2026
Digital Cookie

Guide for Troop Cookie Managers

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Last Updated 12/15/2025

About Digital Cookie

What is Digital Cookie?

Digital Cookie is a unified online selling platform for all Girl Scouts across the country and by both Girl Scout Cookie Bakers.

It has easy -to-use tools and provides multiple ways for Girl Scouts to enhance their entrepreneurial skills.

eCommerce has grown over the years and this platform gives girls the opportunity to supercharge their cookie business.

Who can use Digital Cookie?

Girl Scouts and Caregivers	Troop Cookie Managers
Create their own site Send emails to customers Manage their online sales, inventory, and financials	Support girls and families with visibility to their online activities Set up and manage sales for their Troop Site

Troop Cookie Manager Experience

Receive Email
DECEMBER 17, 2025

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

Subject: Cookie season is almost here! Help your troop reach their goals with Digital Cookie

Registration Tips
- Make sure your myGS account is updated with the correct email address
- Add the sender's email to your contacts list to avoid it going to Spam or Junk folders
- Check your Promotions, Junk, and Spam folders
- Tip Sheet for any other issues: No Registration Email

Click "Register Now" From Email

Create Password and Login

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

NEW Registration emails will expire after 5 days. Use the reset my password feature after day 5.

Volunteer Terms and Conditions

Read and Accept T&Cs

If you have a Girl Scout in your household, you will need to watch a safety video with your Girl Scout, accept the parent T&Cs and read and accept the Girl Scout Safety Pledge with your Girl Scout.

Troop Dashboard

NEW

Our Troop Cookie Site

- Set up troop cookie site
- Copy or share troop site link or view and print QR Code

Pending Orders

At a glance, see if:
- The troop site has any pending orders to approve or deliver.
- Girl Scouts in their troop have any pending orders to approve or deliver.
- Quick access button to view orders.

Troop Site Sales

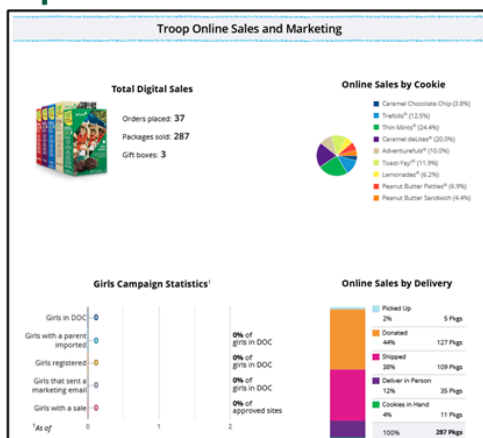- View the troop site's progress towards their goal.

Cheers

Quick access button to send a Cheer to a Girl Scout in their troop.

Troop Online Sales and Marketing

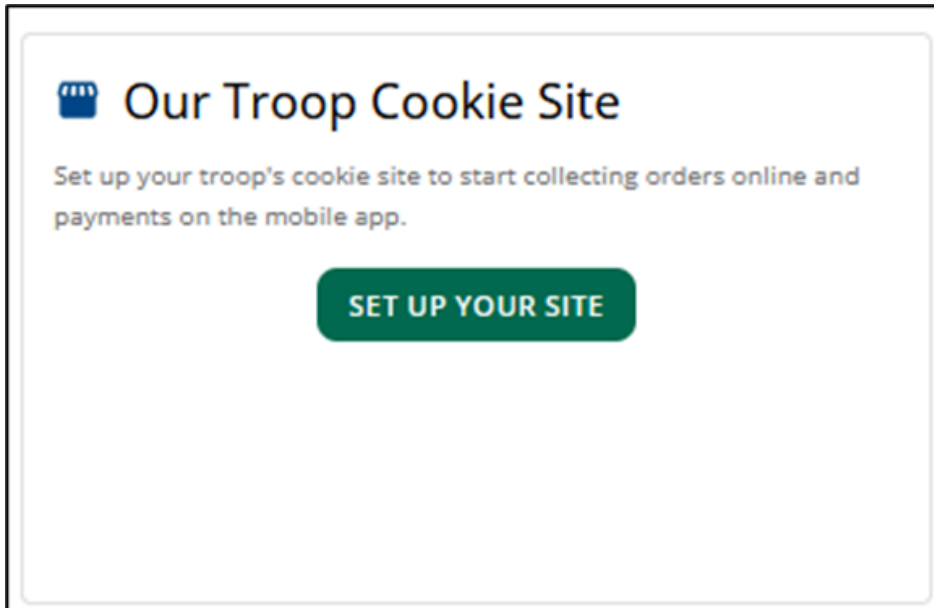Monitor their troop's sales and Girl Scouts' Digital Cookie progress.

Reports

- All Order Data
- Troop Booth Sales
- Initial Order *(If applicable)*
- Cookie Badges
- Rewards Selection

Troop Site Setup

Step 1: Click Get Started

Step 1: Click the Get Started button. This button is only on the dashboard prior to the site being activated.

Step 2: Activate the Site

Step 2: After clicking the Set Up Your Site button, you will be taken to the Registration page where you can Activate the troop site. If you have Girl Scouts in your household, you will see the here too. After Clicking the Activate button, you will be able to click the Access Site button. This will take you to the troop site and you will be ready to set up the site just like you would do for a girl's page.

Setting up the Troop Cookie Site
Steps 1 & 2

1. Goal Setting: Set My Sales Target

In the Goal Setting: Set My Sales Target section

1. Troops will enter how many packages of cookies they are working to sell this year through online and offline sales.
2. When the information is entered, the calculator will show how much money the troop will get from the hard work.
3. Click the Rewards button to see a copy of the Rewards Flyer

If you're ever stuck, you can find a Tip Sheet on every section!

2. Write My Cookie Story

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

3. Photo/Video Upload

Photo/Video Upload section

1. Troops can choose to upload a photo or use a picture from the gallery.
2. Or, Troops can upload a video or use a GSUSA video.
3. Bonus! Tips on how to make a great video.

4. Add your Zip Code, Review & Publish

Troop Cookie Site QR Code and Link

1. Troops need to add their zip code so that they will appear (at random) to customers on the Cookie Finder for Direct Ship Orders.
2. Click on See Your Site to review your goal, story, photo, and/or video.
3. **Approve and Publish!!**

STEP 3 **REVIEW YOUR DIGITAL COOKIE PAGE AND PUBLISH** REQUIRED

PARENT OR GUARDIAN: Your girl's **Digital Cookie** page **must be published** if she wants to send marketing emails or have customers order cookies online.

See your site and publish

Digital Cookie site update history

Site Setup resubmitted on Wed Oct 05 00:15:41 EDT 2016.

Updated site saved on Wed Sep 28 14:05:37 EDT 2016. You must resubmit these changes for approval.

Site submitted for approval on Wed Oct 05 00:15:41 EDT 2016.

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

Lucy's Digital Cookie Site Preview

PARENT - OR - GUARDIAN Lucy made **Digital Cookie** page updates that were submitted for your approval on 09/06/2022 01:15 PM CDT.

EDIT

APPROVE AND PUBLISH

Click to edit

Learn about approv

Click to review and publish

Lucy's site status: **Published** https://DigitalCookie.GirlScouts.org/sc

Digital Storefront: **OPEN** | CLOSE ONLINE STORE

Once all the details have been entered, they will click the "See your Site and Publish" button. They will see what the customer will see.

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

My Troop Page
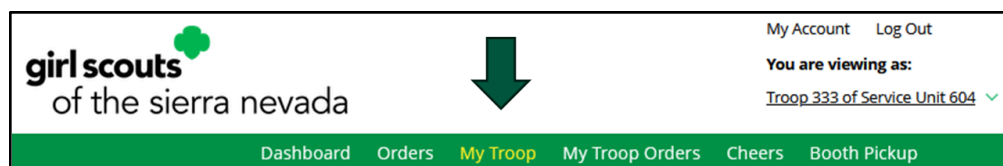
"My Troop" tab allows you to see how each Girl Scout in the troop and the troop site is doing in their Digital Cookie Sales

The My Troop page has had a complete redesign. You can now easily see which Girl Scout in your troop has their site published or not. If their site has not been published, you an easily email the parent to remind them by clicking on the email link (the link will open in your default email program or app).

If the Girl Scout's site is published you can now see how many packages she has sold, and if you click VIEW VARIETY DETAILS you can see how many packages, she has pending approval and if she has turned in-person delivery turned off for a specific variety.

My Troop Orders Page

This page works the same as the Girl Scout orders page. You can approve/decline Girl Scout Troop delivery orders as well as pickup orders. When you approve a pickup order, it moves down to the "Orders to Pick Up" section.

Here you can export a list or find additional details on each order to prepare them for pick up. Once they are picked up, you can mark them as such in this section as well.

Once the order is complete it moves down to the bottom "completed" section, where you will find shipped and donation only orders placed for your troop. The greyed-out orders are canceled/declined orders.

After clicking on the customer's name, the order details are shown. You can review the order and customer details.

Cheers Page
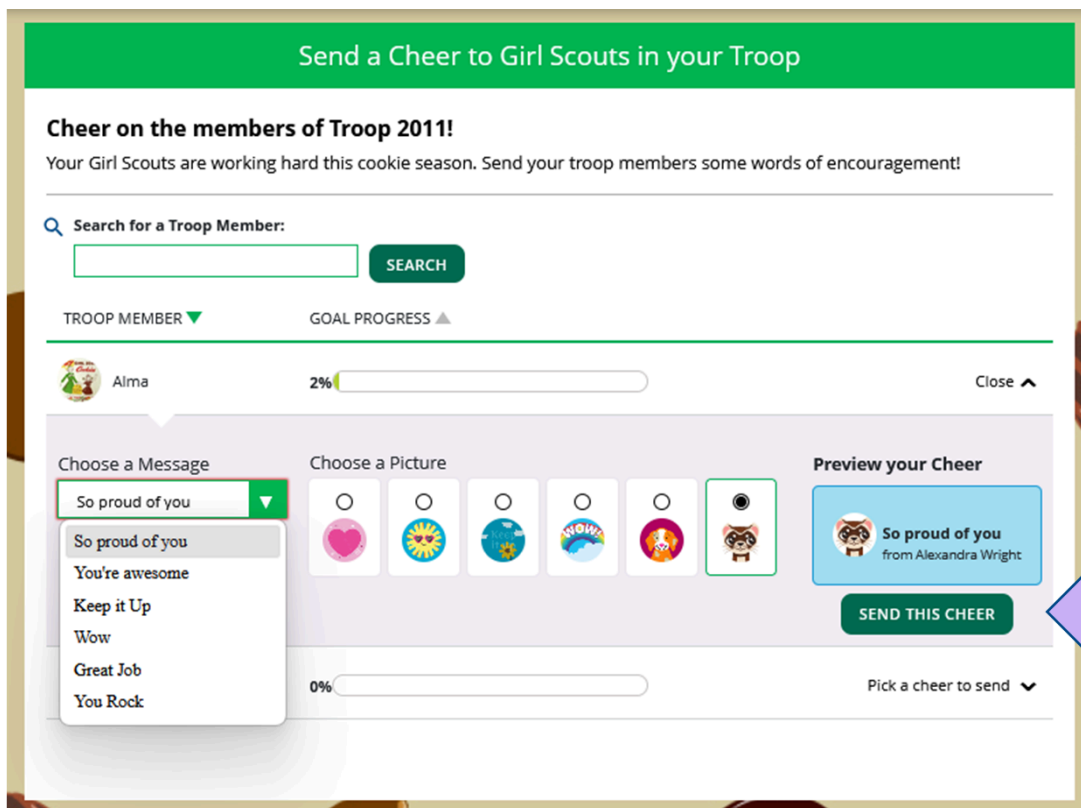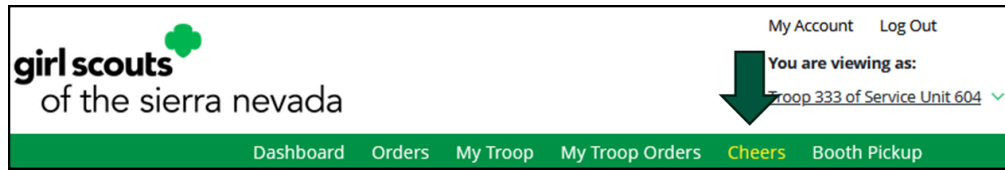
Troop Volunteers can send the Girl Scouts in their troop cheers the same way troop members can send them to each other. The difference is that Girl Scouts can't cheer back to volunteers.

On the Cheer's page, you can see the Girl Scouts in your troop and the percentage of sales towards their goal. You can click the "Pick a cheer to send" drop down next to the name of the Girl Scout you wish to cheer.

Then you will see a choice of .gif images and short messages to 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 get a notification the next time she logs in on her Dashboard that she received a cheer. Don't forget Girl Scouts are unable to send a Cheer back to volunteers or customers.

