girl scouts

Digital Cookie®

Digital Cookie Help Center for Girl Scouts and Families

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

Digital Cookie is the online platform that Girl Scouts will use to track their cookie program. For help, contact your Troop Leader or Girl Scouts River Valleys. View the Digital Cookie Help Section on the Digital Cookie site to view Frequently Asked Questions, tip sheets and videos, or to contact Customer Support.

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Log Into Digital Cookie as a Girl Scout

Step 1: Watch for your registration email* from "Girl Scout Cookies" (email@email.girlscouts.org or noemail@girlscouts.org) with the subject "It's time to register your Girl Scout for Digital Cookie!" Search your "Promotions/Clutter/Spam" folder if you didn't receive this email.

Step 2: Select the pink button to take you to the registration site. Girl Scouts must register and activate their site within the web browser, before using the Mobile App.

Step 3: After being transferred to the Digital Cookie website, you'll need to create a password.

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Step 4: Log in with your MyGS email address and password.

Step 5: When you first log in, watch and review the safety video with your Girl Scout(s).

Step 6: Read and accept the Terms and Conditions.

Step 7: Read and accept the "Girl Scout Safety Pledge" with your Girl Scout(s).

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 your Girl Scout is older than 13, you can add an optional Girl Email Address in the designated box. Girl Scouts 13+ can manage most of her Digital Cookie site on her own, but still need an adult to approve the Girl Scout's site and approve orders.

After activating your Girl Scout(s), click "Access Site" to be taken to the first Girl Scout's home page.

Step 8: Once you have registered, watch your inbox for a registration confirmation email and save this email where you can find it during cookie season!

If your Girl Scout is older than 13 and you added her email address, the registration confirmation email will go to the Girl Scouts email.

Registration Issues

If you're having issues getting registered, select the Need Help Logging In button. Girl Scouts must be registered for the current membership year and have the correct email address on file for the primary caregiver.

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Step 1: Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org or noemail@girlscouts.org). If you do not find the email, follow next steps.

Step 2: Go to digitalcookie.girlscouts.org and click the "Need help to log in" link. And view the screen of steps to try and get registered for Digital Cookie.

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Step 3: Start by clicking on the "Request a Registration Email" and enter the email address you used to register your Girl Scout when prompted.

Step 4: If your email is in the system, you will get a message letting you know that you will be sent a registration email within 15 minutes. If your email is not in the system, you will receive a red message, if you think your Girl Scout is registered then choose to "check the email address that's on file for you."

Email

testdc512@girlscouts.org

The email you entered is not recognized.
Parents, check the email address that's on file for you.
For others, click here for help.

Be sure to add email@email.girlscouts.org or noemail@girlscouts.org to your address book so you get your email!

Step 5: Select our Girl Scout Council, **Girl Scouts River Valleys or Minnesota and Wisconsin River Valleys.** Then enter your Girl Scout's first name, last name, and troop number to verify your Digital Cookie information.

If your Girl Scout's information is not in the system at all, or not in the way you entered it, you will get a message to contact your council, Troop Leader, or Customer Support.

If your Girl Scout is in the system, you will see the information to verify it is correct.

Verify your Digital Cookie Information

Here's the Digital Cookie contact information that's on file for your Girl Scout.

Girl Scout First Name:	Joanne
Girl Scout Last Name:	Smith
Girl Scout Troop:	12352
Parent First Name:	Crystal
Parent Last Name:	Smith
Parent Email:	dc_***@girlscouts.org

Send Registration Email to save for later!

Send Registration Email   **Update Details**

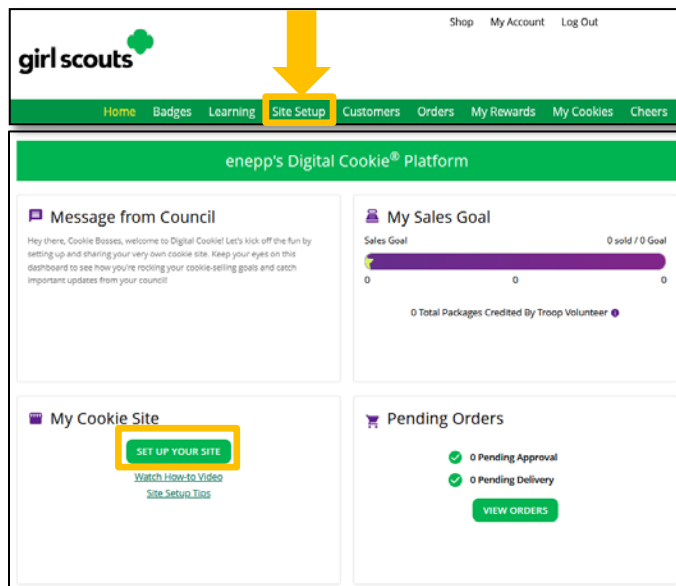Update Details if Primary Caregiver info is not correct.

Step 6: Any updates made will need to be reviewed and approved by Council before your Digital Cookie account will be activated. Once approved, you will receive a registration email and can begin accessing Digital Cookie.

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Site Setup

Step 1: Log in to digitalcookie.girlscouts.org.

To help your Girl Scout set up her business for customers, click on the "Set up your Digital Cookie Site" link in the "My Cookie Site" section, or the "Site Setup" at the top.

Step 2: There are several different sections to her home page. These are: Goal Setting: "Set My Sales Target," "My Cookie Story," "Photo/Video Upload," and "Preview and Publish Your Site."

