pickup location as an option.

NOTE! Consider ending that option 12-24 hours before the booth sale will begin so you have time to review and approve all orders. If you have concerns about inventory for pickup orders, consider ending the option even earlier so you can secure the necessary product for the orders.

Step 3: If you need to edit or delete your pickup locations, you can view your list of pickup locations and edit or delete them.

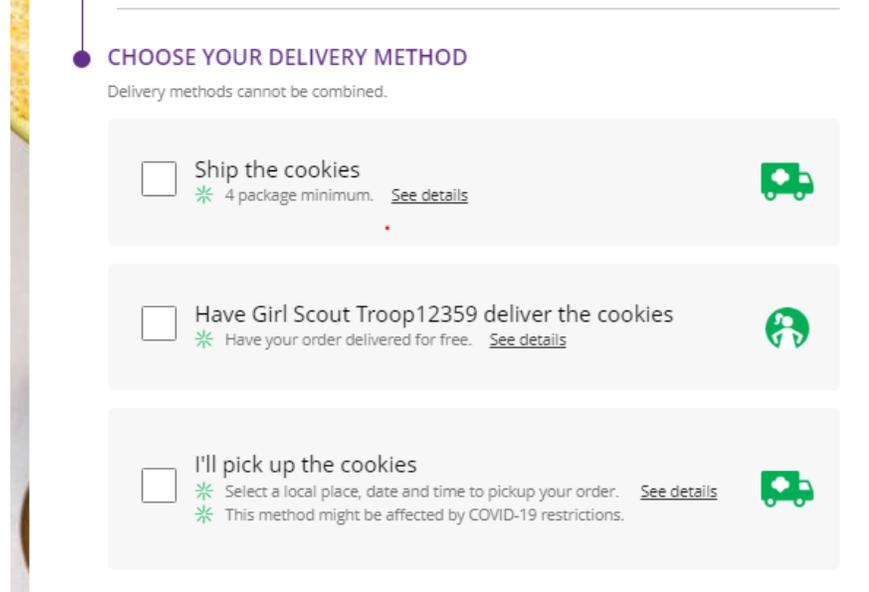
Important! If you cancel a booth in Smart Cookies, you must delete the booth from here so customers can no longer select it as a pick-up option. Check your orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel and refund them

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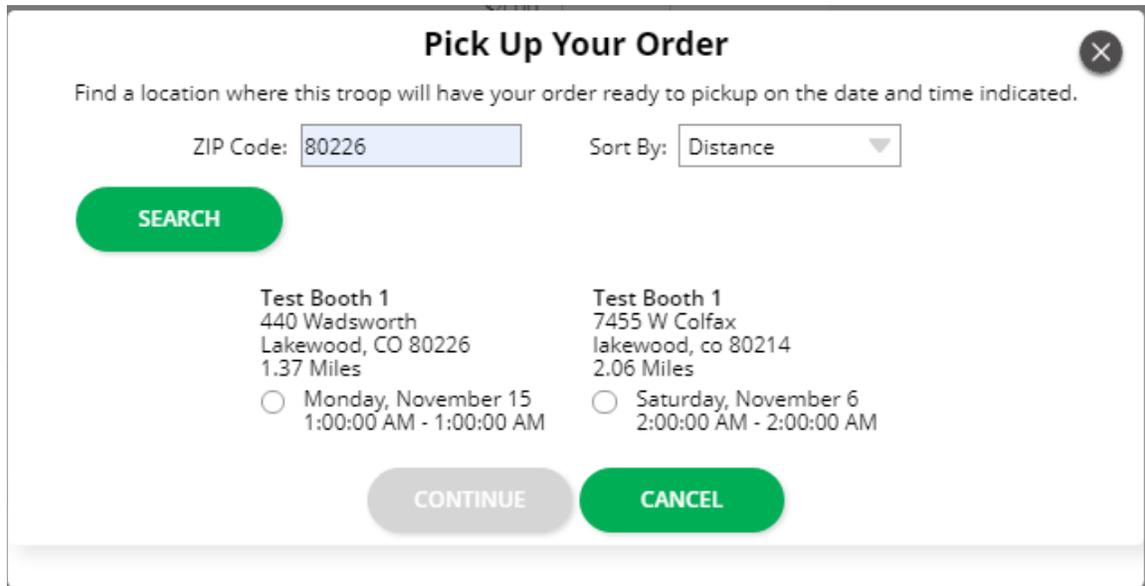
Customer View

When the customer gets your troop link and wishes to make a pickup order, here is what it will look like for them.

Step 1: They select “I’ll pick up the cookies” as an option at checkout.



Step 2: They will be asked for a zip code and see your booths with pick up options closest to that zip code. They will select with booth location and date/time they want to pick up those cookies.



