

Digital Cookie®

2024 Digital Cookie Guide for Girl Scouts and Families

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

Digital Cookie is the online platform that Girl Scouts will utilize to track their cookie program. For assistance, 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 Digital Cookie Customer Support.

Table of Contents:

The Basics:

- Girl Scout Login
- Girl Scout Dashboard
- Marketing to Customers
- Orders Received
- My Cookies: Inventory by Variety
- My Cookies: Delivery Settings
- Digital Cookie Mobile App
- Customer Experience

The Extras:

- Track Your Goal
- Closing Your Site
- Cheers
- My Rewards
- Entrepreneur Pins and Badges
- Learning Center
- Digital Cookie Help Center

Digital Cookie®

The Basics

In this section you will find instructions on the basic tasks your Girl Scout needs to know to successfully utilize their Digital Cookie platform.

- Girl Scout Login
- Girl Scout Dashboard
- Marketing to Customers
- Orders Received
- My Cookies: Inventory by Variety
- My Cookies: Delivery Setting
- Digital Cookie Mobile App
- Customer Experience



Digital Cookie®

Girl Scout Login

Step 1: Watch for your registration email* from “Girl Scout Cookies” (email@email.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.



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

Register for Digital Cookie®

Dear Emily,

Another awesome Girl Scout Cookie season is on the horizon!

It's time for you to help Ayla have the best cookie season yet by adding the Digital Cookie® platform to her selling tools.

[Register to use Digital Cookie today](#) and help your Girl Scout create her very own cookie selling website. Registration is required for participation.

The Digital Cookie platform was created to help your Girl Scout increase her sales and reach her goals. Adding this digital sales tool will help your Girl Scout reach customers near and far—making it easier to sell more cookies.

Are you ready to help her meet her goals and take her cookie business to the next level this season? Get started today.

[REGISTER NOW](#)

Click: “Register Now”

Need help registering? [Access our help portal.](#)

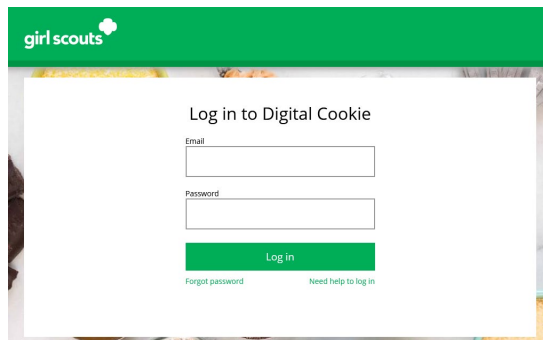
Thank you,

Girl Scout Cookie Program
Girl Scouts Heart of Pennsylvania

Step 2: Select the pink button to take you to the Digital Cookie registration site.

(For best results, use the most recent version of your web browser)

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



Create Your Digital Cookie Password

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

Password

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

Confirm Password

Submit

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

Step 5: When you first log in, watch and review the “Safe Selling for Smart Cookies” safety video with your Girl Scout(s). You can’t proceed any further until the full video has been viewed.

Digital Cookie®

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.



Digital Cookie Registration

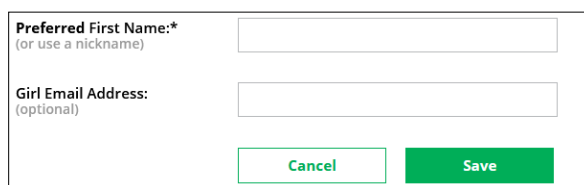
Register your Girl Scout to participate in Digital Cookie. She'll get access to the Digital Cookie Platform where each Girl Scout can set up her cookie site and goals, manage orders and learn marketing business skills.

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Active	Nadda	05/20/2012	1088	4010	---	---	---

ACCESS SITE

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.



Preferred First Name:*
(or use a nickname)

Girl Email Address:
(optional)

Cancel Save

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.