Goal Setting: Set My Sales Target

1. Girl Scouts 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 her hard work.
3. Clicking on "Rewards" will take you to your council's rewards tab to see what rewards the Girl Scout might want to work towards.
4. Girl Scouts can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.

Don't forget to save your goal before moving on.

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My Cookie Story

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

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.*
(Enter a maximum of 200 characters)

I want to reach the 5000 package reward level to go to Disney

1

Required

Tell your customers what you learn from selling cookies.*
(Enter a maximum of 200 characters)

I'm learning entrepreneurial skills

2

Required   165 characters

CANCEL   SAVE   **3**

Photo/Video Upload

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 the "Cookie Boss" video.
3. Bonus! Girl Scouts can get tips on how to make a great video.

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

How to make your video   **3**

Your Digital Cookie site will show this photo.

actual image size

Girl Scouts who uploaded a photo or video of themselves sold more than double the boxes on average than those who did not.

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See Your Cookie Site and Publish

Almost there! Simply click the button to see how the site appears and publish.

You will see what the customer will see. Some things to check:

- 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, then go back to Step 2a.
- If it looks good, Approve and Publish it.
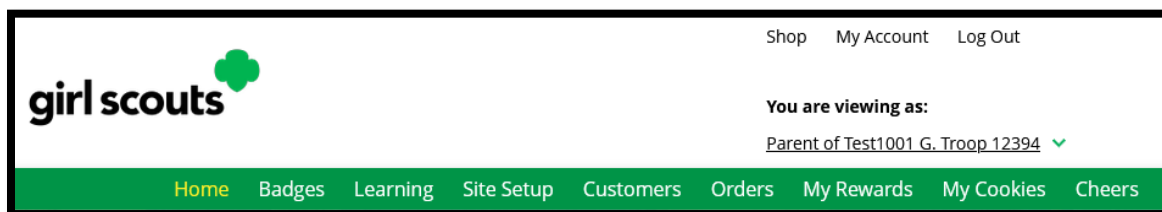

- Your Girl Scout's cookie store now has its own website! If your council's digital cookie sale hasn't started, the link will not be active yet.

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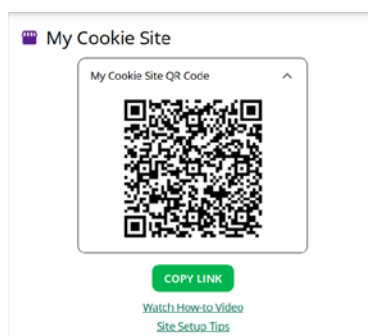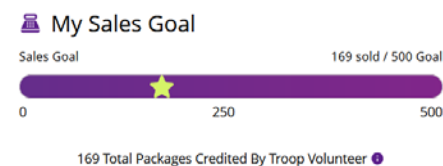## Learn About Your Girl Scout and Caregiver Dashboard

There are nine tabs on your dashboard to support your Girl Scouts Digital Cookie sales: Home, Badges, Learning, Site Setup, Customers, Orders, My Rewards, My Cookies, and Cheers.

Home

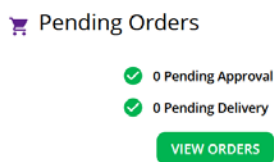The following are sections that you'll see on the Home tab.

1. Message from Council

    a. You may see notes from Girl Scouts River Valleys in this section to cheer you on during the cookie season.

2. My Sales Goal

    a. Track your cookie sales and how your troop is doing towards their goal. You can update your goal and enter offline sales all from your dashboard.

3. My Cookie Site

    a. When your site is set up, you can Copy Link for a URL or open the drop down to easily access your QR code.
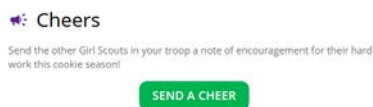
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4. Pending Orders
    a. You can see if you have orders to be approved or delivered.

🛒 Pending Orders

✅ 0 Pending Approval
✅ 0 Pending Delivery

VIEW ORDERS

5. Cheers
    a. Send words of encouragement to other Girl Scouts in your troop and view any Cheers you may have received from customers, your troop volunteer, or other Girl Scouts from your troop.
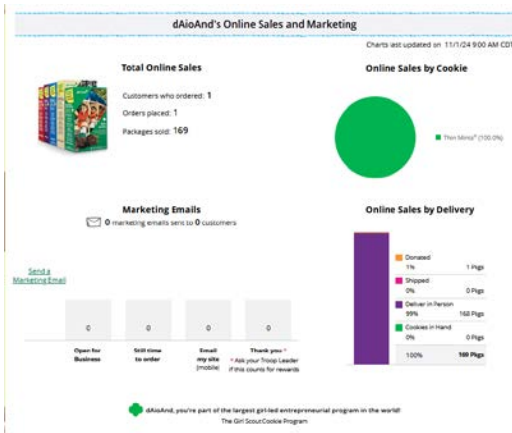
📣 Cheers

Send the other Girl Scouts in your troop a note of encouragement for their hard work this cookie season!

SEND A CHEER

6. Pins & Badges
    a. This will show what Pins and Badges you have earned through Digital Cookie.

🛡 Pins & Badges

Track your progress towards completing your Cookie Business Badges and Cookie Entrepreneur Family Pins.

UPDATE

7. Online Sales and Marketing
    a. Monitor your cookie business by viewing your total sales as well as a breakdown of sales by cookies and delivery options. You can also see how many marketing emails you have sent to customers.