Site Setup Page
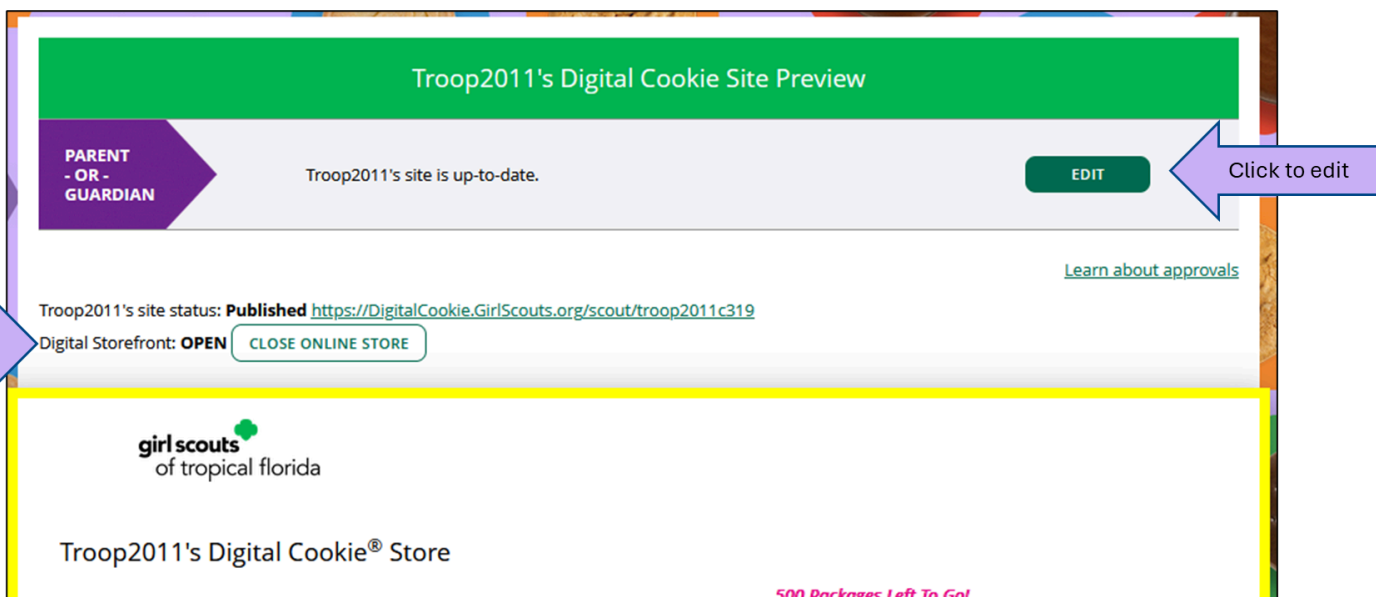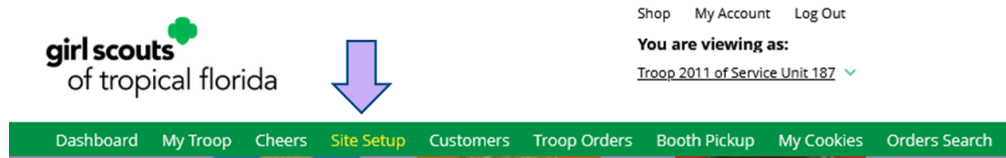
To edit the troop's cookie site you will use the Site Setup page. Here you can click EDIT to review the goal, story, picture/video, and zip code to make changes. You can also close the cookie site if you are done taking orders for the season, but clicking the CLOSE ONLINE STORE.

Customers Page

The Troop can add customers individually by clicking the Add Customer button, enter the customer details and click ADD CUSTOMER or Troops can import customers under the More button.
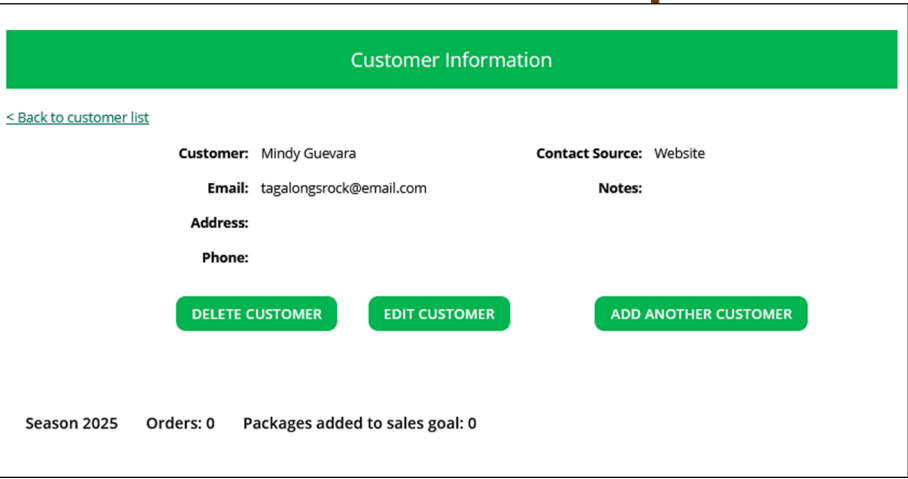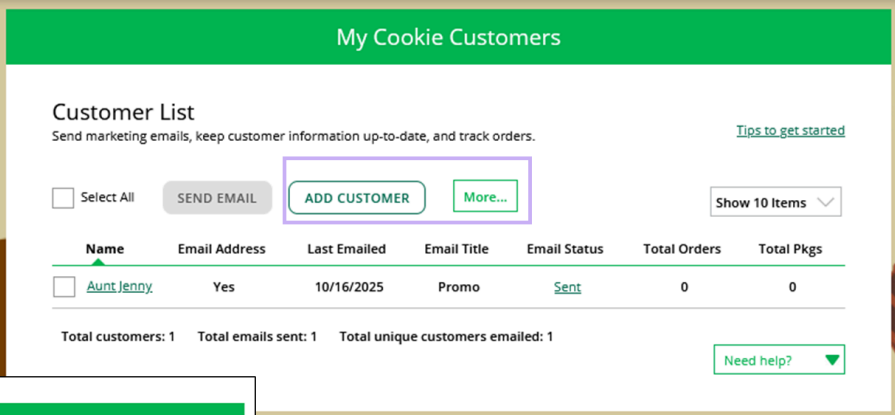
You can also view and edit their customer's information from the customer page by clicking on the customer's name. From here they can delete, edit, or add another customer. They can also see if the customer placed an order.

After the customer is added, Girl Scouts can send marketing emails. The marketing emails will have a link to the troop's cookie site. To send a marketing email, first check the box next to the customer's name or we recommend if this is the first time sending emails, check Select All. Then the Send Email button will be available. Remember Girl Scouts can only send emails once the council sales have begun.

Then select which marketing email to send.

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

After clicking Send Email, a pop-up box will appear with three different emails to choose from. Open for Business, Still Time or Order Cookies, and Thanks for Your Support. If you do not see Open For Business, that is because your council has a shipping promotions going on and the shipping promotion email has taken its place. If you do not want to offer the shipping promotion email, use the Still time to order cookies email.
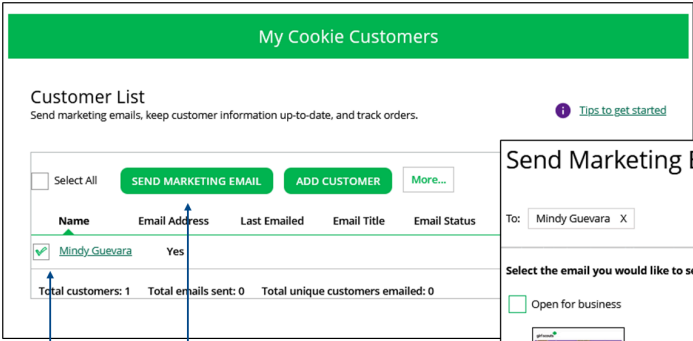
My Cookies Page

1. Turn off Girl Scout Delivery
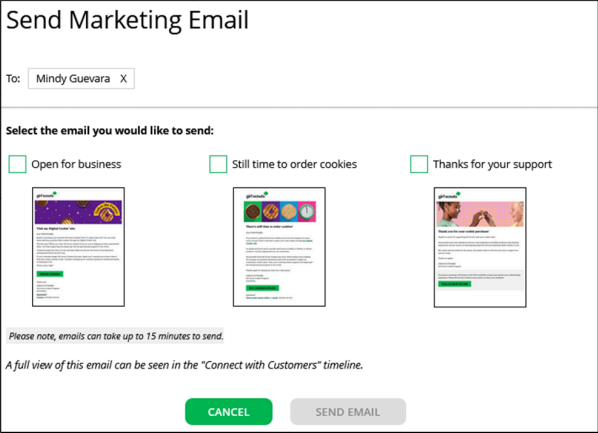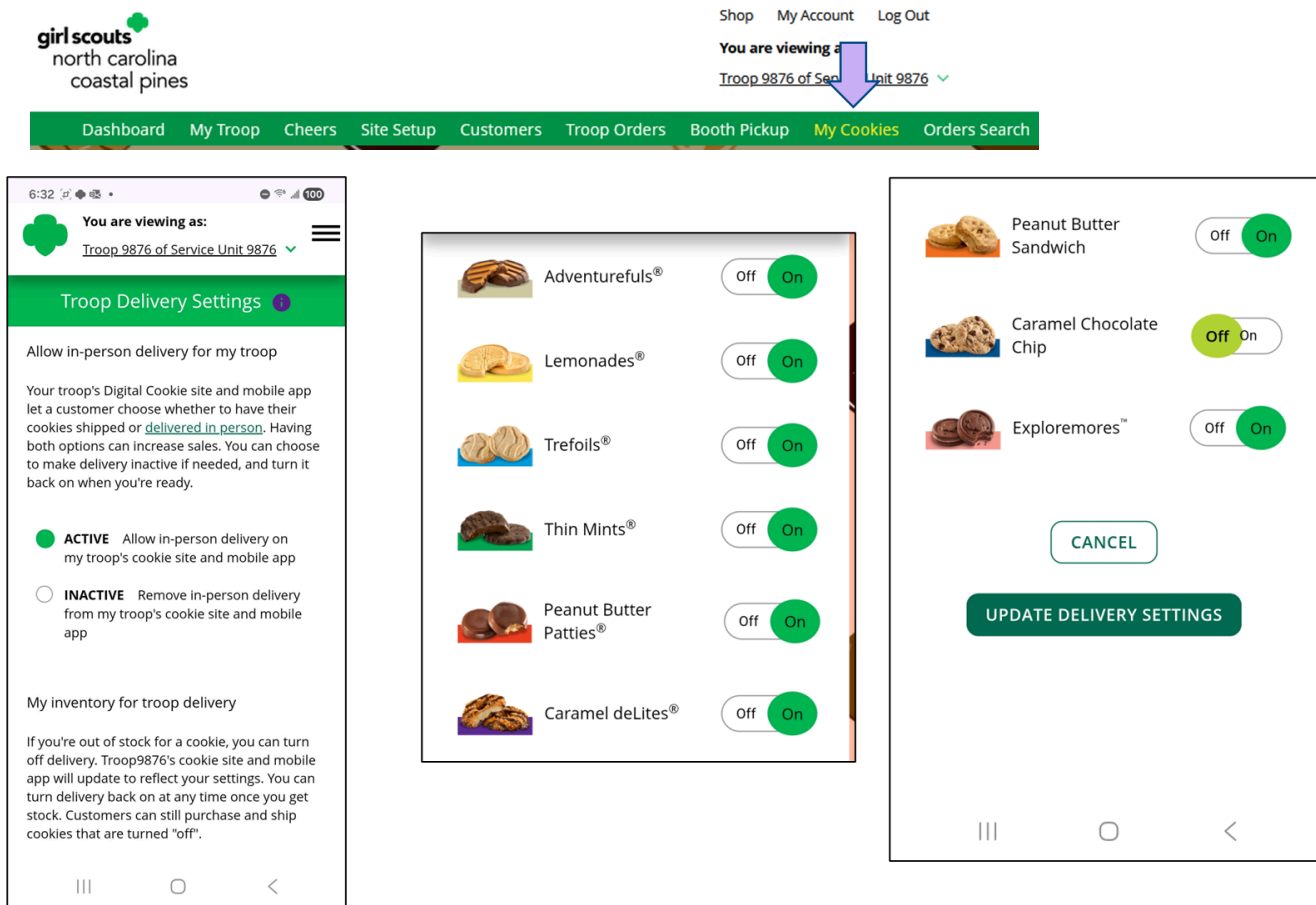
2. Turn off a variety

The Delivery Settings function gives you the opportunity to 1. turn off Girl Scout delivery and 2. turn off varieties of cookies. This might be useful if you run out of a cookie variety and can't get any more to fill customer orders or you are entirely out of cookies for delivering to customers or otherwise are unable to deliver cookies to customers.