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Step 3: The checkout screen will automatically populate the address as the pickup location.

Order Checkout

PICK UP INFORMATION

First Name Last Name

C/O or Company Name (optional)
Test Booth 1

Address 1
7455 W Colfax

Address 2 (optional)

City lakewood State Colorado Zip Code 80214

Phone Number

Billing Email (in case we need to reach you)

CONTINUE

Customers will receive an email letting them know their order needs to be approved and letting them know if it was approved or not after you review it. If it was approved, it will also remind them of when/where they are picking up their cookies.

Orders

As customers order cookies to be picked up at your cookie booth, those orders will need to be reviewed and approved within 5 days of the order being placed.

Step 1: To review the orders navigate to your “My Troop Orders.”



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Step 2: Scroll down until you see the pickup orders section, below the delivery section.

.....

4 Orders to Pickup
Click on a name to mark when the cookies were pickedup. ⓘ

Select all [Order Pickedup](#) [Export Orders](#) Show 5 Items ▾

Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date	Initial Order ⓘ
<input type="checkbox"/> 05119495	6	Jasmine garcia	Chautauqua Mall, Lakewood, NY	10/15/2021	
<input type="checkbox"/> 05119045	8	Leslie Thomas	Chautauqua Mall, Lakewood, NY	10/7/2021	

Show 5 Items ▾

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/> 05119495	6	Jasmine garcia	Jasmine garcia	Chautauqua Mall, Lakewood, NY	10/15/2021	5

You can check the box in front of the customer order to approve or decline it. If you approve it, it will move into the “orders to pick up” section. In the orders to pick up you can click on any of the column headers to sort the orders. You can also check the boxes in front of the orders to select some or all the orders to export to get a list of orders to prepare for your booth sale,

When the customer has picked up their order, mark the order as “Order Picked Up” so that it will clear out of your list of orders that need attention.

Troop Cheers

Step 1: Troop volunteers can “Send a Cheer” from the button on your homepage or the “Cheers” tab.

[My Account](#) [Log Out](#)
You are viewing as:
[Troop 3300 of Service Unit 601](#) ▾

Dashboard Orders My Troop My Troop Orders Cheers Virtual Booths

Step 2: In the Cheers tab, you can see the Girl Scouts in your troop. Select the “Pick a cheer to send” drop down next to the name of the Girl Scout you wish to cheer.

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Troop Sales

Troop goal not set
100 sold / 0 troop goal not set



0 sold online, 100 sold offline

 **Inspire someone in your Troop!**

[Send a Cheer](#)

Troop's Virtual Booth Sales

Cookie Goal 1000
My Progress 1,000 packages to go!



0 Shipped / 0 Delivery / 0 In Hand / 0 Donated /
0 Pick-up

Step 3: Volunteers will see a choice of .gif images and short messages you can send. As you select the message and image you will see a preview of the cheer and then can click “Send this Cheer.”

The Girl Scout will then be able to see the Cheer on her dashboard. Girl Scouts are unable to send a Cheer back to volunteers or customers.


Grecc |

100%


Close 

Choose a Message

You're awesome


Choose a Picture













Preview your Cheer



You're awesome

from ccCooCnn seooaP

[Send This Cheer](#)

Digital Cookie Help Center

Need help to login? Click “Help” at the bottom of the page to go to the Help Center for FAQ’s, tip sheets, and more:

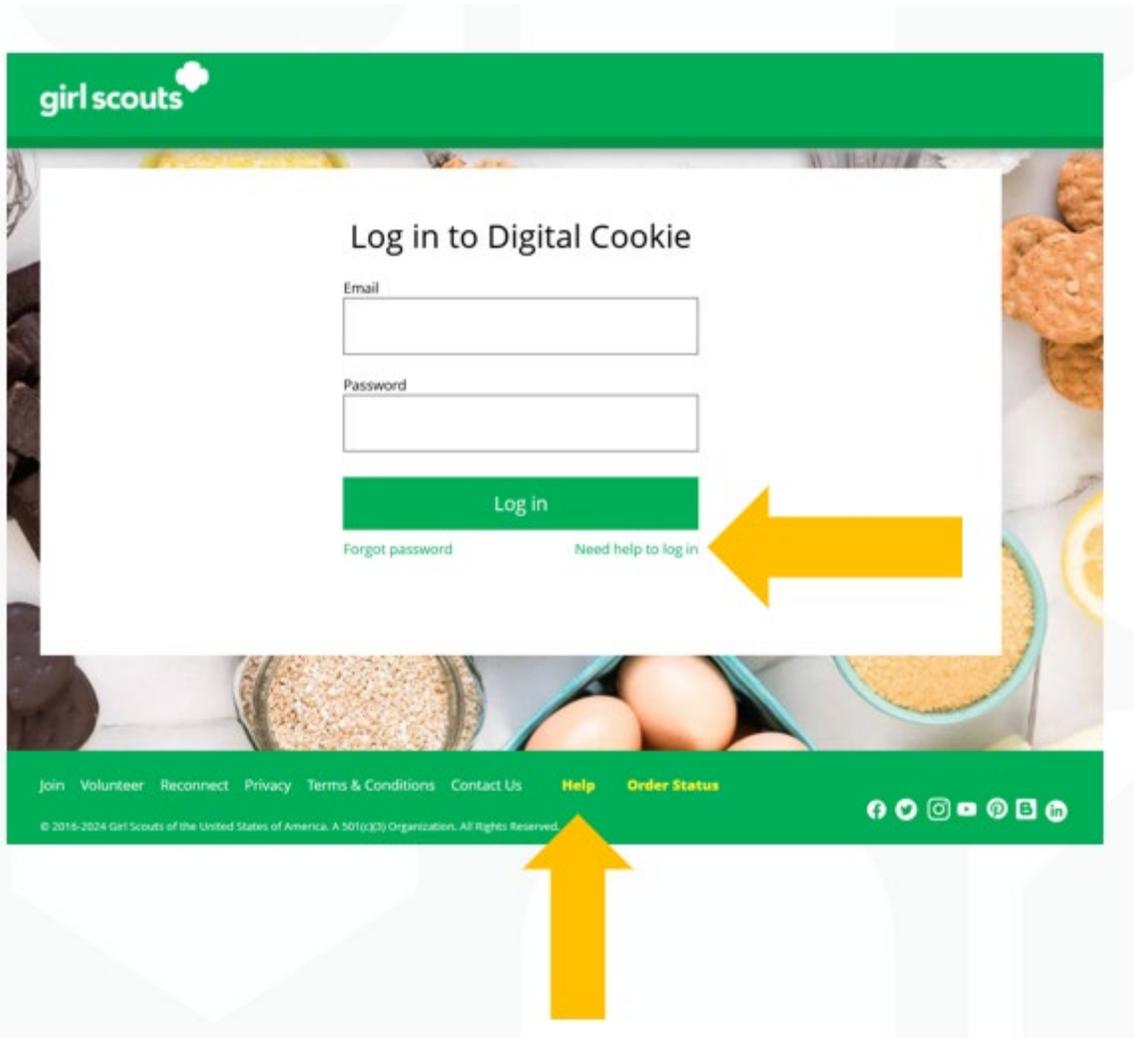
Digital Cookie 2024: Service Unit Access

Distributed by GSUSA – 10/12/2023

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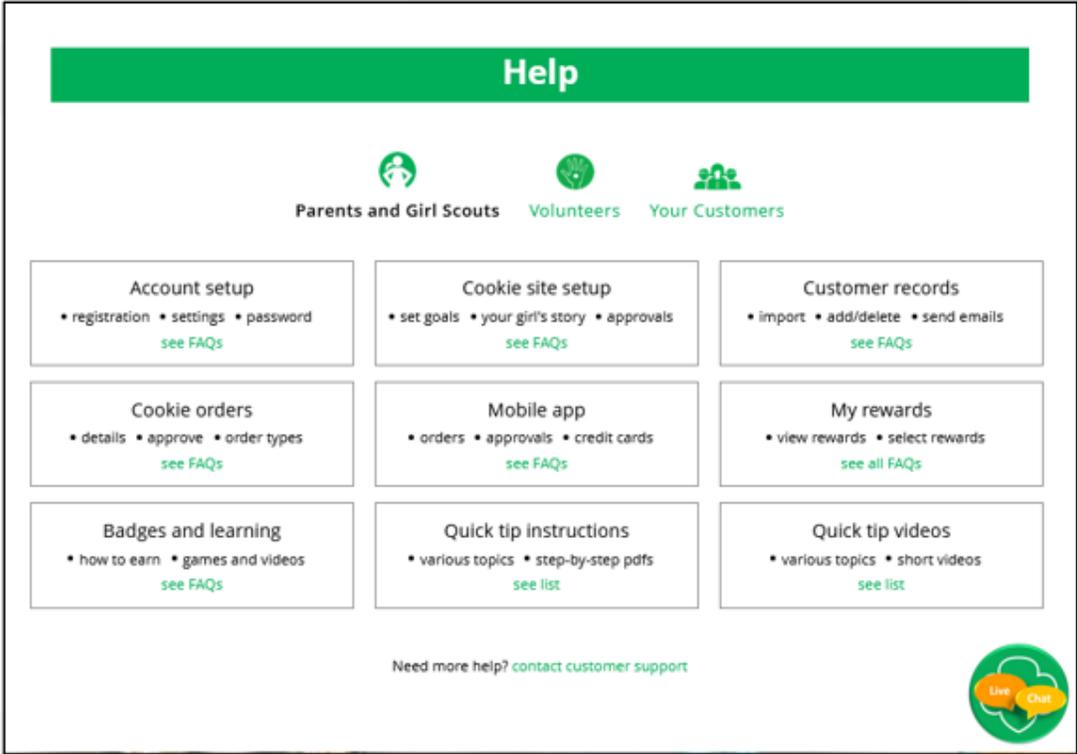
33

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Select which role and category you need support on.