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Badges
This optional page displays the Cookie Entrepreneur Family Pins, and the Cookie Business badges appropriate to your Girl Scout's level. View the Cookie Entrepreneur Pins/Badges tip sheet.

Learning
This optional page has games, videos, and other Cookie Program exercises tailored to your Girl Scout's age level. View the Find Answers to Common Questions About Digital Cookie tip sheet.

Site Setup
Use this page to set up your cookie site. For support on how to set it up, view the Log into Digital Cookie as a Girl Scout tip sheet, Site Setup section.

Customers
Connect with customers on this page by adding new friends and family, send emails, and watch their orders.

Orders
View all orders placed on your cookies site. For details on the delivered orders section, view the View Your Online Orders and Approve Online Orders for Local Delivery tip sheet, Order Received (In-Person Delivery) or Order Received (Shipped/Donated) sections.

My Rewards
The My Rewards tab will have a copy of the Rewards Flyer for Girl Scouts and Caregivers convenience. At the end of the season, connect with your Troop Cookie Manager or Troop Leader to decide on Reward selections.

My Cookies
This page has three different sections:
- **Initial Order:** This section does not apply to Girl Scouts River Valleys.
- **Cookie Inventory:** watch your cookie inventory throughout the sale, to keep track when you need to order other cookies for orders from your troop.
- **Financials:** watch the financial piece of the cookie business to see if any money is due to the troop.
- **Delivery Settings:** this section you can turn off/on cookie varieties as well as the in-person delivery choice for customers.

For more details, view the View Your Cookie Totals and Cookie Varieties tip sheets.

Cheers
Send words of encouragement to other Girl Scouts in your troop and view any Cheers you may have received from customers, your troop volunteer, or other Girl Scouts from your troop.

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Share Your Online Cookie Website and Send Emails

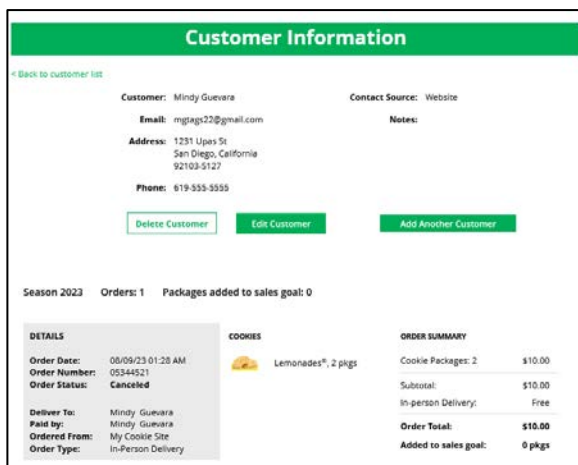A Digital Cookie site isn't any good without customers! Learn how you can:

- Enter customer information.
- Send marketing emails.

Customers tab

Cookie Customers

Girl Scouts can add or import customers they want to send marketing emails to--and keep customers in Digital Cookie for referencing in future cookie seasons.
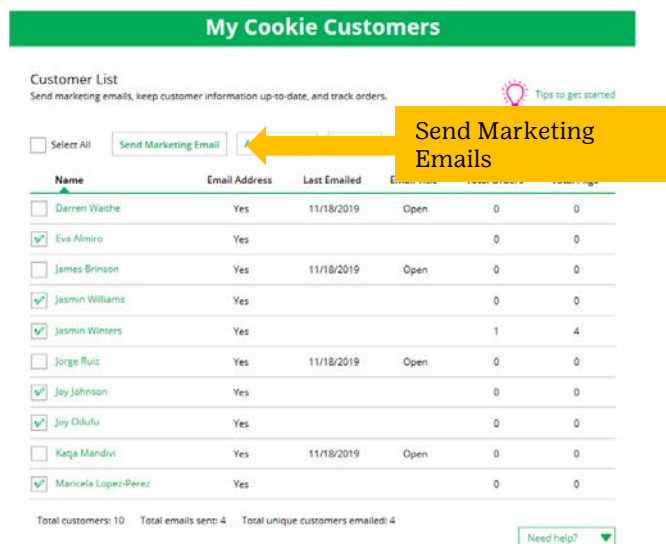

Clicking on a customer's name brings up more information about the customer, including details about any orders.

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Send Marketing Emails

To send emails to your customers, check the box in front of one, or all the customers you want to reach and click "Send Marketing Emails."

Add and Import Customer(s)

To add customers manually, click "Add Customers."

- The only required field is Name. To maximize your marketing, you should complete as many of the fields as possible.
- You can also add customers who have made a purchase and aren't in your customer list.

To Import a Customer list, click "More" then "Import."

1. Instructions will show. Click "Cookie Customers Template" to download and click "Enable Editing" if needed. The first tab will have detailed instructions.

2. On the second tap of spreadsheet "Import_Customers," fill in information based on the template provided. Save spreadsheet progress often. When complete, close the file.
3. Click "Choose File" button in your Digital Cookie tab and select "Import_Customer" file (it may be in your downloads still or wherever you saved it to). Click "Import File."