•Turning it off means a customer doesn't have the option to purchase it for delivery so you don't have to decline their order and disappoint them if they can't get the variety they ordered.

•When you know you need to turn off delivery or a variety(ies), go to your "My Cookies" page

•When you select "inactive" to turn off the Girl Scout delivery option for your customer, you will get a warning message. If you want to turn delivery off, click "Update delivery settings". Once you have turned it to inactive, the varieties section will be removed and is superseded by a message. You can turn the site back on at anytime during your council sale dates.

•If you wish to offer delivery but are out of a cookie variety and can't get more inventory, you can turn off just that variety of cookie for delivery and customers can only purchase those for shipping and not delivery. To do that, simply click the "off" button then click the Update delivery settings button, and it will remove that variety from the Girl Scout delivery option. If you are able to offer that to customers again, return to this section and click the "on" slider to turn that variety back on.

This is also a function on the parent/girl side too!

Booth Pickup Page

Your Booth Pickup page where you can add the option for customers to place an order online and pick it up at your troop's upcoming cookie booth.

To activate that option for your troop customers, there are just a few steps to set up that option using the cookie booths you have signed up for.

Start by selecting an existing cookie booth from your list by clicking on "Add pick up option"
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.

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 the baker's system, 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.

Orders Search Page

The "Orders" page allows you to lookup orders that were placed for all the Girl Scout's in your troop as well as refund in-person delivery, donation, booth and cookies-in-hand orders (orders placed on mobile app).

Once you are on the Orders page, you can look up the order a few different ways. The recommended lookup options are Customer Order #, Customer Email address, Parent Email Address, Girl Name (first and last), or Customer Name (first and last, min 2 letters). Using more than one can cause the results to not appear properly. You can also narrow down the orders by selecting the Order Status, Payment Status, or Order Type.

After entering the information and clicking Search, the order or orders will appear in the search. From here you can see some of the order details. On your phone you can scroll to the right to see more details. To see the specific order details, click the order number.

Orders Search Page

Order Details

The Order Details page has the full details of the order including order type, parent action, lists the variety of cookies and how much the customer paid, the payment status, and as you keep scrolling you will see the customer details. For shipped orders, at the top of the page under the order details you can see when the order was shipped and the tracking number.

The bottom half of the Orders Detail page lists the variety of cookies and how much the customer paid, payment status, and if it was a shipped order, you would see the fulfillment status.

Girl Scout and Caregiver Experience

Receive Email
December 22, 2024

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

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

Click "Register Now" From Email

Create Password and Login

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

No Registration Email?

View the "No Registration Email" Tip Sheet

- Check your Promotions, Junk, and Spam folders
- Make sure your myGS account is updated with the correct email address
- Add the sender's email to your contacts list to avoid it going to Spam or Junk folders
- If you have multiple Girl Scouts, you may only receive one email, but you can register them all under your one email address.

Activation Steps
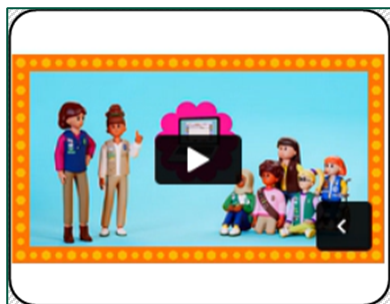
Watch Safety Video with your Girl Scout

At the end of the video, you will need to click the green continue button. You cannot continue until it has been viewed.

Approve Terms and Conditions and Safety Pledge

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

If you are both a Troop Lead and a parent, you will only see the Terms & Conditions once.

Activate your Girl Scout(s)

After clicking the Activate button you will be able to update your Girl Scout's preferred name.

This name will be on the storefront and in the customer's emails

Girl Scouts 13 or older

You will also have the option to add your Girl Scout's email if she is 13 or older. Do not ad the email address you used to log into Digital Cookie.

This is optional, skip this box if you do not want to add an email

After activating all of your Girl Scouts, if you have multiple, you will click the "Access Site" button to be taken to the first Girl Scout's home page. Once you have registered, watch your inbox for a registration confirmation email and save this email where you can find it during cookie season!

Parent Dashboard

Message from Council
NEW

📨 Message from Council

Hey there, Cookie Bosses, welcome to Digital Cookie! Let's kick off the fun by setting up and sharing your very own cookie site. Keep your eyes on this dashboard to see how you're rocking your cookie-selling goals and ca...

View More ⌄

Note of encouragement from Girl Scouts of Silver Sage

My Sales Goal

🏪 My Sales Goal

Sales Goal   10061 sold / 100 Goal

0   50   100
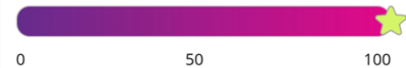
Congratulations! You reached your goal!

REPLAY CONGRATULATIONS

Digital sales progress bar and number of packages credited by troop volunteer

My Cookie Site
NEW

🏪 Cyra's Cookie Site

SET UP YOUR SITE

Watch How-to Video
Site Setup Tips

🏪 Cyra's Cookie Site

Set up cookie site and then copy cookie site link or view QR Code.

Pending Orders

🛒 Pending Orders

✅ 0 Pending Approval

⚠️ 1 Pending Delivery

VIEW ORDERS

At a glance, see if your Girl Scout has any orders that need to be approved or marked as delivered.

Cheers
NEW

📣 Cheers

No Cheers yet, but that's okay! Spread kindness by sending a Cheer to a fellow Girl Scout!

📣 Cheers 3

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

Keep it up

SEND A CHEER

SEND OR VIEW CHEERS

Quick access button to "Send a Cheer" to a Girl Scout in your troop.

Pins & Badges

☑️ Pins & Badges

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

UPDATE

Track the progress toward completing the Cookie Business Badges and Cookie Entrepreneur Family Pins

Online Sales & Marketing

Emma's Online Sales and Marketing

Charts last updated on 8/25/23 3:30 PM CDT

Total Online Sales

Customers who ordered: **1**

Orders placed: **13**

Packages sold: **79**

Gift boxes: **4**

Online Sales by Cookie

- Adventurefuls® (26.2%)
- Caramel Chocolate Chip (9.8%)
- Caramel deLites® (3.3%)
- Lemonades® (28.0%)
- Peanut Butter Sandwich (3.3%)
- Thin Mints® (9.8%)
- Toast-Yay!® (9.8%)
- Trefoils® (8.2%)
- Peanut Butter Patties® (1.6%)

Marketing Emails

✉ **1** marketing emails sent to **1** customers

Send a Marketing Email

	Open For Business	Still time to order	Email my site (mobile)	Thank You *
	1	0	0	0

* Ask your Troop Leader if this counts for rewards
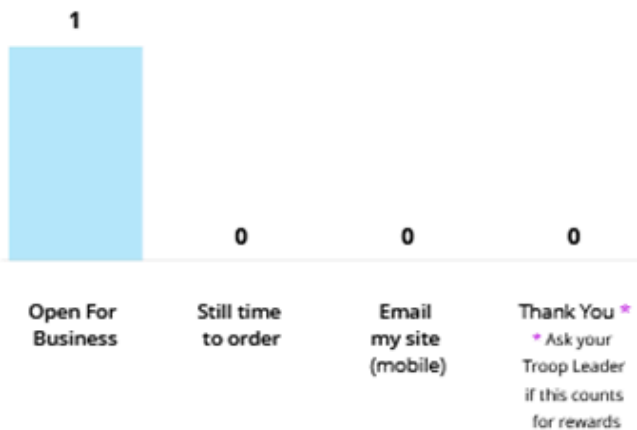
Online Sales by Delivery

Donated	27%	21 Pkgs
Shipped	57%	45 Pkgs
Deliver in Person	16%	13 Pkgs
Cookies in Hand	0%	0 Pkgs
	100%	79 Pkgs
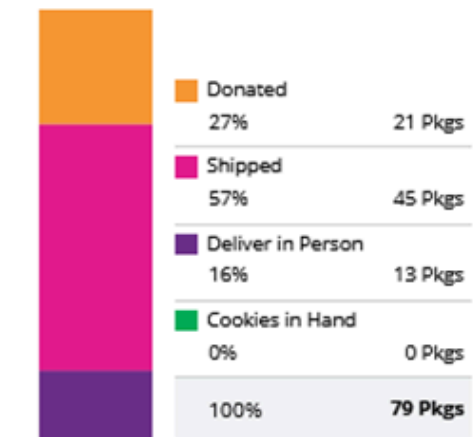
Emma, you're part of the largest girl-led entrepreneurial program in the world!
The Girl Scout Cookie Program

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

Setting up the Girl Site

Shop   My Account   Log Out

You are viewing as:

Parent of kaiMzceeM r. Troop 333 ∨

girl scouts
of the sierra nevada

Home   Badges   Learning   Site Setup   Customers   Orders   My Rewards   My Cookies   Cheers
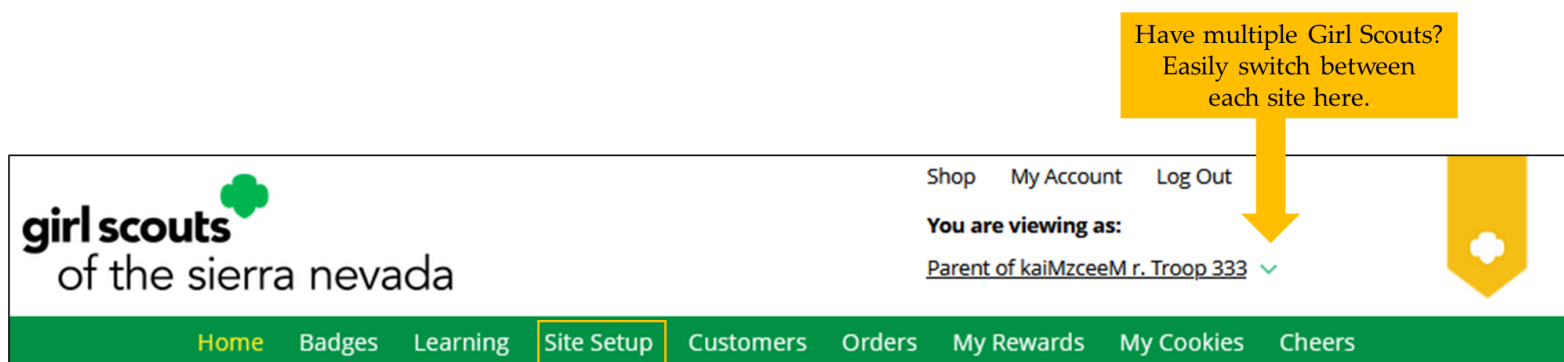
To set up the Girl Scout's cookie site:
- Click the "Site Setup" link on the menu bar.
- Or click the "Set Up Your Site" button from the home page

🛍 My Cookie Site

SET UP YOUR SITE

Watch How-to Video
Site Setup Tips
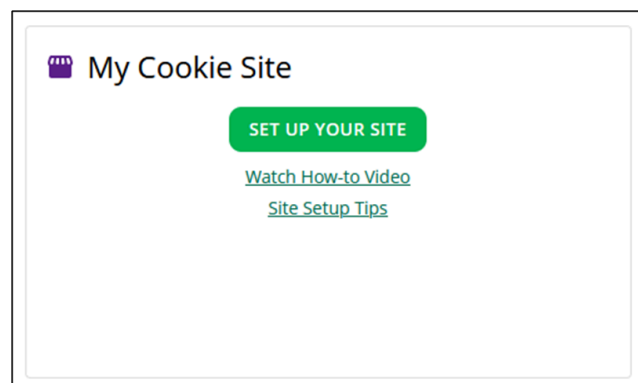
There are four sections to the site setup. This is the same process that is used to set up the Troop Site.
1. Goal Setting: Set My Sales Target
2. My Cookie Story
3. Photo/Video Upload
4. Preview and Publish Your Site

Setting up the Girl Scout Cookie Site
Step 1

1. Goal Setting: Set My Sales Target

In the Goal Setting: Set My Sales Target section

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

Setting up the Girl Scout Cookie Site
Step 2

2. Write My Cookie Story

My Cookie Story section.