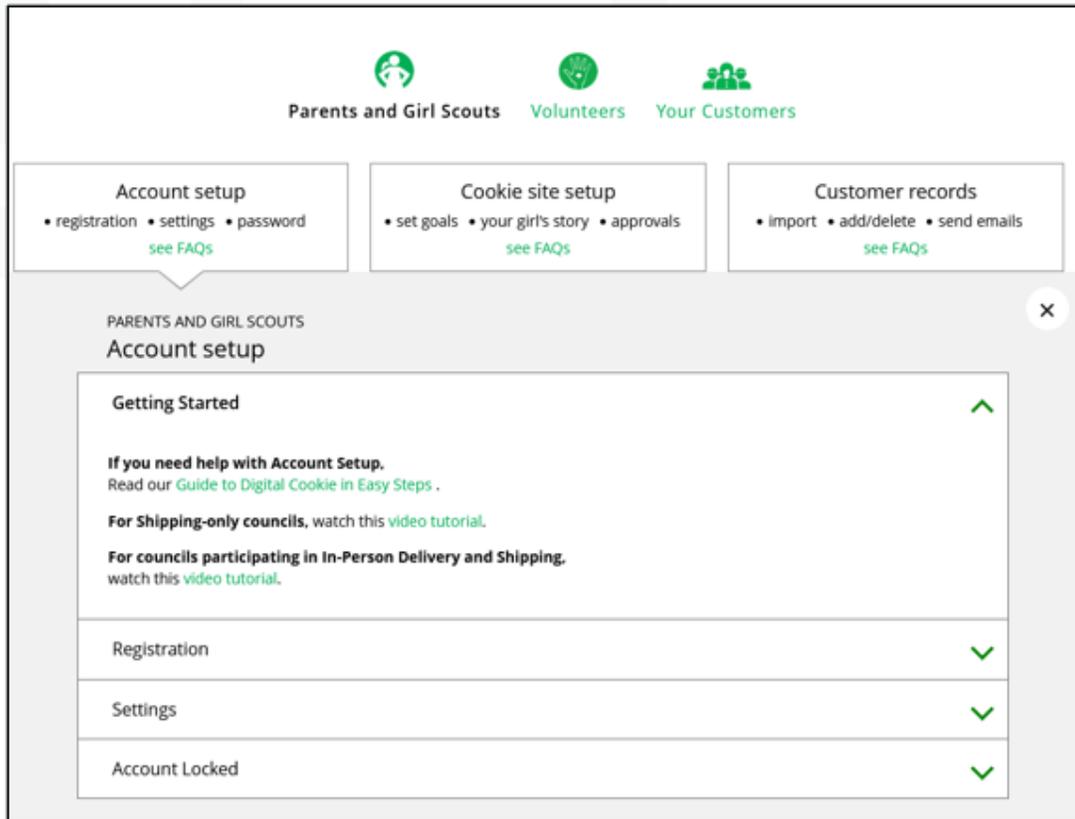
The screenshot shows a help page with a green header labeled "Help". Below the header are three navigation tabs: "Parents and Girl Scouts" (with a person icon), "Volunteers" (with a person and gear icon), and "Your Customers" (with a group of people icon). The main content is organized into a 3x3 grid of help topics, each with a list of sub-topics and a link to "see FAQs".

Parents and Girl Scouts	Volunteers	Your Customers
Account setup <ul style="list-style-type: none">• registration• settings• password see FAQs	Cookie site setup <ul style="list-style-type: none">• set goals• your girl's story• approvals see FAQs	Customer records <ul style="list-style-type: none">• import• add/delete• send emails see FAQs
Cookie orders <ul style="list-style-type: none">• details• approve• order types see FAQs	Mobile app <ul style="list-style-type: none">• orders• approvals• credit cards see FAQs	My rewards <ul style="list-style-type: none">• view rewards• select rewards see all FAQs
Badges and learning <ul style="list-style-type: none">• how to earn• games and videos see FAQs	Quick tip instructions <ul style="list-style-type: none">• various topics• step-by-step pdfs see list	Quick tip videos <ul style="list-style-type: none">• various topics• short videos see list

Need more help? [contact customer support](#)