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Export Customer(s)

The "More" drop down menu also gives an option to export your customer list. When you choose "Export" a screen will pop up with instructions to export your customer list and save it to your computer:
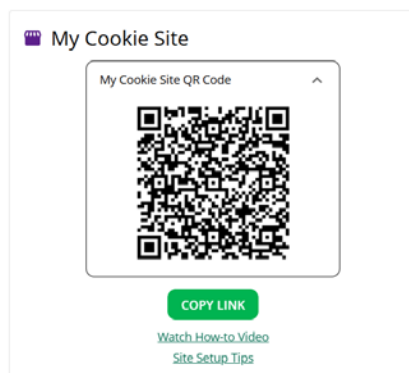
Export Your Customer List

Saving a copy of your customer list is easy. When you select the "Export file" button, a file will download to your computer with the name "DigitalCookieCustomers". You can rename the file, if you wish, and save it on your computer.

Cancel   Export file

QR Code/Digital Cookie Site Link

You can also send customers a link to your Digital Cookie website OR the pre-generated QR code directly from your home page.

Customers who buy directly from a link won't be reflected as an email sent in your totals. But their orders are treated the same no matter how they reached your website.

My Cookie Site

My Cookie Site QR Code

COPY LINK
Watch How-to Video
Site Setup Tips

View Your Online Orders and Approve Online Orders for Local Delivery

Order Received (In-Person Delivery)

Congratulations! Your Girl Scout received an order and the customer requested she deliver the cookies in person. Prior to delivering the cookies, review these steps:

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Step 1: If you receive an In-Person Delivery order and have not approved the order by midnight, you will receive an email from email@email.girlscouts.org with the subject "Action required: you have an in-person delivery request!"

Step 2: Click "Log In Now" in the email to go to Digital Cookie where you can log in or go to digitalcookie.girlscouts.org and log in.

Step 3: Click on the "Orders" tab and see what orders are pending your approval.

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Step 4: View the list of orders needing approval. You can also view the number of days you have to approve it until it reverts to the customer's second choice option.

Customers receive an email to expect their cookies within two weeks of when you have them.

Digital Cookie Orders to Deliver

Running a Good Business
Keep track of what's been ordered, when it's approved, and when it's delivered.

2 Orders to approve for delivery in person
Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

☐ Select all in view   Approve Order   Decline Order   Show 5 Items ⌄

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
☐ 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019	4
☐ 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cincinati, OH	12/02/2019	4

TIPS!
- **The customer's second choice could be "Cancel" or "Donate." Don't risk a lost sale and a disappointed customer—approve or decline orders within five days.**
- **Be sure to approve the order before delivering it to make sure the customer's payment is accepted.**

Step 5: When deciding 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."

If you are unable or unwilling to fulfill the order, click "Decline Order" and the order will default to whatever second option the customer has selected: "Cancel" or "Donate."

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Step 6: There are multiple ways to approve and decline orders for delivery.

    1.   Check the boxes in front of the orders and then click "Approve Order" or "Decline Order."

Check box.

You will get a pop-up message confirming you want to approve all of the orders you selected and can deliver them to the customer:

Once you approve or decline, you can't change the action and an email is deployed to the customer.

Or that you want to decline all the orders you selected and understand if the orders are being cancelled or donated:

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

You will also get a pop-up message confirming your batch approval or declining of the orders selected, as above in option 1.

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3. Click on the individual customer to bring up that person's order details and click "Approve Order" or "Decline Order" at the bottom.

Step 7: If you have approved the order, it will move down to the section "Orders to Deliver," below the "Approve" section.

When you approve the order, the customer will be charged.

Make sure the Girl Scout follows through and delivers those cookies.

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Step 8: Once you have delivered the cookies, log back into Digital Cookie, and mark those orders delivered. Indicate you have delivered your order by:

1. Check the "Select All" box to select all the orders on the page; they will all be marked "Order Delivered" *or*
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.

Step 9: If the customer is not in your Digital Cookie contact list, check the box in front of the customer's name and click "Add to Customers tab" so that the customer can receive emails next year for repeat business.

The troop volunteer will see the financial transaction as a credit to your Girl Scout in Smart Cookies after you have approved delivering the order.

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Order Received (Shipped, Shipped with Donation, or Donation Only)

Congratulations! Your Girl Scout received an order that is being shipped directly to the customer and/or donated. There isn't anything you need to do (except remind your Girl Scout to send a Thank-You email), but here are things you will want to know.

Step 1: Once you are in the Digital Cookie site, click the "Orders" tab to see what orders you received.

Step 2: On the Orders page, view the orders that have been received. Girl Scouts can see who bought the cookies, how many, when, and if they had them shipped or donated.

Step 3: Click on the customer's name to see details about what that customer ordered, including any donated boxes.

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
☑	View	Nina Smith	00112249	10	6/26/2023	Shipped	
	View	Jasmin Winter	00112247	7	6/26/2023	In Person	✔
	View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	✔

★ Grow your customer list! Select checkboxes for the names you want to add.   Need Help?

Step 4: If the customer is not in her Digital Cookie contact list, your Girl Scout can check the box in front of the customer's name and click "Add to Customer List."
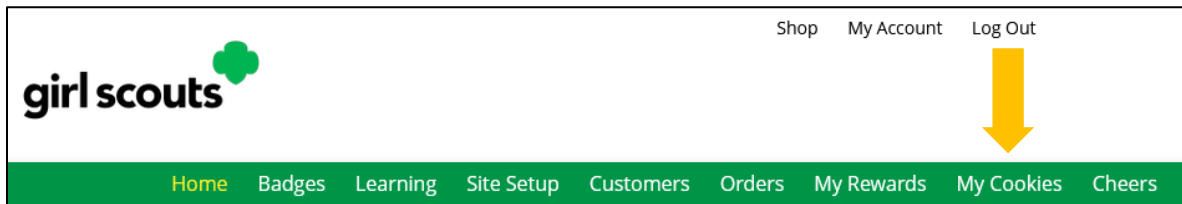
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View Your Cookie Totals and Cookie Varieties on the My Cookies Tab

The My Cookies tab is optional and not required for a successful cookie sale. Some families may find it easier to use their own tracking method for inventory. If you are using this resource, here's a few tips on how to navigate this tab:

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 record of cookies received agrees with what your troop cookie volunteer has given your Girl Scout.