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

Setting up the Girl Scout Cookie Site
Step 3

3. Photo/Video Upload

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

NEW

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

2 → 🎥 Upload your own - or - Use the Girl Scouts
video*   video

*Videos should be less than 10MB

How to make your video   → 3

Your Digital Cookie site will
show this photo.

actual image size
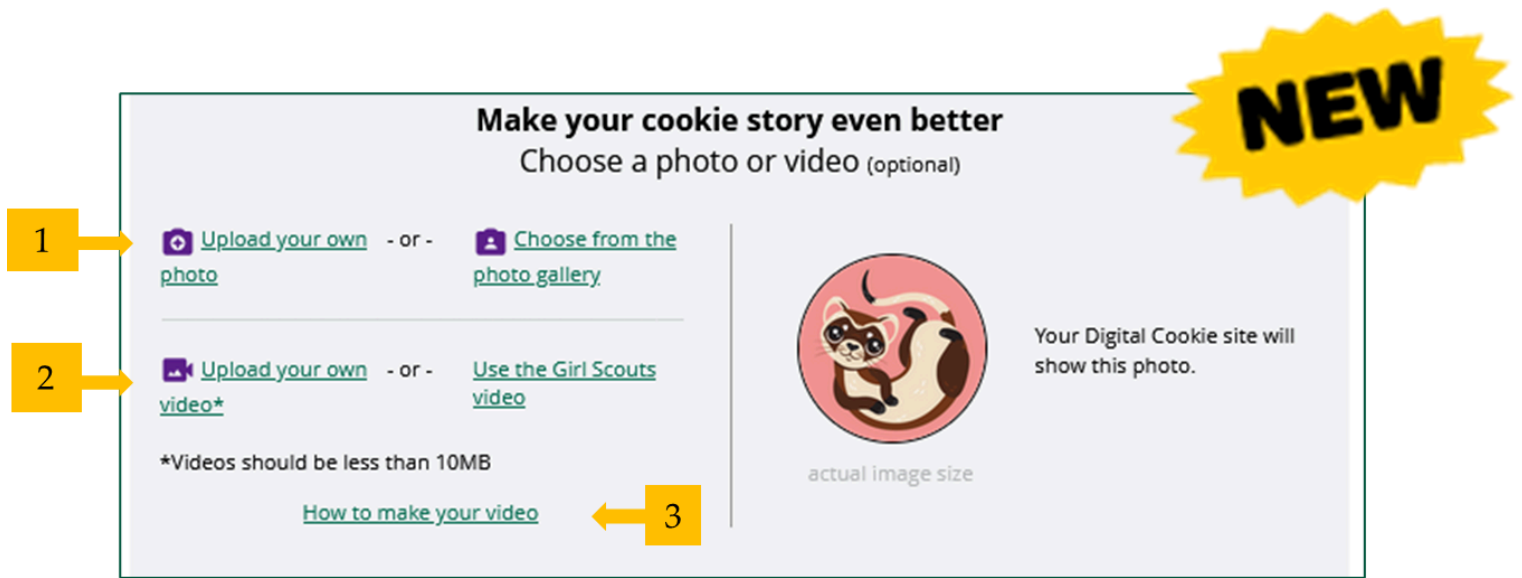
Photo/Video Upload section

1. Girl Scouts can choose to upload a photo or use a picture from the gallery. The photos in the gallery have been updated to include the current mascot, new Exploremores, and other fun graphics.
2. Or, Girl Scouts can upload a video or use a GSUSA video.
3. Bonus! Girl Scouts can get tips on how to make a great video.

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

4. Approve and Publish

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

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

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

Badges Page

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

- For the badges, Girl Scouts can read an overview of the steps. Many troops choose to only earn one badge per year. Check with your Troop Leader on which badge your Girl Scout is earning this year.
  - Badges & Pins can be purchased at the GSSSC store.
- For the Cookie Entrepreneur Family Pins, Girl Scouts can click on the instructions for each step.
- The instructions for each step of the pin will pop up. Girl Scout can click on the link to complete any activities in Digital Cookie, and once completed the Girl Scout will click the box next to each step to mark as complete.
- When the box for the last step in earning that pin is checked, a pop-up will appear asking to confirm the Girl Scout completed the last step. Once confirmed, she can't go back.
- Girl Scouts can mark the steps as completed even if they finished the badge earlier.
- If they want to do the steps again, Girl Scouts can—they are all great tools for their cookie sale. When all steps are completed, a star will appear at the end of the progress bar, and Girl Scouts will get a message of congratulations!
- Once the Girl Scout has completed the badge or pin, it will display in color on the home page.

Learning Page

girl scouts of the sierra nevada

Shop   My Account   Log Out

You are viewing as:
Parent of eoioli o. Troop 282 ▼

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

Games and Videos

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

Cookie Booth Bounce

Travel Video: Girl Scouts of Maine

Take Action Video: Girl Scouts of Central Texas

My Take Action Planner

Our Troop Budget: My Ideas

How to Make a Digital Cookie Video

The Learning page has different activities, videos, and printables.

The offerings vary by age.

Cookie Program Learning

Learning to Be an Entrepreneur

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

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

Cookie Page Setup

Stay Safe and Treat People Fairly

Set Your Sales Target

Come Up with a Troop Goal

Cookie Planning

Customers Page: Add Customers

Girl scouts

of the sierra nevada

Shop   My Account   Log Out

You are viewing as:

Parent of eoioli o. Troop 282 ⌄

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

Add or import customers

My Cookie Customers

Customer List

Send marketing emails, keep customer information up-to-date, and track orders.

ⓘ Tips to get started

☐ Select All   SEND MARKETING EMAIL   **ADD CUSTOMER**   More...   Show 10 Items ⌄

	Name	Email Address	Last Emailed	Email Title	Email Status	Total Orders	Total Pkgs
☐	Mindy Guevara	Yes				0	0

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

Need help? ▼

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

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

Customers Page: Send Emails

My Cookie Customers

Customer List
Send marketing emails, keep customer information up-to-date, and track orders.

ⓘ Tips to get started

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

Name	Email Address	Last Emailed	Email Title	Email Status
✓ Mindy Guevara	Yes			

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

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

Then select which marketing email to send.

Send Marketing Email

To: Mindy Guevara X

Select the email you would like to send:

☐ Open for business   ☐ Still time to order cookies   ☐ Thanks for your support

Please note, emails can take up to 15 minutes to send.

A full view of this email can be seen in the "Connect with Customers" timeline.

CANCEL   SEND EMAIL

After the customer is added, Girl Scouts can send marketing emails.

To send a marketing email first check the box next to the customer's name or if this is the first time check Select All. Then the Send Marketing Email button will be available. Remember Girl Scouts can only send emails once the council sales have begun.

After clicking Send Marketing Email, a pop-up box will appear with three different emails to choose from. Open for Business, Still Time or Order Cookies, and Thanks for Your Support. If you do not want to offer the shipping promotion email, use the Still time to order cookies email.

Customers Page: View or Edit

Customer Information

< Back to customer list

Customer: Mindy Guevara

Email: tagalongsrock@email.com

Address:

Phone:

Contact Source: Website

Notes:

[DELETE CUSTOMER] [EDIT CUSTOMER] [ADD ANOTHER CUSTOMER]

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

Girl Scouts can also view and edit their customer's information from the customer page by clicking on the customer's name.

From here they can delete, edit, or add another customer.

They can also see if the customer placed an order.

Orders Page

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

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

- In this section you will see a brief overview of the order.
- Orders must be approved or declined with in 5 days, or the order will be automatically declined and revert to the customer's second option of cancel or donate. The order cannot be changed, and the customer will have to place another order.
- When determining whether to approve an 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 you are unable or unwilling to fulfill the customer's order, click "Decline Order" and the order will default to whatever second option the customer has selected: "Cancel" or "Donate".
- If an order has not been approved by midnight,you will receive an email from email@email.girlscouts.org with the subject "Action required: you have an in-person delivery request!".

Orders Page
Approving/Declining Orders in Bulk

	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

Check box

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

Approve Delivery for Cookie Orders

Orders selected: 2

Items to check before you approve order delivery for Jennifer:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve delivery of these orders, the customer's credit card will be charged for the cookies and Jennifer will be able to see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

CANCEL   **Approve Order**

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

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

Orders Page
Approving/Declining Orders Individually

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

ACTION ITEM: Check your cookie inventory and delivery address before you approve delivery. **Approve Now**

Order Detail **Approve for Delivery**

Order Number:	05758868
Deliver To:	Trefoil Love
Delivery Address:	1231 Upas St San Diego, California 92103-5127
Delivery Phone:	619-867-5309
Ordered From:	My Cookie Website
Order Paid By:	Trefoil Love Add to customer list
Billing Email:	mgtags22@gmail.com
Billing Phone:	619-867-5309

Order Status:	Needs Approval
Order Type:	In-Person Delivery with Donation
Order Date:	9/15/2024 6:16 PM CDT
Secondary Delivery Option:	Cancel Order
Approved to Deliver:	Pending Decision
Order Delivered:	

Cookies Selected

- Thin Mints®, 2 pkgs
- Adventurefuls®, 1 pkg
- Trefoils®, 2 pkgs
- Donate Cookies, 1 pkg

Order Summary

Purchased Packages: 5	$30.00
Donated Packages: 1	$6.00
Subtotal:	$36.00
In-person Delivery:	Free
Order Total:	**$36.00**
Added to sales goal:	**6 pkgs**

Approve or Decline Delivery

Items to review before you approve order delivery for kaiMzceeM:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve this order, the customer's credit card will be charged and kaiMzceeM can see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

Decline Order   **APPROVE ORDER**

The second way to approve orders is individually:

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

Decline Delivery for Cookie Orders

Secondary options your customers selected if their order is declined:

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

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

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

Cancel   **Decline Order**

Orders Page
Orders to Deliver

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

2 Orders to deliver

Click on a name to mark when the cookies were delivered. (i)

Select all

	Select all	Order Delivered	Export Orders			Show 5 Items ∨

OR

Select a customer

	Order #	Cookie pkgs	Deliver to	Delivery Address	Order Date	Initial Order (i)
☐	05748406	8	Becky Harrigan	1231 Upas St, San Diego, CA	8/23/2023	✔
☐	05748438	9	joanne bertucci	15171 Bangy Rd, Lake Oswego, OR	8/23/2023	✔

After approving an order, the order will pop down to the next section "Orders to Deliver". Once the order has been delivered, log back into Digital Cookie and mark those orders delivered.

There are two ways to indicate you have delivered your order:
1. Check the "Select All" box to select all of the orders on the page; they will all be marked "Order Delivered".
2. Check the box in front of any orders you have delivered, and then click "Order Delivered."

When they are marked as delivered, they will move down into the third section on the page as a completed order.

Orders Page
Completed Orders

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	(i) 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?

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

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 Customers tab." Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

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

Rewards Page

Purple star =Goal

Earned Reward

Select Size

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

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

My Cookies Page
Initial Order Entry

During the initial order period the top part of the My Cookies page is where parents/caregivers can enter the cookies their Girl Scout needs to fill the orders from the paper order card (and any extras you may want). Do NOT include any in-person delivery orders received online prior to the initial order, those are already ordered for you.

This will need to be completed prior to the due date noted above the "Save Updates" button. After the due date, you can't make edits to the numbers on this section, and it will only appear at the top of your "My Cookies" dashboard to view.

Once the initial order has been submitted to the troop volunteer, the order will transmit to the baker's ordering entry system. The order cannot be unsubmitted to make changes, contact your troop cookie volunteer for support.

My Cookies Page
Inventory by Variety

NEW

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

Cyra's Packages: 160

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

Cyra's Cookies Inventory (Packages)

Current Inventory   81▲

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

Variety	Available
Adventurefuls®	17▼
Lemonades®	12▼
Trefoils®	12▼
Thin Mints®	7▼
Peanut Butter Patties®	12▼
Caramel deLites®	17▼
Peanut Butter Sandwich	12▼
Caramel Chocolate Chip	5▼
Exploremores™	-13▲
RECEIVED:	
Initial Order	0
Additional Inventory	0
DELIVERED:	
Mobile App: Cash Sales	11
Mobile App: Other Payments	2
Delivered Online Sales	0
CURRENT INVENTORY	-13
Donate Cookies	0▼
TOTAL	81▼

Pending Delivery/To Approve   13▲

Variety	Pending
Adventurefuls®	1▼
Trefoils®	2▼
Thin Mints®	5▼
Exploremores™	5▲
Unapproved (Online Delivery)	3
Undelivered (Online Delivery)	2
CURRENT PENDING	5
TOTAL	13▼

Inventory Needed   18▲

Variety	Needed
Adventurefuls®	0▼
Lemonades®	0▼
Trefoils®	0▼
Thin Mints®	0▼
Peanut Butter Patties®	0▼
Caramel deLites®	0▼
Peanut Butter Sandwich	0▼
Caramel Chocolate Chip	0▼
Exploremores™	18▲
Current Inventory	-13
Pending	5
TOTAL NEEDED	18
Donate Cookies	0▼

There are three other sections that calculate your inventory. The first is "Current Inventory". Clicking the arrow next to the total number of packages will show you this information by variety.