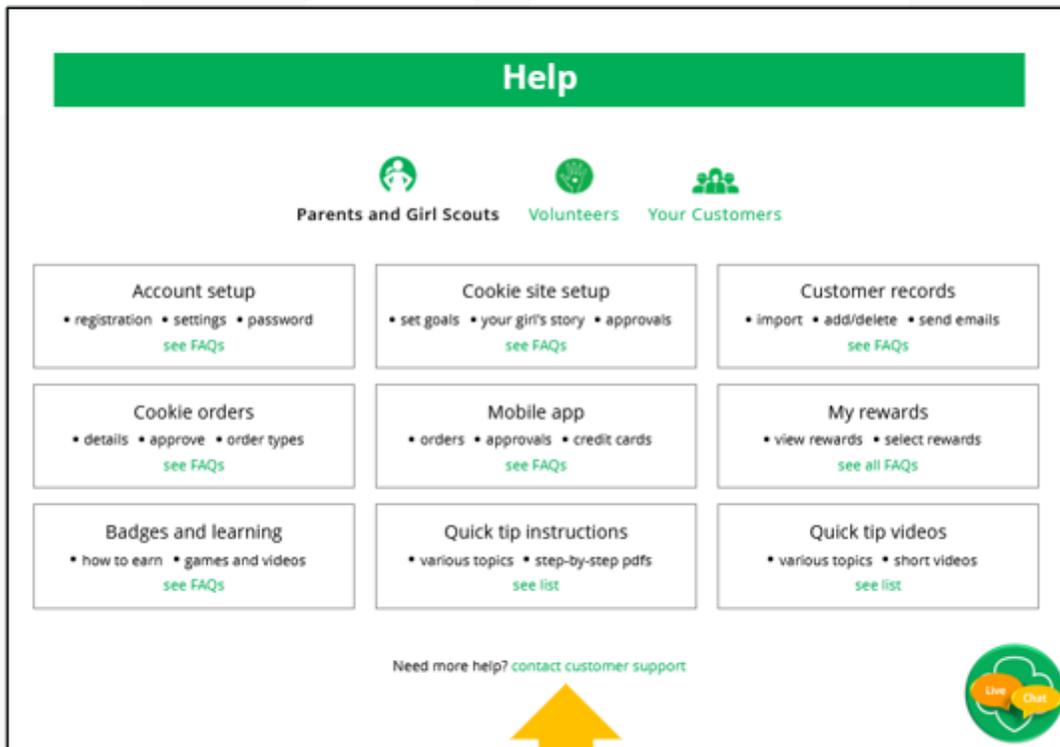
Digital Cookie[®]



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

Digital Cookie[®]

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



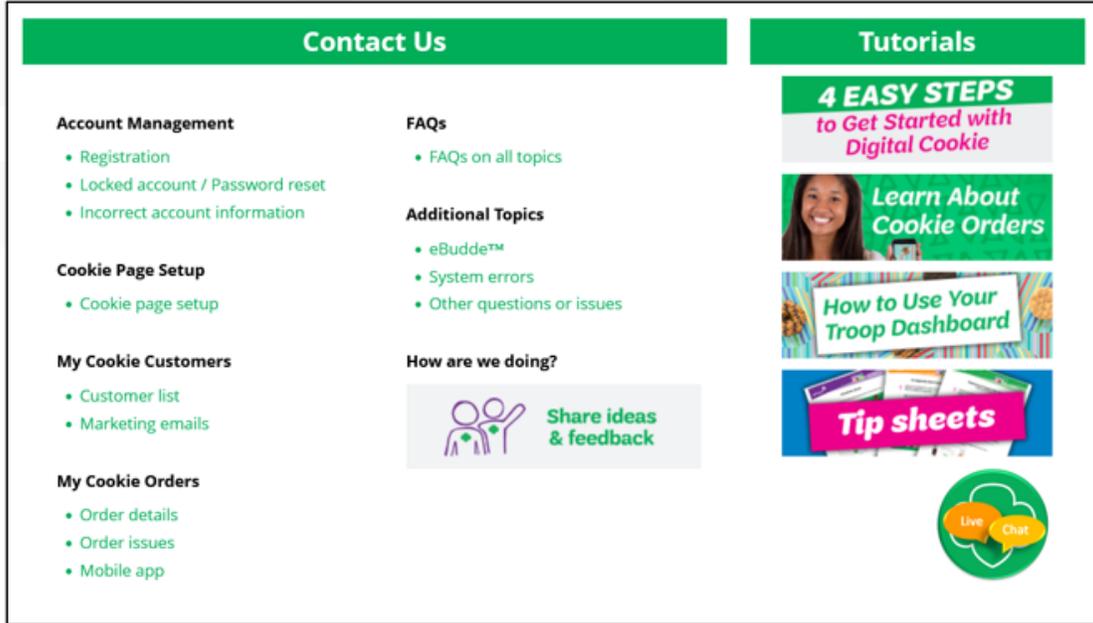
The screenshot shows a 'Help' page with a green header. Below the header are three categories: 'Parents and Girl Scouts', 'Volunteers', and 'Your Customers'. The page is organized into a grid of nine help topics, each with a list of sub-topics and a link to 'see FAQs' or 'see list'. At the bottom, there is a link for 'Need more help? contact customer support' and a 'Live Chat' button. A large yellow arrow points upwards from the bottom center of the page towards the 'contact customer support' link.