To learn more, go to your "My Cookies" tab.

NOTE: The top part of your dashboard 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 financially responsible for.**

Your troop volunteer has instructions on how these sales get credited to the Girl Scout's account automatically. But rest assured! It is an automatic process, and she gets credit for digital sales the same as any other cookie sale.

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Inventory

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.

Alicia's Cookies

Go to Delivery Settings   View entered Initial Inventory

Alicia's Packages: 22 ← Total packages credited from the Troop.

This number reflects all packages currently cr... the data on your progress bar.   This number may not be the same as

Digital Cookie and Smart Cookies have set times every day for information transfer. If these totals don't look accurate for you, wait 24 hours, then reach out to your troop leader.

Offline Sales

The first thing to note is "My Offline Sales."

Offline sales are sales where a customer has paid for their cookies with cash or check. The Offline Sales will need to be updated by the Girl Scout/her caregiver after delivering cookies and receiving cash/check payment. If they are not entered in this section, they will not be removed from her inventory and this section will not be correct.

To enter offline sales, click the down arrow by the number of packages on the right side and open a screen to enter those sales, this section is a rolling total of sales.

Isabel'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	0 ▼

Need help? View Tutorials

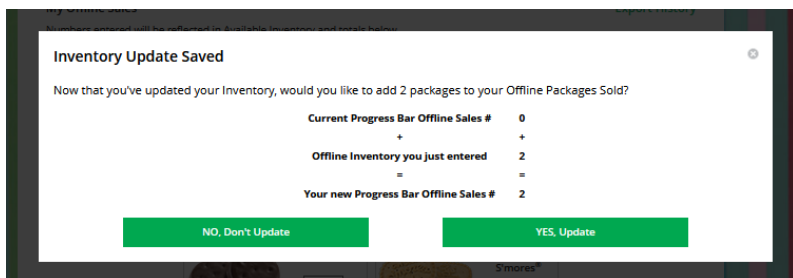| Current Inventory | 49 ▼ | Pending Delivery/To Approve | 0 ▼ | Inventory Needed | 49 ▼ |

When those are entered, click "Save Updates."

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Once you click Save Updates, you will be asked to confirm you want to update the inventory on your Progress Bar, on your Home tab.
We recommend always selecting yes.

Offline Sales Pro Tips

1. My Offline Sales in the My Cookies Tab functions best when it is used as a running total of your offline sales.
   a. Have more sales to add? Increase the amounts in each variety by the new amount sold, do not decrease any variety amounts *unless* you accidentally entered an incorrect amount.
2. Always update your Offline Sales in the My Cookies Tab, and select "Yes, Update" so that the Packages Sold on the dashboard reflects any additions.
3. Made a mistake when inputting your offline sales? Fix this by decreasing the necessary varieties in the My Cookies Tab by the amount you need to remove.
4. To add more offline sales, increase the amounts in each variety by the amount sold.

Example: Juliette was selling door-to-door on Monday and sold a total of 15 packages (5 Thin Mints, 5 Peanut Butter Patties, and 5 Adventurefuls). She entered the Offline Sales in Digital Cookie. The next day she sold 5 more packages of Thin Mints and 2 more packages of Adventurefuls while selling door-to-door. How would she input these extra 7 packages?

1. In the My Offline sales section in the My Cookies Tab, Juliette's current inventory should display as 5 Thin Mints, 5 Peanut Butter Patties, and 5 Adventurefuls. This is from her first day of offline sales.
2. To account for the additional 5 packages of Thin Mints, Juliette would increase the current number of Thin Mints (5) by the most recent amount sold (5). The total Thin Mints in the Offline sales should now be 10. This reflects that Juliette has sold a total of 10 Thin Mints in Offline sales.
3. To account for the additonal 2 packages of Adventurefuls sold, Juliette would increase the current amount of Adventurefuls (5) by the most recent amount sold (2). The total Adventurefuls in the Offline sales should now be.
   a. This reflects that Juliette has sold a total of 7 Adventurefuls in Offline sales.

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Your Offline Sales looks off?
The Offline Sales are packages transferred by your Troop Leader to your Girl Scout in Smart Cookies. Offline Sales added in Digital Cookie do not reflect in Smart Cookies. In Digital Cookie, only use the My Cookies tab to track these sales, *not* the dashboard Update packages.
GSRV recommends using personal tracking methods (like a Tally Sheet) outside of Digital Cookies to manage cash or check sales.
When in doubt, trust yourself, not the system.

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Current Inventory

There are three other sections that calculate your inventory. The first is **"Current Inventory."** Click the arrow next to any of the varieties to 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 made on the Mobile app using the "Give Cookies to Customer Now" feature and any girl delivery orders that have been delivered and marked delivered on the orders tab.

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Pending Delivery

The next section will show how many cookies you need to fill girl delivery orders you have approved and girl delivery orders that you have yet to approve.