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

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

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

My Cookies Page
Financials

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

Quinn's Financials ⓘ

Reflects cookies and payments entered by the troop cookie volunteer.   08/31/23 12:00 AM CDT

Initial Cookies (Order Card)	61 ▲
Council Charity ($5.00)	10
Cookie Packages ($5.00)	33
Specialty Packages ($6.00)	18
PACKAGES	**61**

Payments	$392.00 ▲
Online Paid	$387.00
Offline Paid	$5.00
TOTAL PAID	**$392.00**

Additional Cookies Received	37 ▲
Cookie Packages ($5.00)	13
Specialty Packages ($6.00)	16
PACKAGES	**37**

Total Balance Due	$42.00 ▲
Total Money Owed	$434.00
Total Money Paid	$392.00
TOTAL BALANCE DUE	**$42.00**

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

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

There are four sections to your financials that you can expand to get details.
1. Initial Cookies (Order Card)
   - This section may not apply if the council does not do initial order.
   - If you expand this section with the arrow, you will find information on the initial packages you received at pickup, minus any packages you received for in-person delivery orders because those were pre-paid and you do not owe for those.
   - NOTE: Cookie and Specialty packages may apply if your council sells cookies at two different pricing tiers. Contact your troop cookie volunteer for additional information.
2. Additional Cookies Received
   - The categories are the same as the Initial Cookies but reflect packages transferred to you from the troop. For any questions about this or if this figure does not reflect the packages you picked up, please contact your troop volunteer.
3. Payments
   - Online Paid: This reflects any online payments you received for In-Person Delivery or Cookies in Hand orders
   - Offline Paid: This amount is any payments for cookies received offline, generally cash or check, that you have given to your troop volunteer that they has entered.
   - If this does not match your records, contact the troop cookie volunteer to help understand the differences.
4. Total Balance Due
   - Total Money Owed: The amount you owed for the cookies received at initial pickup and additional cookies received. Note, if your council sells cookies at two different prices, that has been accounted for in your money owed.
   - Total Money Paid: The total from the "Payments" section.
   - Total Balance Due: The difference between the amount owed and the amount paid.

If you think any of the figures in this section are incorrect, contact your troop cookie volunteer to compare the information she has on file for you from what you think this should be.

My Cookies Page
Delivery Settings

The Delivery Settings function gives you the opportunity to turn off Girl Scout delivery and off varieties of cookies. This might be useful if you run out of a cookie variety and can't get any more to fill customer orders or you are entirely out of cookies for delivering to customers or otherwise are unable to deliver cookies to customers.

- If you are worried about your inventory, always check with your troop cookie volunteer first to see if you can get more cookies before turning off a variety. Turning it off means a customer doesn't have the option to purchase it for delivery so you don't have to decline their order and disappoint them if they can't get the variety they ordered.
- When you know you need to turn off delivery or a variety(ies), go to the bottom of your "My Cookies" tab and find the Girl Scout Delivery Settings section.
- When you select "inactive" to turn off the Girl Scout delivery option for your customer, you will get a warning message. If you want to turn delivery off, click "Update delivery settings". Once you have turned it to inactive, the varieties section will be removed and is superseded by a message. You can turn the site back on at anytime during your council sale dates.
- If you wish to offer delivery but are out of a cookie variety and can't get more inventory, you can turn off just that variety of cookie for delivery and customers can only purchase those for shipping and not delivery. To do that, simply click the "off" button then click the Update delivery settings button, and it will remove that variety from the Girl Scout delivery option. If you are able to offer that to customers again, return to this section and click the "on" slider to turn that variety back on.

Cheers
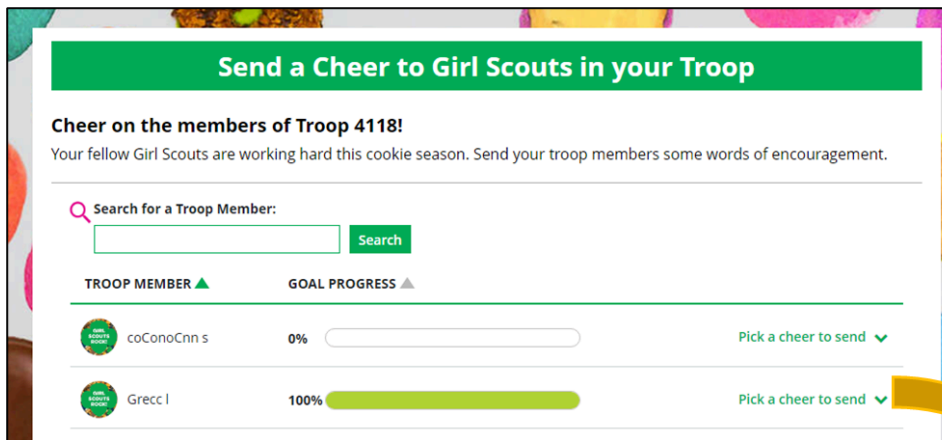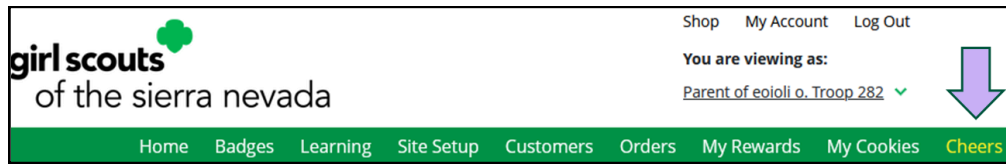
Girl Scouts can only send to other girls in their troop but can receive Cheers from customers and leaders, and other girls in their troop.
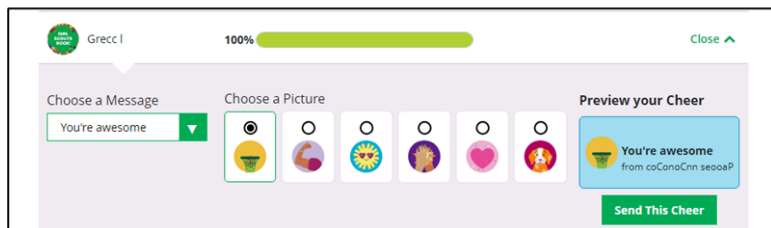
To send a Cheer, Girl Scouts can pick a cheer and send next to the Girl Scout they want to cheer.

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

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

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

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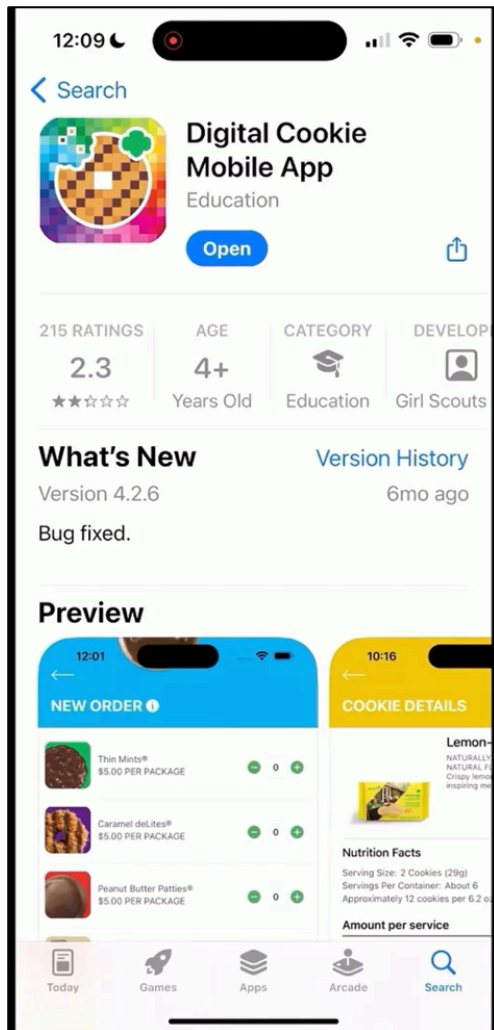
- **Download a new version of the mobile app each year!**
- **Mobile app found in iTunes or Google Play stores.**

Troop volunteers can use the Digital Cookie Mobile App to help Girl Scouts process and review orders placed through the troop's digital site.

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

To log in to the mobile app:
- Use the same email and password that was used to log into Digital Cookie on the browser site.
- In order to log in on the mobile app...
  - For a girl - the girl site must be published
  - For a troop - the troop site must be published
- All volunteers with Digital Cookie access can use the mobile app.

Home Screen

- When you first log into Digital Cookie, you might see multiple roles.
  - If you are at a Troop Cookie Booth you will select the Troop.
  - If you are trying to see your Girl Scout's page or make a sale for your individual girl (like during a walk-a-bout or door-to-door) you will select the girl's name.
- The processes will be the same for the Troop site as the Girl site.
- Select the role to be taken to her home screen. From here you can place a new cookie order, share the site with customers, or view all orders.
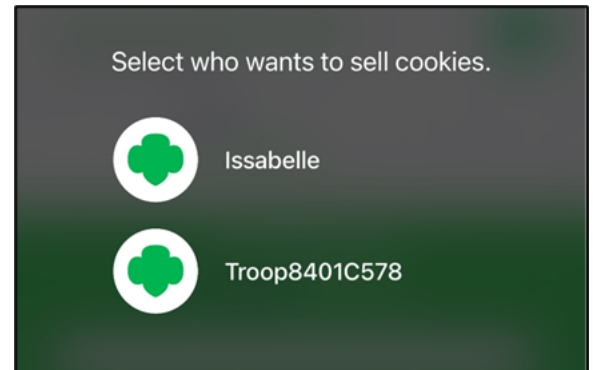
Visit My Site

This will take the Girl Scout to a QR code, they can then turn the phone around and allow the customer to scan the QR code to make a purchase from her Cookie Site.
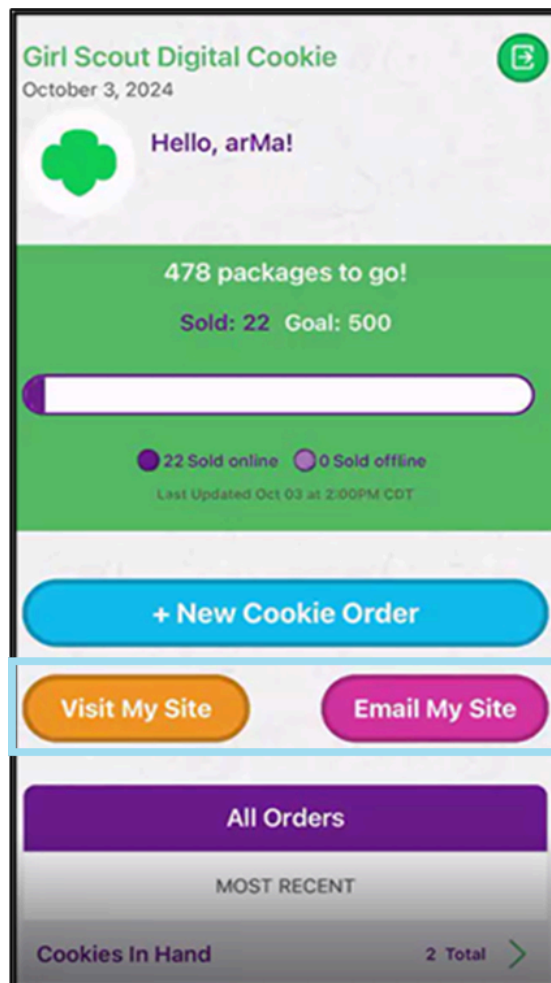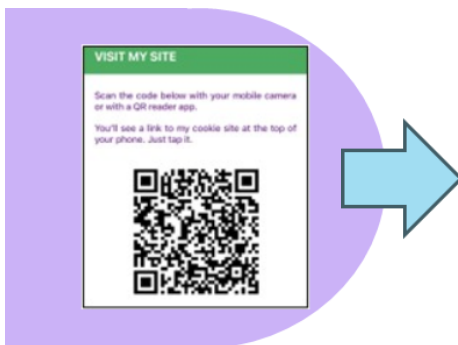
Email My Site

This button is used to send a marketing email to a customer who can then purchase from the Cookie Site at a later time.
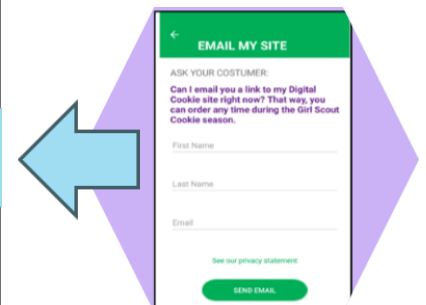
Place an Order:
(Girl and Troop)

New Cookie Order

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

The Dark blue bar at the top will indicate what type of purchase the customer is making. Most of your transactions will be "Give Now" for selling cookies directly to a customer and giving them the cookies at that time. If you need to switch that to a girl delivered sale or a shipped sale, click the "Update" button. The app will save whatever delivery type was last updated until it's changed again.