Help		
Parents and Girl Scouts	Volunteers	Your Customers
Account setup <ul style="list-style-type: none">• registration• settings• password see FAQs	Cookie site setup <ul style="list-style-type: none">• set goals• your girl's story• approvals see FAQs	Customer records <ul style="list-style-type: none">• import• add/delete• send emails see FAQs
Cookie orders <ul style="list-style-type: none">• details• approve• order types see FAQs	Mobile app <ul style="list-style-type: none">• orders• approvals• credit cards see FAQs	My rewards <ul style="list-style-type: none">• view rewards• select rewards see all FAQs
Badges and learning <ul style="list-style-type: none">• how to earn• games and videos see FAQs	Quick tip instructions <ul style="list-style-type: none">• various topics• step-by-step pdfs see list	Quick tip videos <ul style="list-style-type: none">• various topics• short videos see list

Need more help? [contact customer support](#)



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The screenshot shows a support page with two main columns: 'Contact Us' and 'Tutorials'. The 'Contact Us' column has four sections: 'Account Management' (Registration, Locked account / Password reset, Incorrect account information), 'Cookie Page Setup' (Cookie page setup), 'My Cookie Customers' (Customer list, Marketing emails), and 'My Cookie Orders' (Order details, Order issues, Mobile app). The 'Tutorials' column features four items: '4 EASY STEPS to Get Started with Digital Cookie', 'Learn About Cookie Orders' (with a photo of a woman), 'How to Use Your Troop Dashboard' (with a photo of a dashboard), and 'Tip sheets' (with a photo of tip sheets). A 'Live Chat' button is located at the bottom right of the page. A 'Share ideas & feedback' button is also present in the 'Contact Us' column.

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

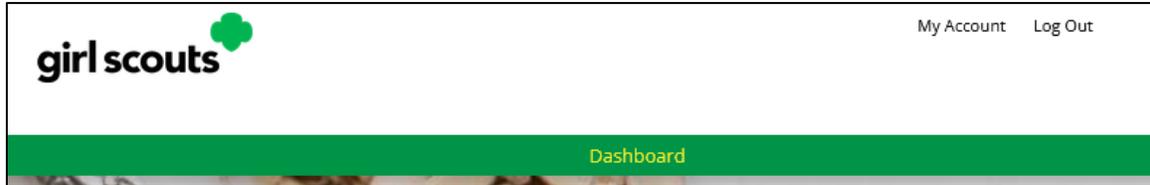
Or click the Live Chat button to chat with a Digital Cookie support agent during business hours.

Digital Cookie®

Service Unit Volunteer Access

Service unit volunteers can use Digital Cookie to monitor their service unit’s digital sales, as well as run Order Data reports for troops.

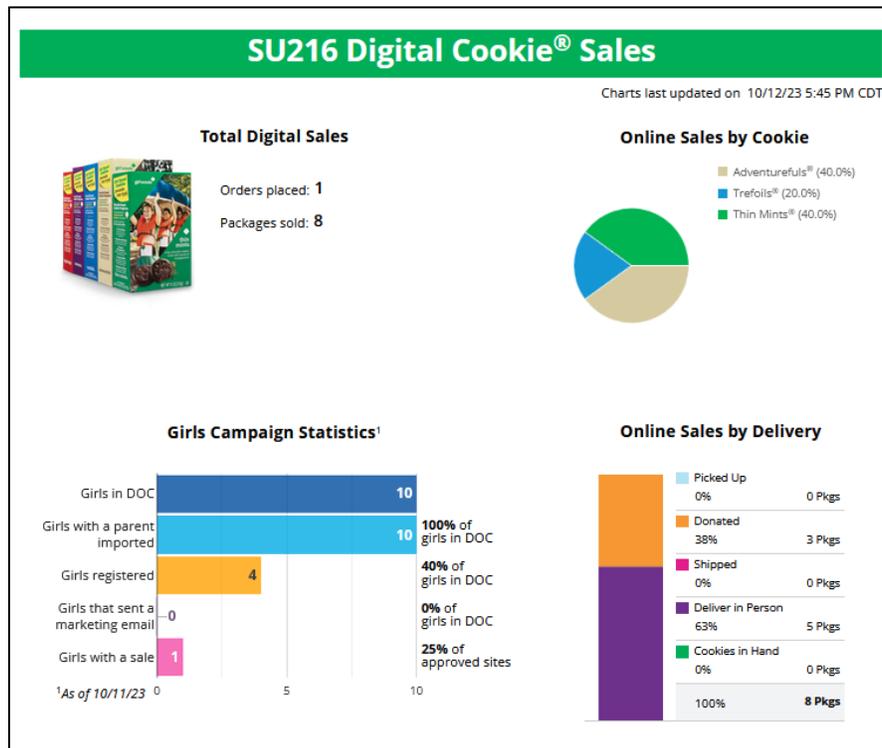
Once logged in, volunteers will see their Dashboard.