Inventory Needed

This section will show if you need any packages of cookies to fill your orders. 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.
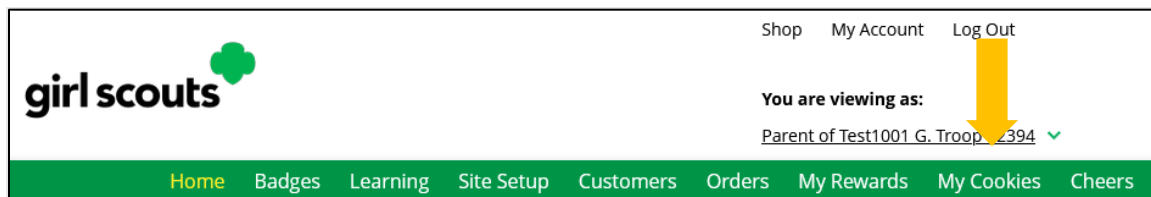
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Turn On/Off In-Person Delivery and Cookie Varieties in the "My Cookies" Tab
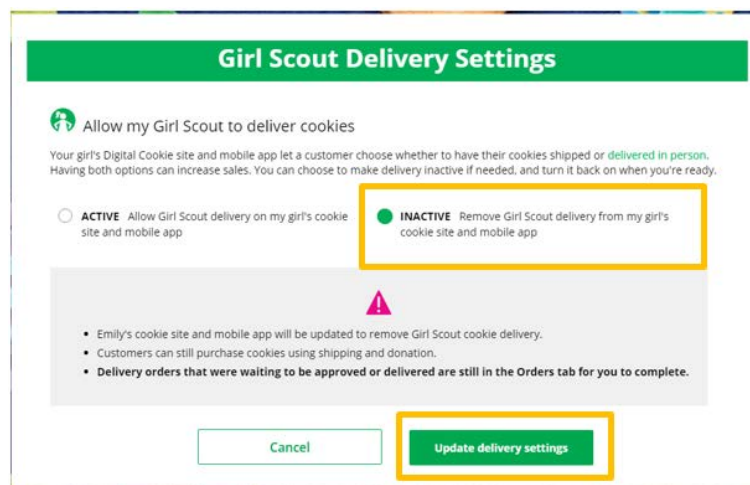
My Cookies: Delivery Settings

The "My Cookies" tab contains a few different functions for parents. This section explains the "Delivery Settings" portion.

If you are concerned 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.

Step 1: When you know you need to turn off delivery, go to the bottom of your "My Cookies" tab and find the **Girl Scout Delivery Settings** section.

Step 2: Select "Inactive" to turn off Girl Scout delivery. Click "Update Delivery Settings" to confirm. In-person deliveries will no longer be an option until it is switched back to "Active" using the same process.

Step 3: 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.

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Click "Off" on the variety you don't have inventory for, then click the "Update Delivery Settings." This will remove that variety from the Girl Scout delivery option. When you get inventory again for the variety, complete the same steps and switch the variety to "On" and click "Update Delivery Settings" to save.

My inventory for Girl Scout delivery

If you're out of stock for a cookie, you can turn off delivery. dAIoAnd'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		Toast-Yay!®	Off / On
Lemonades®	Off / On		Trefoils®	Off / On
Thin Mints®	Off / On		Peanut Butter Patties®	Off / On
Caramel deLites®	Off / On		Peanut Butter Sandwich	Off / On
Caramel Chocolate Chip	Off / On			

CANCEL   UPDATE DELIVERY SETTINGS

Digital Cookie®

Accepting Credit Card/Venmo/PayPal payments using the Mobile App

Opening the App

Girl Scouts and Troop volunteers process, take credit card payments, and review orders for in-person cookie sales and troop booths using the Mobile App.

Step 1: Download the Digital Cookie app from the Apple App or Google Play stores.

Step 2: Login* using your Digital Cookie account email and password.

>   *NOTE: If you haven't set up and published your Girl Scout *and* Troop Digital Cookie sites yet in the web browser, you will get an error message.
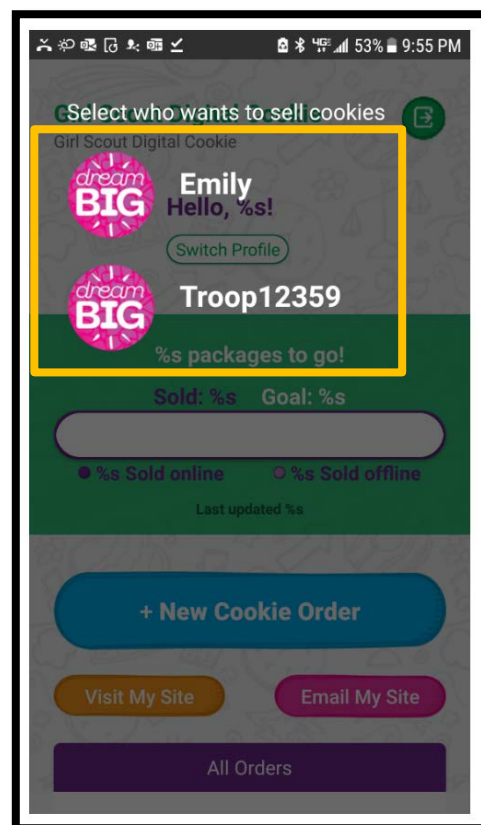
Step 3: Once you've successfully logged into the app, Girl Scouts will see two options to select from: their Girl Scout account and the Troop's account.