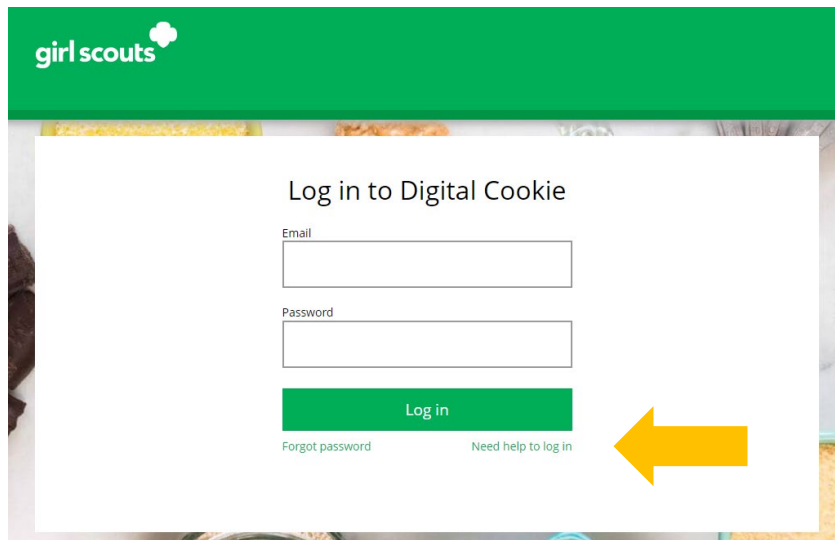
Digital Cookie[®]

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 we will need to have the correct email address on file for the primary caregiver.

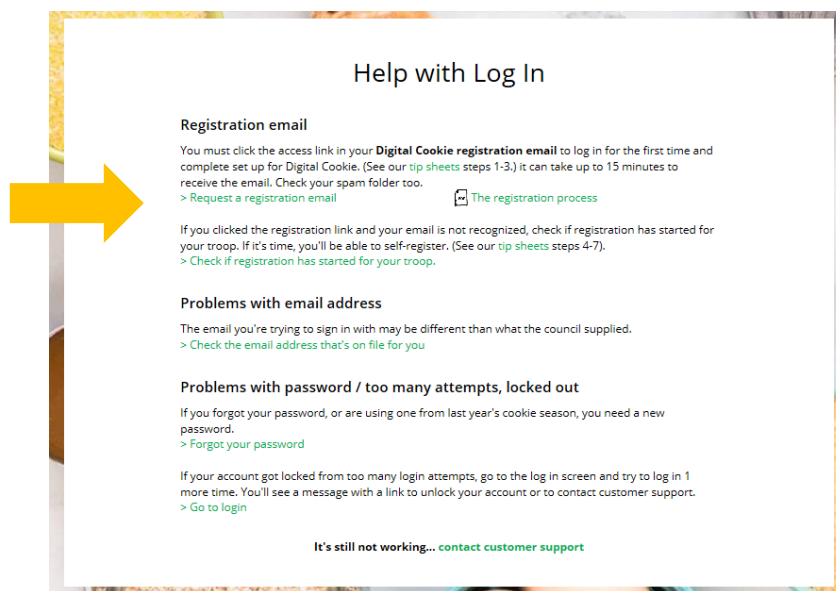
Step 1: Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org). If you do not find the email, follow next steps.

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.



The screenshot shows the "Log in to Digital Cookie" page. It features a green header with the Girl Scouts logo. Below the header, there is a white box containing the login form. The form has two input fields: "Email" and "Password". Below these fields is a green "Log in" button. To the left of the button is a link for "Forgot password" and to the right is a link for "Need help to log in". A large yellow arrow points to the "Need help to log in" link.

Digital Cookie®



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

Request a Digital Cookie Registration Email

Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.

Email

Cancel

Submit

Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email, [Contact customer support](#)

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

Step 4: If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it 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.”

Digital Cookie®

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.

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 in order 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.