The Five Sections of the Service Unit Dashboard

1. Online Sales and Marketing

The online sales and marketing section represents a rollup of data from the troops in your service unit. It is a great way to see how troops are progressing through the season.



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2. Troop Reports

Volunteers can pull a report of orders by troop in this section.

Reports

Report Type: Order Data

Council Service Unit Troop

The Order Data report consist of the following details and more:

- Troop Number
- Girl Scout first and last name
- Order details
 - Order number
 - Order date
 - Order type
 - Billing name
 - Shipping name
 - Gift box qty
- Each cookie variety qty
- Donation qty
- Total packages
- Total cost
- Refunded packages
- Shipping cost
- Order status
- Date order approved
- Date order rejected
- Customer's second choice

Digital Cookie[®]

3. Girl Scouts

Search for all Girl Scouts in a troop OR a specific Girl Scout in your service unit to see if they have set up their site, to view their Digital Cookie link, and to see if the Girl Scout has emailed customers or has any packages sold or orders that need to be approved.

Girl Search

To see troop information on girls, click "See Details"

Council: Service Unit: Troop:

Girl Scout:

Girl Scouts

Girl Name	GSUSA ID	Parent Name	Parent Email	DOB	Site Live (Y/N)	Customer (Link)	Customers Emailed	# of Pkgs	Orders Pending Approval
ccGrG atahLhkc	106433924	hhhhhh arkohLoh	7lohph7r6y4apo@l-lal.ccc	04/02/2011	Y	ccgrg46999953	0	8	0

Digital Cookie[®]

Customer Experience: In-Person Delivery Order

Step 1: Customers either receive an email from a Girl Scout or use the Digital Cookie site link.

Step 2: Customers enter their order. After selecting the cookies, customers will select the delivery method and can choose to have the order delivered in person by selecting the option “Have Girl Scout Deliver the Cookies.”

The image displays two screenshots of the Digital Cookie website interface. The left screenshot shows the product selection page with a yellow callout box pointing to the quantity input fields, stating "Customer enters package quantity." Below this, an "ORDER SUMMARY" section shows a total of \$0.00 and a "CHECKOUT" button, with a yellow callout box pointing to it labeled "Checkout". At the bottom, the "CHOOSE YOUR DELIVERY METHOD" section has two options: "Ship the cookies" and "Have Girl Scout prnlpel deliver the cookies". A yellow callout box points to the second option, labeled "Select Delivery Method". The right screenshot shows the checkout page with a list of selected items (Thin Mints, Caramel Cakes, Peanut Butter Patties, AdventureFuls, Lemonades, Trefolis, Peanut Butter Sandwich, Toast-Yay!, Caramel Chocolate Chip) and a "CHECKOUT" button. A "Gift Box" option is also visible.

Digital Cookie[®]

Step 3: Customers are then taken to a checkout screen to complete basic delivery and billing information.

Order Checkout

DELIVER TO

Organization:

Address:

City: State: Zip:

Phone Number:

Email: (In case we need to reach you)

YOUR COOKIE ORDER

	QTY	AMOUNT
Thin Mints [®]	5	\$30.00
Trefails [®]	5	\$30.00
Subtotal		\$60.00
In-Person Delivery		FREE
TOTAL		\$60.00

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.

The Girl Scout Cookie Program uses multiple cookie suppliers, varying by region. Cookie names may vary across suppliers (e.g., Tagalongs or Peanut Butter Patties). By proceeding with your order, you recognize and give Girl Scouts permission to substitute your submitted order's cookie selections with comparable selections that do not materially differ, if necessary. Consumers should review nutritional information here.

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.
- Complete credit card information.

Once customers have completed the information, they will click the “I am not a robot” box (not pictured) and the “Place Order” button.