Troop Account

- Use the Troop account when making a sale that uses the troop inventory.
- Cookie Booth credit card payments must happen within the Troop account.

Girl Scout Account

- Use the Girl Scout account when making a sale that uses the Girl Scouts inventory.
- Such as door to door, direct ship, deliver in person later.

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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."
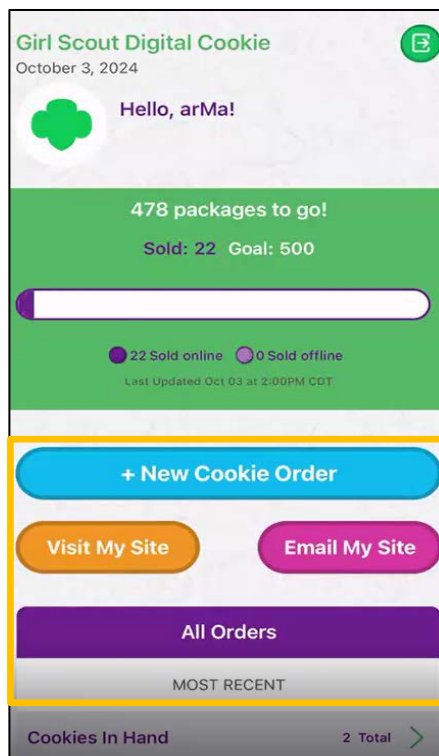
Tabs and their purposes

New Cookie Order: Take cookie orders through the app (in-person options)

Visit My Site: Access QR code for someone to scan.

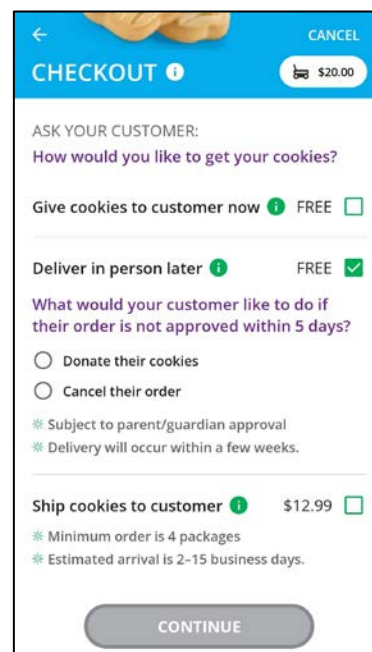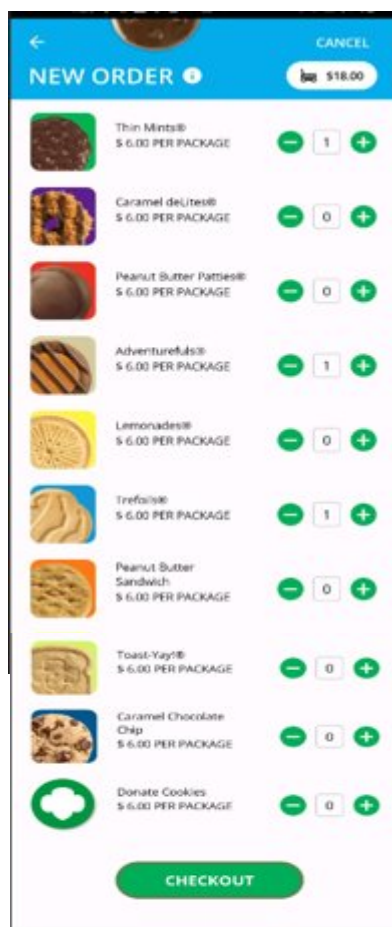**Email My Site**: Send a link to a potential customer who doesn't want to order right now.

All Orders: View all orders by delivery method.

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How to take a New Cookie Order

1. Use the + and – buttons to select cookie varieties and confirm with the customer the quantities are correct.
2. Click "Checkout."
3. Choose how the customer wants to receive their cookies.
4. Any Girl Scouts Delivery option, confirm if the customer wants to cancel their order or donate the cookies if the caregiver doesn't approve the order within 5 days.
5. Review order and payment options with customer.
- If delivery, prompt for delivery information will show.
- If in-hand, prompt for customer name, email, and billing zip code will show. All of these are optional fields.
6. To complete order, click "Review" or "Place Order" depending on order type. Girl Scout will receive email confirmation of order.

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Scan a Credit or Debit Card

Next to the payment details, there is a button to "Scan Card**."**

Use Scan Card feature instead of typing all the details.
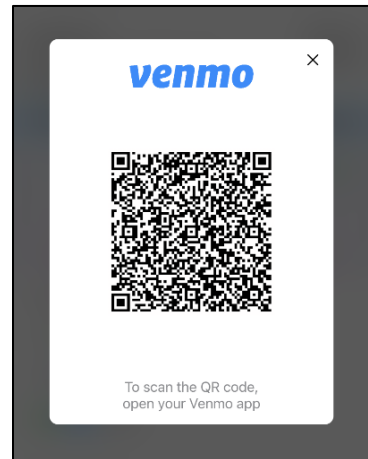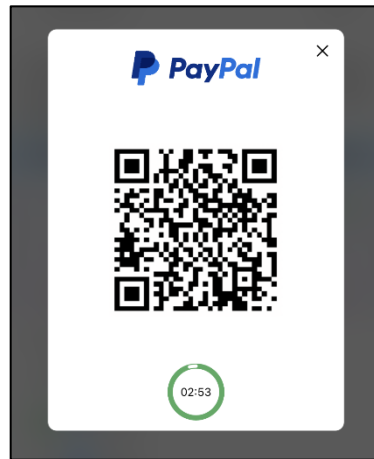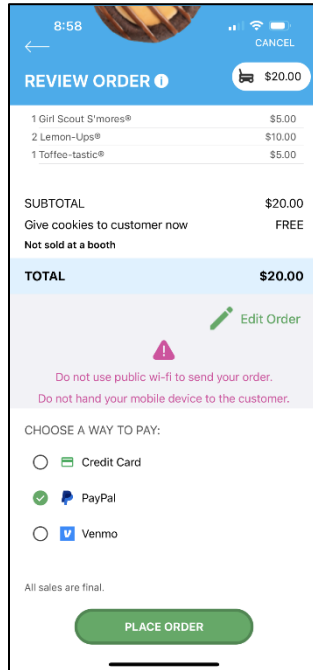
Once the order is placed, the Girl Scout will receive an order confirmation screen.