Update Delivery Type

Select Cookie Quantity

Click CHECKOUT button

NEW
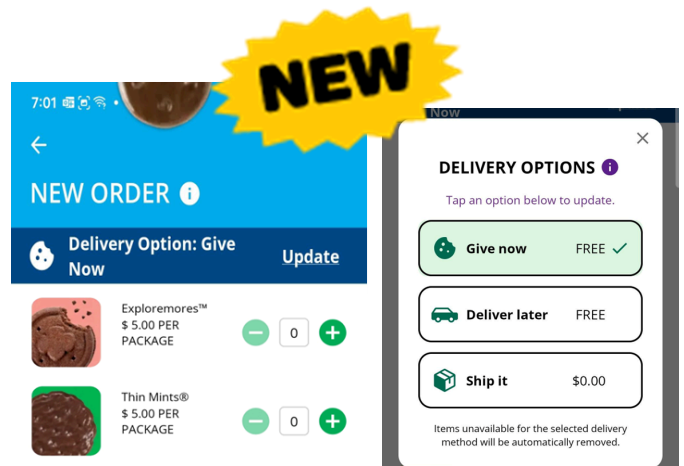
New Cookie Order

- Give cookies to customer now would be if the girl has cookies-in-hand, like on a walk-a-bout.
  - You will then have to select if you are selling at a booth or not.
- Deliver in person later would be for any pre-orders or if they do not have the inventory currently.
  - Customers will still need to choose if an order should be cancelled or donated if not approved in 5 days.
- A customer can opt to have cookies shipped to them (like if Grandma wants to give you all her information over the phone because she's not good with a computer.
  - It is recommended if a customer wants cookies direct-shipped to have them order using the QR code or emailing them a cookie link. Since it requires additional steps.
- After filling in the delivery/shipping address you will move on to the payment screen.

If the Girl Scout, does not have the cookie varieties the customer would like or is taking pre-orders, she can select Deliver in person later, or if the customer would like to order cookies to ship to someone, she can select that option as well. It is recommended to use the QR code or "Email My Site" feature on the home screen for these types of orders since it will require the Girl Scout to enter in the customer's delivery or shipped details.

Orders placed on the app still need to be approved for delivery!

New Cookie Order

The cash payment type is only available for "Give Cookies to Customer Now" orders

New this year, Girl Scouts can use the Digital Cookie app when a customer wants to pay cash. When Cash is selected a calculator will appear and tell the Girl Scout how much the customer owes. The Girl Scout has to enter how much cash the customer gave before being able to place the order. The customer's email and name are optional, but great if the Girl Scout wants to add the customer to her list for future sales. The Cash option is only available in the Give cookies to customer now order.

Place an Order:
Payment - Venmo & PayPal (Girl & Troop)

New Cookie Order

Girls & Parents can view a snapshot of the amount of cash that has been collected.

From the main page of the mobile app, there is a new button called View Cash Sales Summary. Girl Scout's and their Family can click on the button to view how much cash they have collected and how many packages they have sold for cash for the current cookie program.

Place an Order:
Payment - Venmo & PayPal (Girl & Troop)

New Cookie Order

The customer could choose to pay by Credit Card, PayPal, or Venmo.

If the customer chooses PayPal or Venmo and the Girl Scout has selected that option and clicked Place Order a QR Code will appear, the Girl Scout can turn the phone around and the customer can scan the QR code with their phone to pay with their PayPal/Venmo account.

All orders for in-person delivery must be approved, even if placed through the mobile app

Now available for all order types!

REVIEW ORDER ⓘ   🛒 $20.00

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

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

TOTAL	**$20.00**

✏️ Edit Order

⚠️

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

CHOOSE A WAY TO PAY:

○ 🔲 Credit Card

✅ P PayPal

○ V Venmo

All sales are final.

PLACE ORDER

P PayPal

Demo

02:53

Venmo ×

Demo

To scan the QR code,
open your Venmo app

Place an Order:
Payment - Credit Card (Girl & Troop)
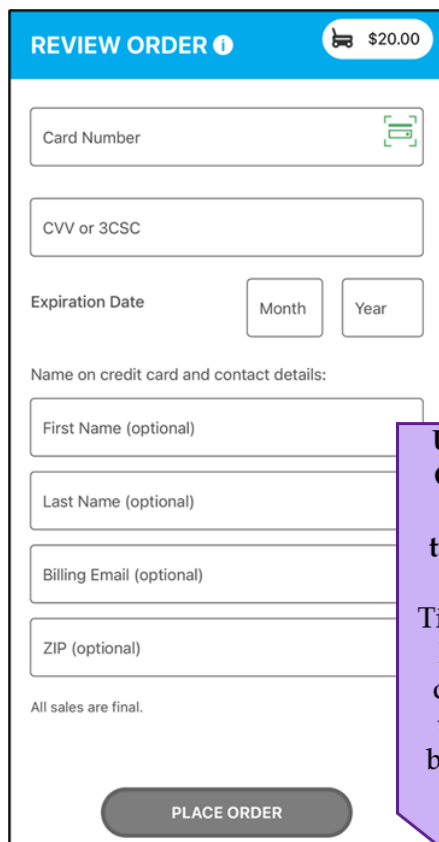
New Cookie Order

If the customer choose to pay by Credit Card, the Girl Scout will scroll down on the phone to enter the payment details.

Use the Scan Card feature instead of typing all the numbers. Make sure to have good lighting when using this feature.

Once the payment details have been entered, the Girl Scout can ask the customer if they would like to receive an email confirmation.

While the customer details are optional now it is always good to ask and handy to have in case of any issues with the order.

REVIEW ORDER ⓘ   🛒 $20.00

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

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

TOTAL   **$20.00**

✏ Edit Order

⚠

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

CHOOSE A WAY TO PAY:

○ 🖃 Credit Card
○ 🅿 PayPal
○ Ⅴ Venmo

All sales are final.

PLACE ORDER

REVIEW ORDER ⓘ   🛒 $20.00

Card Number

CVV or 3CSC

Expiration Date   Month   Year

Name on credit card and contact details:

First Name (optional)

Last Name (optional)
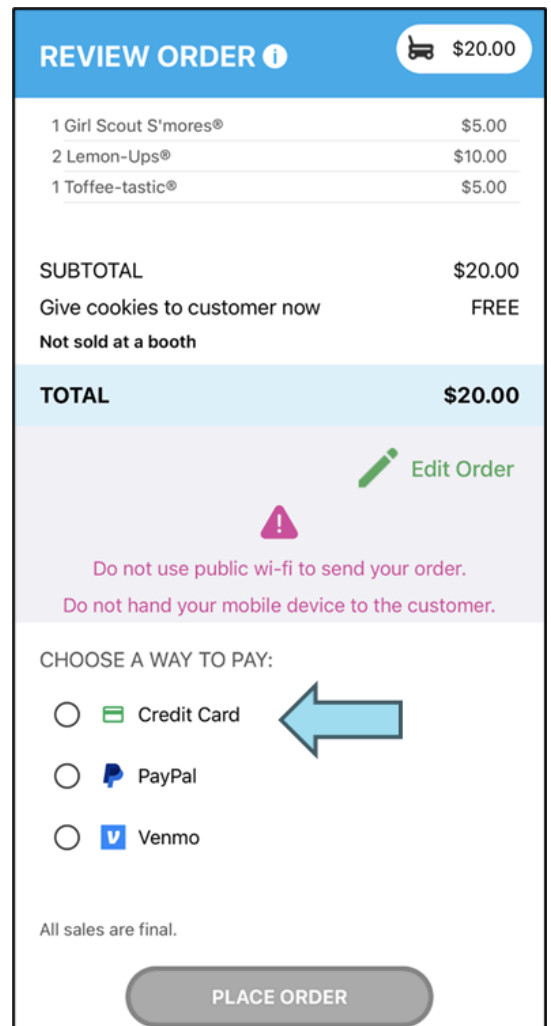
Billing Email (optional)

ZIP (optional)

All sales are final.

PLACE ORDER

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

Scan Card

Mindy Guevara
Manager, Digital Cookie
Production Support

Position your card in the frame so the card number is visible

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

All Orders Page

Once an order has been placed, the Girl Scout can view all orders placed through the app and on the Digital Cookie site under the All Orders section from the home screen.

To view orders in a specific category, click on the green arrow to the right to bring up all the orders.

Then click on the order you want to view.
If the order is an in-person deliver order, users can approve or decline the order from the app.

If the Girl Scout has selected Deliver in person later, she will still need to work with her cargiver to approve or decline th eorder.
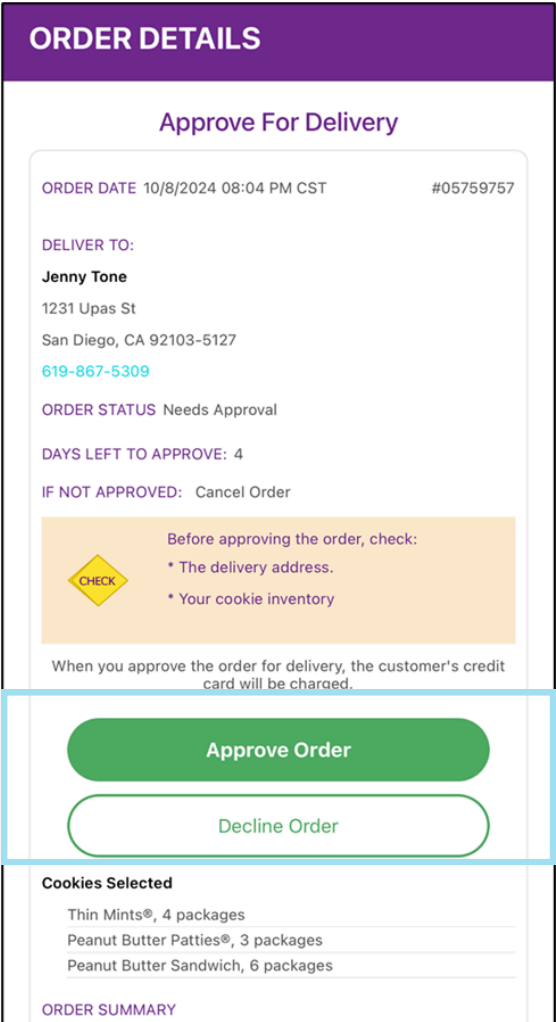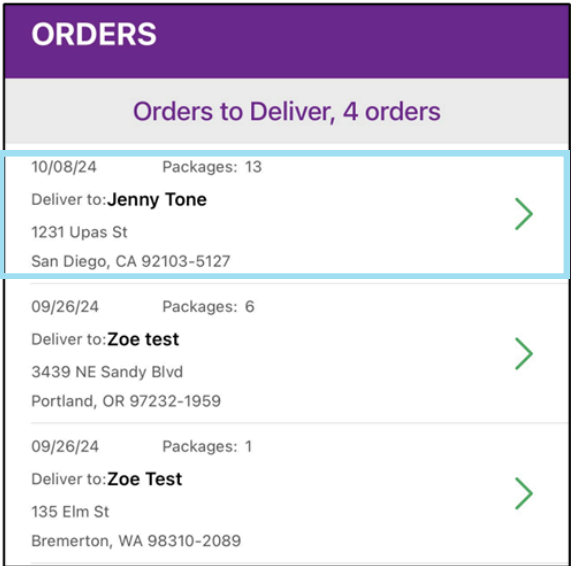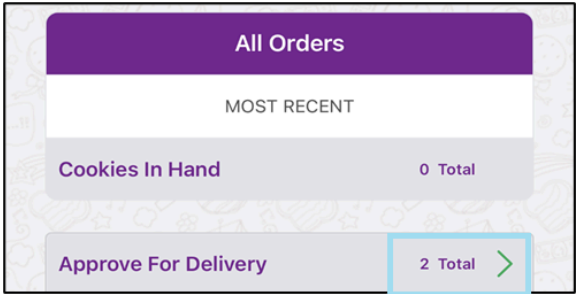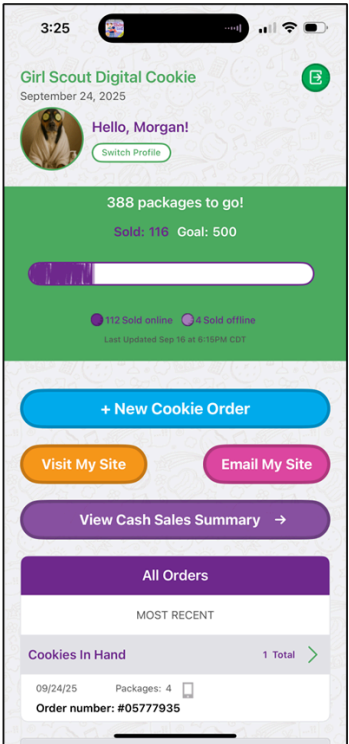
Mobile App at Booths

1 Select who wants to sell cookies.

Issabelle

Troop8401C578

Select the troop role

The process will be similar to placing an order on the Girl Side.

2 Girl Scout Digital Cookie
October 10, 2023

girl scouts digital cookie

Hello, Troop1193!

Switch Profile

9543 packages to go!