Order Checkout

DELIVER TO

Trefoil Love
1231 Upas St
San Diego, CA 92103-5127
619-867-5309
mgtag22@gmail.com

ORDER PREFERENCES

Getting your order delivered by Girl Scout Troop[®] requires approval by her parent. If your order is not approved within 5 days, what would you like to do?
 Cancel my order

CONNECT WITH GIRL SCOUTS (optional)

Connect with Girl Scouts

PAYMENT DETAILS

Choose a way to pay

Card

PayPal

Venmo

Billing Address

Same as Delivery Address

Please review your cookie order and select "Place Order".

YOUR COOKIE ORDER

	QTY	AMOUNT
Thin Mints [®]	5	\$30.00
Adventurefuls [®]	5	\$30.00
Trefails [®]	5	\$30.00
Subtotal		\$90.00
In-Person Delivery		FREE
TOTAL		\$90.00

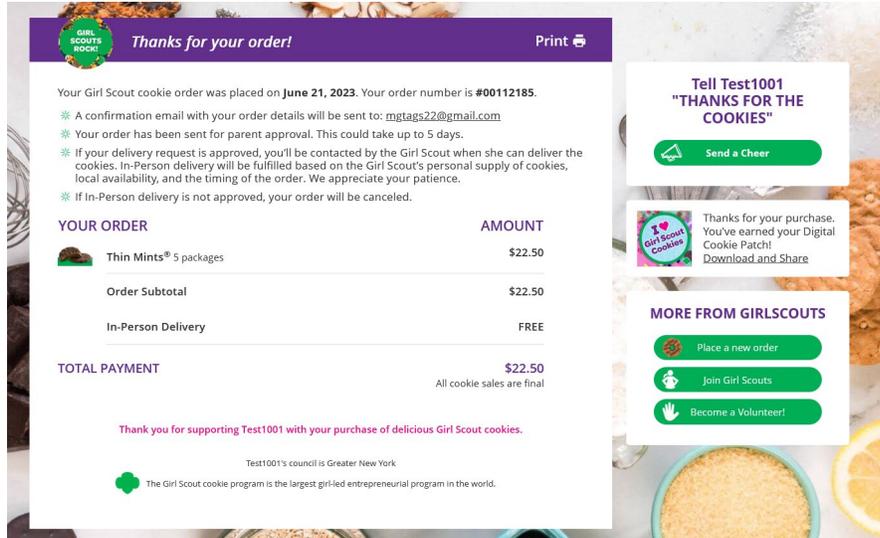
By clicking the PLACE ORDER button, I agree to be bound by the Terms of Use and Privacy Notice.

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.

The Girl Scout Cookie Program uses multiple cookie suppliers, varying by region. Cookie names may vary across suppliers (e.g., Tagalongs or Peanut Butter Patties). By proceeding with your order, you recognize and give Girl Scouts permission to substitute your submitted order's cookie selections with comparable selections that do not materially differ, if necessary. Consumers should review nutritional information here.

Digital Cookie[®]

Step 4: Customers then see an order confirmation screen.



Step 5: Customers will receive a series of emails about their order.

The first is an order confirmation letting them know that their order is pending approval from the parent. If the order is a donation or contains a donation, the emails will reflect that as well. Then an email is sent indicating the order has been approved. If the order has been declined, an email is sent notifying customers and giving them the option to place a new order to have cookies shipped or donated.

Digital Cookie[®]

Customer Experience: Shipped Order

Step 1: Customers either receive an email from a Girl Scout or use the Digital Cookie site link.

Step 2: The customer enters their cookie order. After selecting the cookies, customers will select the delivery method and can choose to have the order shipped directly to them.

Customer enters package quantity.

Checkout

Select Delivery Method

The screenshots show the following interface elements:

- Product List:** Thin Mints®, Samoas®, Tagalongs®, AdventureTus®, Do-si-dos®, Trefoils®, Lemon-Upps®, Girl Scout S'mores®, Toffee-Tastic®, Donuts Cookies.
- Price/Quantity/Amount Table:** Columns for PRICE, QUANTITY, and AMOUNT.
- ORDER SUMMARY:** TOTAL \$0.00.
- Delivery Method Options:**
 - Ship the cookies (4 package minimum)
 - Have Girl Scout [name] deliver the cookies
- Donation Section:** "donate a few for 2X the benefit" with a progress bar.
- Gift Box Option:** "Gift Box" for an additional \$5.00 SHIPPING ONLY.

Digital Cookie[®]

Step 3: Customers are taken to a checkout screen to complete basic shipping and billing information.

The system will then verify the address, and if necessary, provide an updated recommended address, and prompt to complete credit card information.

Once customers have completed the information, they will click the “I am not a robot” box and the “Place Order” button.

Step 4: The customer then sees an order confirmation screen.

Step 5: Customers will receive a series of emails about their order. First, they get an order confirmation email. If the order is a donation or contains a donation, the emails will reflect their donation also.

Then they receive an email when the cookies have shipped and are on their way.