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When PayPal or Venmo is selected as payment method, a QR code will pop up on the screen. The Girl Scout/Caregiver can show the QR code to the customer to scan it, then the customer can continue the payment process on their own device.

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Digital Cookie Mobile App – Troop login view

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

> 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.

Steps for accessing these and what they do are the same as Girl Scout view.

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 more options. Once a user has selected "Sold at a booth" they will be able to select that specific booth. When reviewing the order users can see which booth was selected.
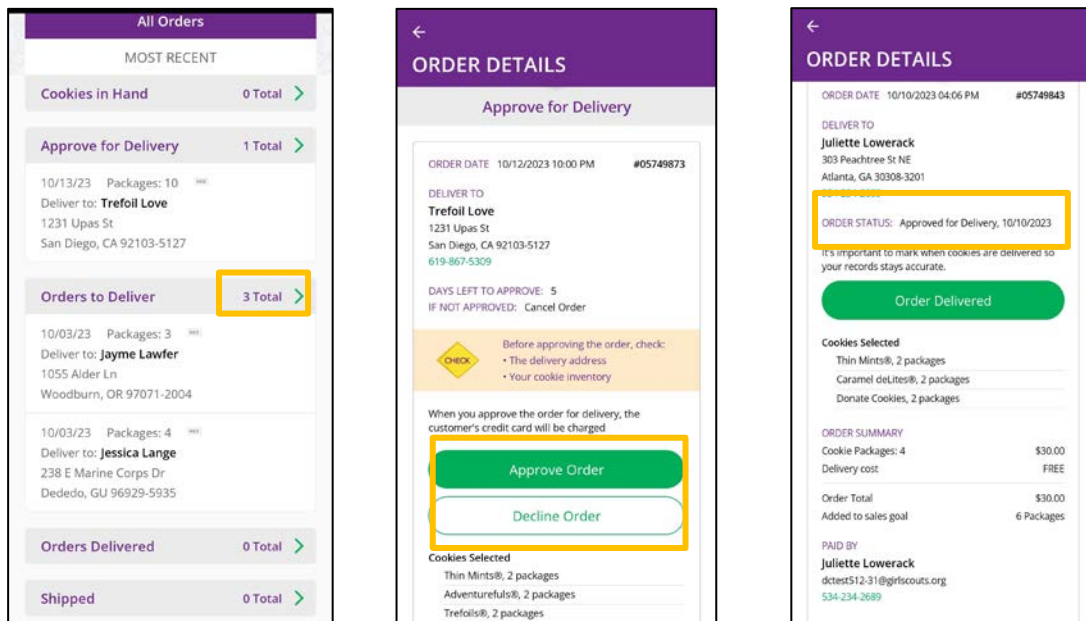

Approving orders

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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All Orders

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

1. Click the green arrow to view all orders under that specific delivery method.
2. 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.

Accidentally take a Troop payment for personal inventory?

Ask your Troop Volunteer to complete a Troop to Girl transfer for the cookies sold to give your Girl Scout credit for sale and payment. Still stuck? Reach out to GSRV!

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Closing Your Digital Cookie Site for the Season

Rewards

We know how important it is for you to receive your hard-earned cookie rewards. When wrapping up your sale, don't forget to:

- Inform your Troop Leader what rewards your Girl Scout has earned and chooses. View the Rewards Flyer on the My Rewards tab.
- The Troop Leader will select choices for the Girl Scout in Smart Cookies.
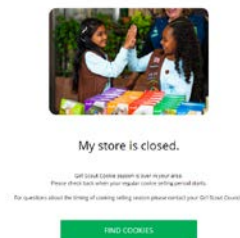

Closing Your Site

If you aren't actively promoting your site, chances are that you won't get sales, but, if you need to be sure that no one can access your store and purchase more cookies, you do have the ability to turn the site off to customers.

Step 1: Navigate to the Site Setup page

Then, click on the "Close Online Store." Confirm that you want to close the Girl Scout's Digital Cookie Store.

Step 2: Display of Site Closed

The site will show to the Girl Scout as closed on both the Site Setup page and the dashboard on the Home page. If a customer were to arrive on the Girl Scout's website when it is closed, they will see a message that the Girl Scout's store is closed.

My store is closed.

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Find Answers to Common Questions About Digital Cookie

Need help to login? Click "Help" at the bottom of the page to go to the Help Center for FAQs, tip sheets, and more. Inside, each category will have detailed instructions, links to tip sheets, or even video tutorials to help you.

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