Sold: 457   Goal: 10000

● 7 Sold online   ○ 450 Sold offline
Last updated Oct 10 at 11:45PM CDT

+ New Cookie Order

Visit My Site   Email My Site

All Orders

MOST RECENT

Cookies in Hand   1 Total >

10/03/23   Packages: 2
Julie low

Switch between Girl & Troop

3 3:34

NEW ORDER ℹ️

Thin Mints®
$6.00 PER PACKAGE   — 0 +

Caramel deLites®
$6.00 PER PACKAGE
SHIPPING ONLY   — 0 +

Peanut Butter Patties®
$6.00 PER PACKAGE
SHIPPING ONLY   — 0 +

Adventurefuls®
$6.00 PER PACKAGE   — 0 +

Lemonades®
$6.00 PER PACKAGE   — 0 +

Trefoils®
$6.00 PER PACKAGE   — 0 +

Peanut Butter Sandwich
$6.00 PER PACKAGE
SHIPPING ONLY   — 0 +

Toast-Yay!®
$6.00 PER PACKAGE   — 0 +

Caramel Chocolate Chip
$7.00 PER PACKAGE
SHIPPING ONLY   — 0 +

Donate Cookies
$6.00 PER PACKAGE   — 0 +

New Gift Options!

Gift Box
Send 6 cookie packages in a gift box
for an additional $5.00
SHIPPING ONLY   — 0 +

CHECKOUT

Mobile App at Booths

4

ASK YOUR CUSTOMER:

How would you like to get your cookies?

Give cookies to customer now ⓘ   FREE ⬤

Deliver in person later ⓘ   FREE ⬤

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

Ship cookies to customer ⓘ $12.99 ⬤

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

CONTINUE

Since this is at a Cookie Booth, "Give cookies to customers now" will be selected.

It will then ask if cookies are being sold at a booth or not at a booth.

When "Sold at a booth" is selected a drop-down with all the troop's cookie booths for that day will show.

Select the correct booth from the list.

Finally, click on the Continue button.

CHECKOUT ⓘ   🛒 $20.00

ASK YOUR CUSTOMER:

How would you like to get your cookies?

Give cookies to customer now ⓘ   FREE ⬤

◯ NOT sold at a booth

⊘ Sold at a booth:

Choose Booth ▾

⚠ Select booth to continue

Deliver in person later ⓘ   FREE ⬤

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

Ship cookies to customer ⓘ $12.99 ⬤

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

CONTINUE

Give cookies to customer now ⓘ   FREE ⬤

◯ NOT sold at a booth

⊘ Sold at a booth:

Choose Booth ▾

⚠ Select booth to continue

Deliver in person later ⓘ   FREE ⬤

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

Ship cookies to customer ⓘ $12.99 ⬤

Minimum order is 4 packages.

Cancel   List of Booth   Done

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

CHECKOUT ⓘ   🛒 $20.00

ASK YOUR CUSTOMER:

How would you like to get your cookies?

Give cookies to customer now ⓘ   FREE ⬤

◯ NOT sold at a booth

⊘ Sold at a booth:

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

Deliver in person later ⓘ   FREE ⬤

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

Ship cookies to customer ⓘ $12.99 ⬤

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

CONTINUE

Mobile App at Booths

Customers can now choose to pay by Credit Card, PayPal, or Venmo when in person at a Cookie Booth

When PayPal or Venmo are chosen, a QR code appears and the customer can scan it to finish the process through that method.

Contact Details are optional, but are helpful if there are any issues with the order.

5

REVIEW ORDER ⓘ   🛒 $20.00

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

✏️ Edit Order

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

CHOOSE A WAY TO PAY:

○ 🔲 Credit Card
✅ 🅿 PayPal
○ Ⓥ Venmo

All sales are final.

PLACE ORDER

PayPal — Demo — 02:53

Only available for "Give cookies to customer now" orders

venmo — Demo

To scan the QR code, open your Venmo app

REVIEW ORDER ⓘ   🛒 $20.00

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

✏️ Edit Order

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

CHOOSE A WAY TO PAY:

○ 🔲 Credit Card
○ 🅿 PayPal
○ Ⓥ Venmo

All sales are final.

PLACE ORDER

REVIEW ORDER ⓘ   🛒 $20.00

Card Number

CVV or 3CSC

Expiration Date   Month   Year

Name on credit card and contact details:
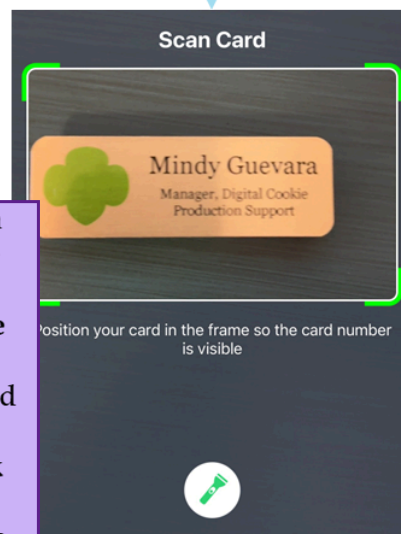
First Name (optional)

Last Name (optional)

Billing Email (optional)

ZIP (optional)

All sales are final.

PLACE ORDER

Scan Card

Mindy Guevara
Manager, Digital Cookie
Production Support

Position your card in the frame so the card number is visible

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

Mobile App at Booths

6

REMEMBER TO SAY:

Thank YOU!

Order Number
05759813

Delivery
Did you hand the cookies to customer?

YES

All sales are final

For Help: digitalcookiesupport@girlscouts.org

REMEMBER TO SAY:

Thank YOU!

Order Number
05759813

Delivery
Customer received cookies

DONE

All sales are final

For Help: digitalcookiesupport@girlscouts.org

Once customers order has been successfully placed

The Thank You screen will appear when the order was placed successfully.

It will remind the Girl Scouts to hand the cookies to their customer, select done.

Remember to say "Thank You!" to your customers.

Digital Cookie Help
Registration Self-Help Steps

girl scouts

Log in to Digital Cookie

Email

Password

Log in

Forgot password   Need help to log in

Need Help to Log In

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

Click on the "Need Help to Log In" link on the Digital Cookie home page. Digitalcookie.girlscouts.org

The Help With Log In page will appear. From here you can:
1. Request a registration email.
2. Check the email address that's on file for you.
3. Reset your password.
4. Contact Customer Support.

Help with Log In

Registration email

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

> Request a registration email The registration process

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

Problems with email address

The email you're trying to sign in with may be different than what the council supplied.
> Check the email address that's on file for you

Problems with password / too many attempts, locked out

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

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

It's still not working... contact customer support

Digital Cookie Help
Videos and Other Support

These videos were put together by the GSUSA Digital Cookie Team.

For Troop Volunteers

Troop Dashboard

Troop Site Setup/Links

Troop Pickup Orders

Mobile App

For Caregivers/Girl Scouts

Initial Login Site Registration

Site Setup

Photo/ Video Upload

Marketing to Customers

My Cookies: Initial Order

Order Received: In-Person Delivery

My Cookies: Delivery Settings

My Cookies: Inventory by Variety

My Cookies: Financials

My Rewards

Mobile App: Caregiver/ Girl Scout View

Mobile App: Booths

Digital Cookie FAQs

Direct Ship Customer FAQ

Volunteer FAQ
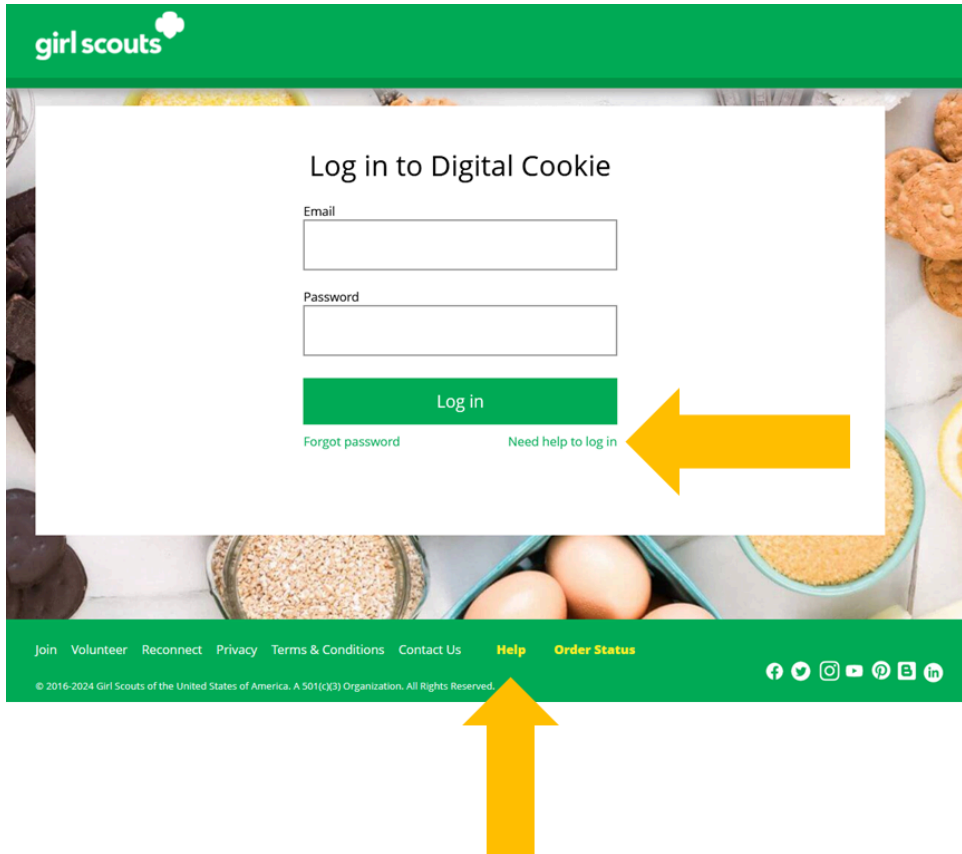
Caregiver/ Girl Scout FAQ

Other

GSSSC Customer Care

Smart Cookies Help

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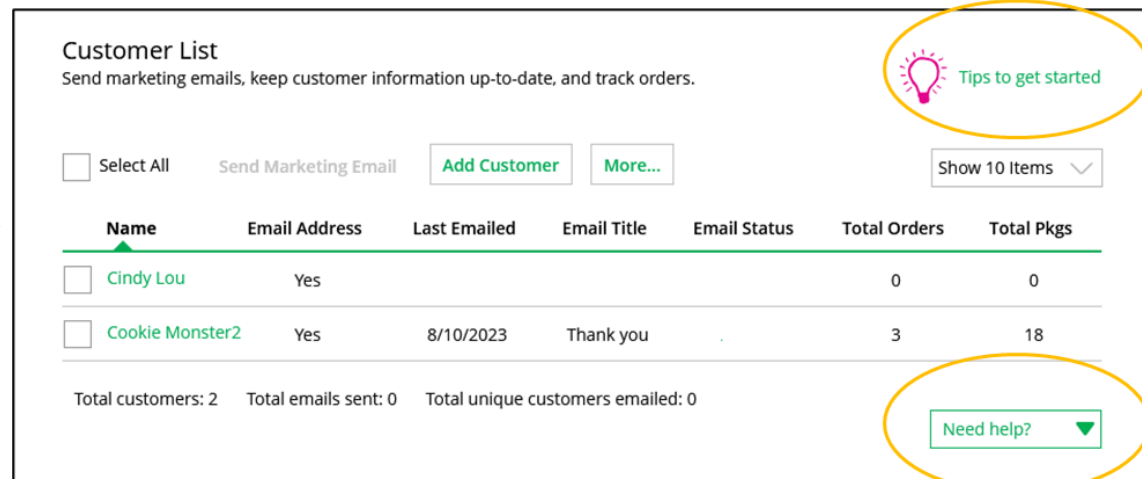
There are many places in Digital Cookie to receive support. There are FAQs, Tip Sheets, Videos, and links to contact customer support.

Click Need help to log in:
- If you didn't receive your registration email and you want to check which email address is on file.
- Forgot your password

Click Help at the bottom of the page to go to the Help Center for FAQs, Tip Sheets, and more.

There are also help sections built into the site.

Digital Cookie Help Center

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

Inside each category there are detailed instructions, links to tip sheets, or even video turorials to help you.

Digital Cookie Help Center

Help

Parents and Girl Scouts   **Volunteers**   **Your Customers**

Account setup	Site Setup	Customer records
• registration • settings • password	• set goals • your girl's story • approvals	• import • add/delete • send emails
see FAQs	see all FAQs	see FAQs

Cookie orders	Mobile app	My rewards
• details • approve • order types	• getting started • download	• view rewards • select rewards
see FAQs	see all FAQs	see all FAQs

Badges and learning	Quick tip instructions	Quick tip videos
• how to earn • games and videos	• various topics • step-by-step pdfs	• various topics • short videos
see FAQs	see list	see list

Need more help? contact customer support

Still need help? Click on the Contact Customer Support link or the live chat button for a support agent during business hours.

Digital Cookie Customer Support

Need help with Digital Cookie? View our **FAQs** or contact us using one of the forms below.

Registration Issues Form

- Did not receive registration email
- Other registration concerns

Account Issues Form

- Your account is locked
- Incorrect account information
- Password inquiries

Other Questions or Issues Form

- Need help with cookie site setup
- Questions about customer list
- How to send emails
- Sharing my cookie links
- Issues with the mobile App

Order Issues Form

- Order hasn't been received
- Order Status
- Unable to place order
- Cookie taste/quality concerns
- Damaged/incorrect cookies

System Issues Form

- Mobile App not working
- Unable to place an order
- Digital Cookie not working

Feedback Form

- Share ideas or feedback regarding the Digital Cookie Platform and Digital Cookie Mobile App

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

Digital Cookie: The Customer's Side

This is a copy of what the email that customers receive.

Order Cookies Link →

girl scouts

Unbox the Future

Visit my Digital Cookie® site
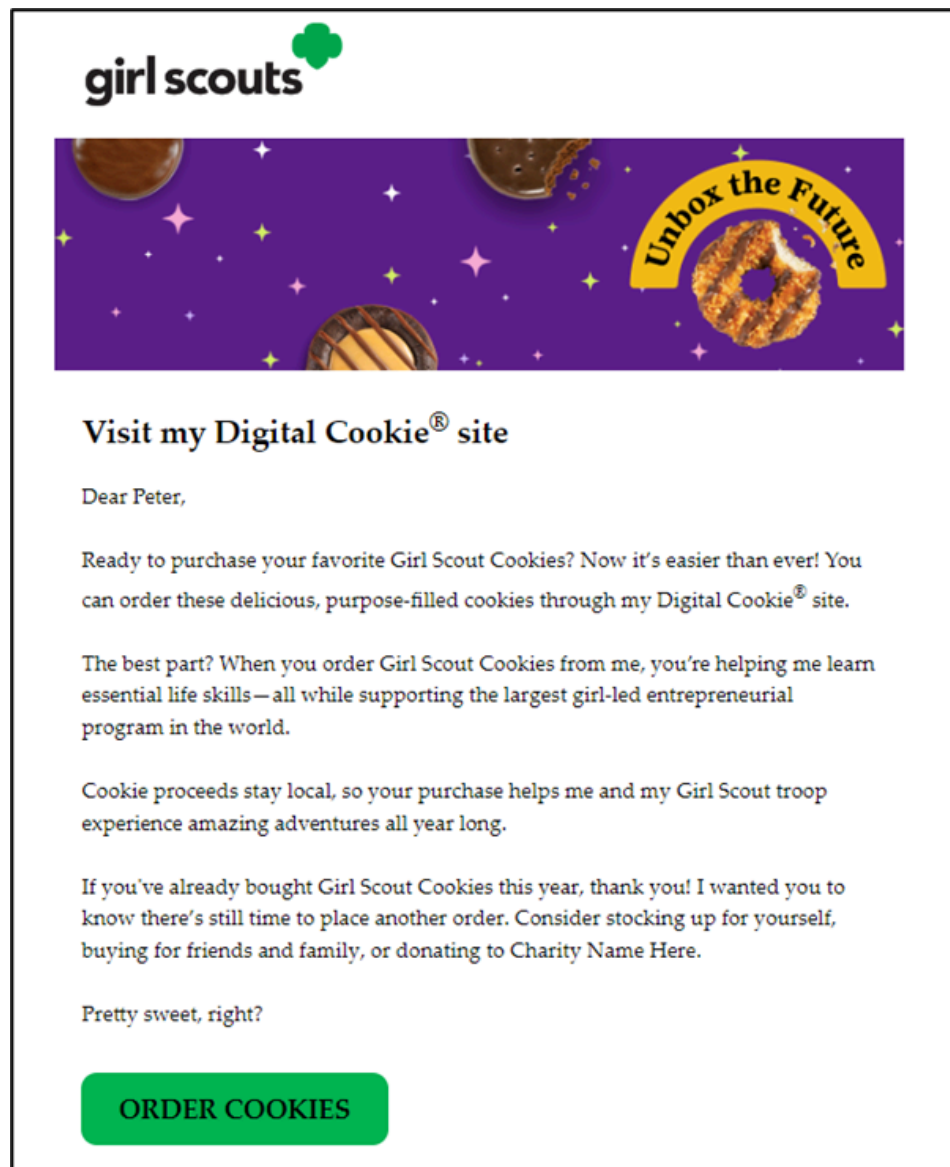
Dear Peter,

Ready to purchase your favorite Girl Scout Cookies? Now it's easier than ever! You can order these delicious, purpose-filled cookies through my Digital Cookie® site.

The best part? When you order Girl Scout Cookies from me, you're helping me learn essential life skills—all while supporting the largest girl-led entrepreneurial program in the world.

Cookie proceeds stay local, so your purchase helps me and my Girl Scout troop experience amazing adventures all year long.

If you've already bought Girl Scout Cookies this year, thank you! I wanted you to know there's still time to place another order. Consider stocking up for yourself, buying for friends and family, or donating to Charity Name Here.

Pretty sweet, right?

ORDER COOKIES

Customers either receive a link to a Girl Scout's site from a mutual connection or receive a Girl Scout's email announcing that cookie season is open.

Customers will click the "Order Cookies" link in the email and be taken to the Girl Scout's Digital Cookie site.

Digital Cookie: The Customer's Side

SahSS's Digital Cookie® Store

My Cookie Story

Test Test 7/27 test Test 7/27

WATCH MY VIDEO

12 Packages Left To Go!

Help me reach my goal. Thanks for your support.

0   15   30   45   60   75   90   105   120   135   **150**

Customer enters package quantity

donate a few for 2X the benefit.

☀ Click on a cookie image to learn more!

	PRICE	QUANTITY	AMOUNT

Meet the Cookies ◄ ►

Toast-Yay!® French Toast-inspired cookies dipped in icing

ORDER SUMMARY

	QTY	AMOUNT

Cookie	Price
Thin Mints® IN-PERSON DELIVERY ONLY	$5.00
Caramel deLites®	$5.00
Peanut Butter Patties® IN-PERSON DELIVERY ONLY	$5.00
Adventurefuls®	$5.00
Lemonades®	$5.00
Trefoils® IN-PERSON DELIVERY ONLY	$5.00
Peanut Butter Sandwich	$5.00
Toast-Yay!® IN-PERSON DELIVERY ONLY	$5.00
Caramel Chocolate Chip GLUTEN-FREE	$6.00

TOTAL $0.00

CHECKOUT

FAQs on Cookie Orders

Checkout

Donate Cookies $5.00

Your donation helps Girl Scouts in my community give cookies to local heroes. See details

☀ Donations go to Feeding America.
☀ No shipping cost.
☀ If ordering cookies for yourself, donations do not count for shipping 4 pkg minimum.

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

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

	QUANTITY	AMOUNT

Gift Box
Send 6 cookie packages in a gift box for an additional $5.00.
SHIPPING ONLY

+ Add Gift Box

Select Delivery Method

CHOOSE YOUR DELIVERY METHOD

Delivery methods cannot be combined.

☐ **Ship the cookies**
☀ 4 package minimum.   See details

☐ **Have Girl Scout SahSS deliver the cookies**
☀ Have your order delivered for free.   See details

Digital Cookie: The Customer's Side

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

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

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

Digital Cookie: The Customer's Side

Order Checkout

DELIVER TO Edit ✏

Amelia Gabble
1231 Upas St
San Diego, CA 92103-5127
619-867-5309
mgtags22@gmail.com

ORDER PREFERENCES Edit ✏

Getting your order delivered by Girl Scout Jan requires approval by her parent. If your order is not approved within 5 days, what would you like to do?

✔ Donate my order to: Cancer Society

CONNECT WITH GIRL SCOUTS (optional) Edit ✏

Connect with Girl Scouts

✔ I was a Girl Scout!

PAYMENT DETAILS

	Pay with card	VISA MasterCard AMEX DISCOVER

Cardholder Name

Amelia Gabble

Card Number

•••• •••• •••• ••••

Expiration Date (MM/YY)	CVV (3 digits)
02 / 26	123

Choose another way to pay

Billing Address

✔ Same as Delivery Address

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

YOUR COOKIE ORDER   Edit ✏

		QTY	AMOUNT
🍪	Thin Mints®	5	$30.00
🍪	Adventurefuls®	3	$18.00
🍪	Trefoils®	2	$12.00
☘	Donate Cookies	3	$18.00

Subtotal	$78.00
In-Person Delivery	FREE

TOTAL $78.00

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

PLACE ORDER

❋ 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.

Once customers have completed the information and clicked continue at each step, they will click the "Place Order" button

Digital Cookie: The Customer's Side
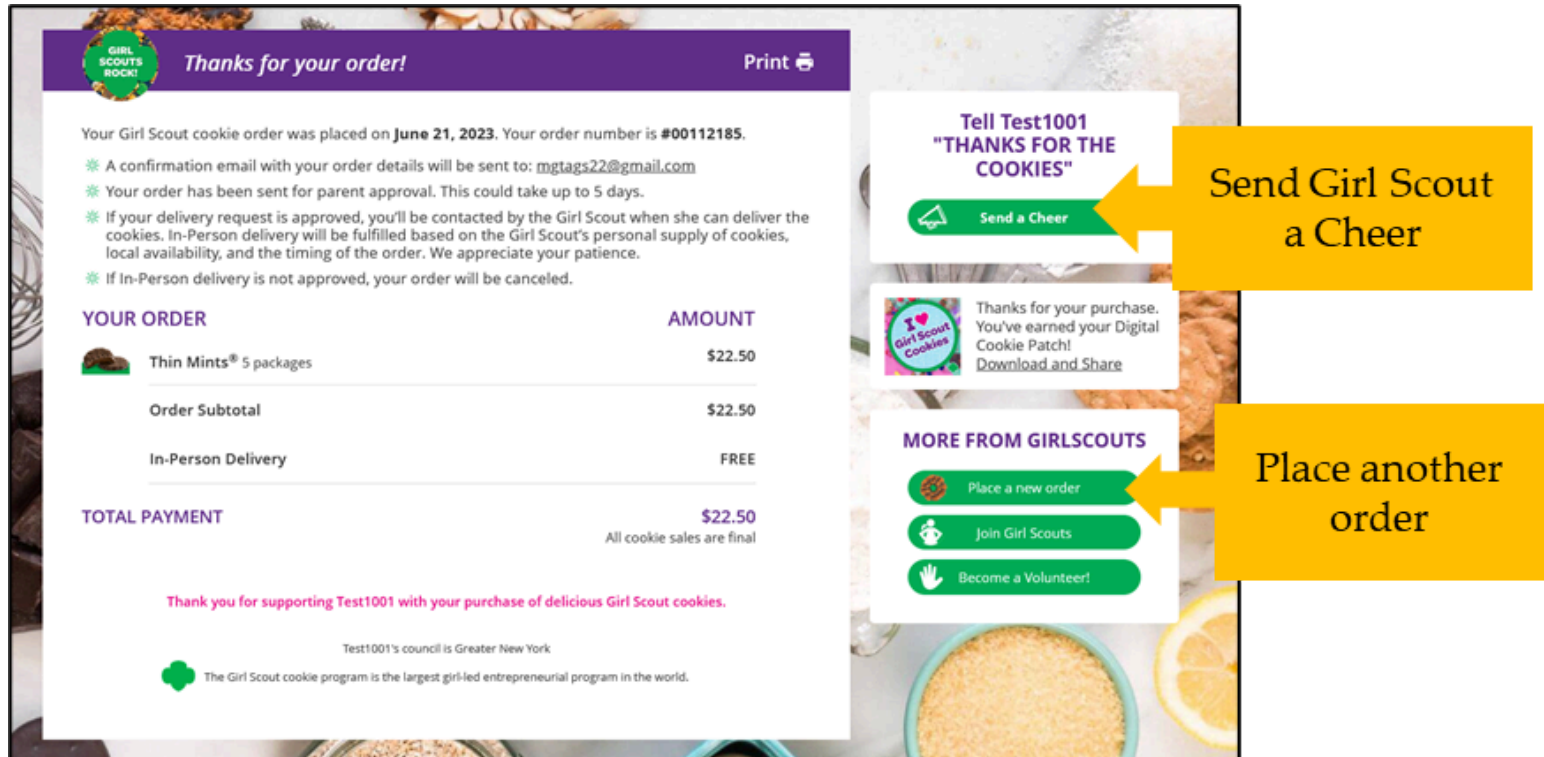
Customers then see an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!

Customers will then receive a series of emails depending on their order delivery method.

- See Customer Experience tip-sheets for more details on the emails customers receive