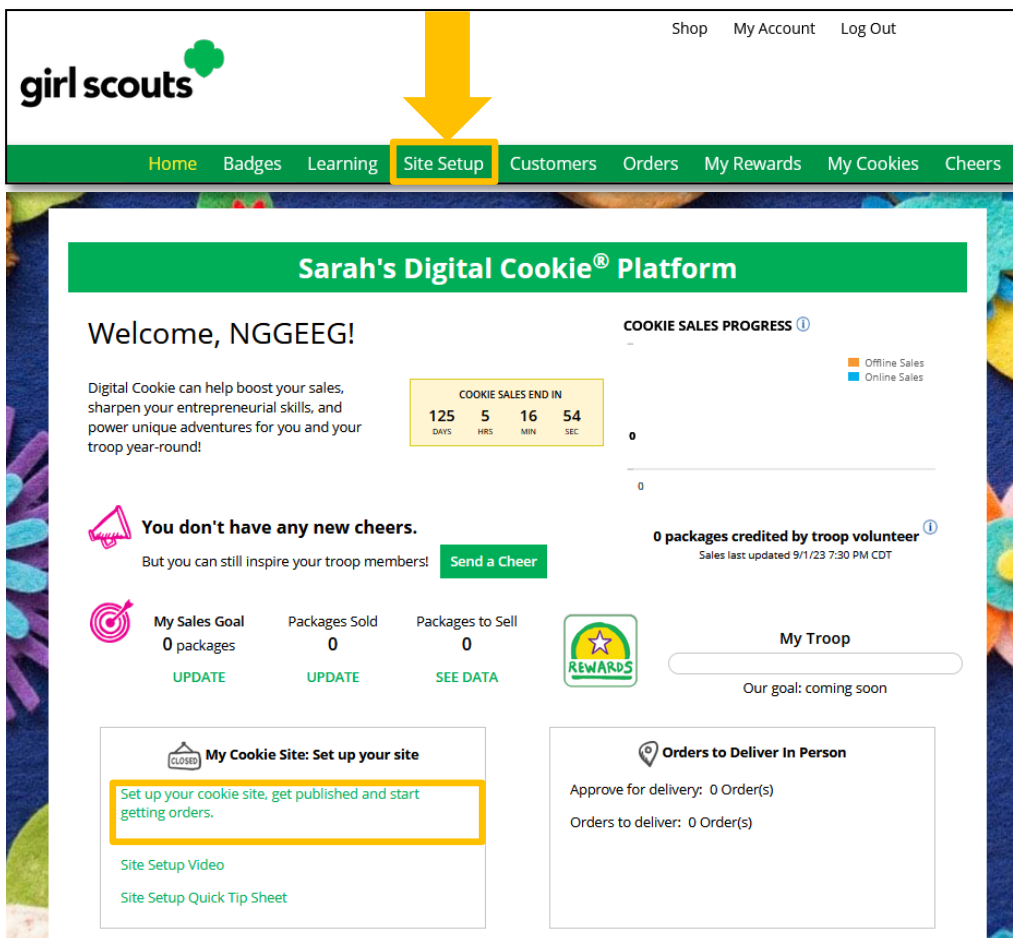
Step 6: Any updates made will need to be reviewed and approved by Council before your Digital Cookie account will be activated. Once approved, you will receive a registration email and can begin accessing Digital Cookie.

Digital Cookie®

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.



The screenshot shows the Sarah's Digital Cookie Platform home page. At the top, there is a navigation bar with links: Home, Badges, Learning, Site Setup (highlighted with a yellow arrow), Customers, Orders, My Rewards, My Cookies, and Cheers. Below the navigation bar, the page is titled "Sarah's Digital Cookie® Platform". The main content area includes a welcome message "Welcome, NGGEEG!", a "COOKIE SALES PROGRESS" section with a timer showing 125 days, 5 hours, 16 minutes, and 54 seconds remaining, and a "My Sales Goal" section showing 0 packages sold. There is also a "My Cookie Site: Set up your site" section with a link to "Set up your cookie site, get published and start getting orders." and a "My Troop" section showing the goal as "coming soon".

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.

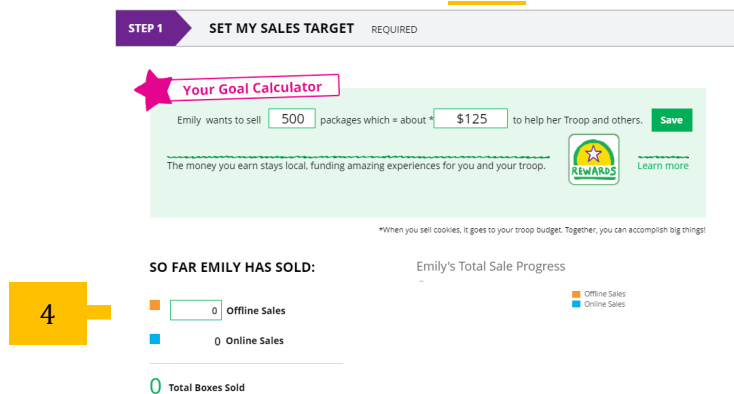
Goal Setting: Set My Sales Target

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 (if available) to see what rewards the Girl Scout might want to work towards.

Digital Cookie[®]

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.



STEP 1 SET MY SALES TARGET REQUIRED

Your Goal Calculator

Emily wants to sell packages which = about to help her Troop and others. [Save](#)

The money you earn stays local, funding amazing experiences for you and your troop.  [Learn more](#)

*When you sell cookies, it goes to your troop budget. Together, you can accomplish big things!

SO FAR EMILY HAS SOLD:

Emily's Total Sale Progress

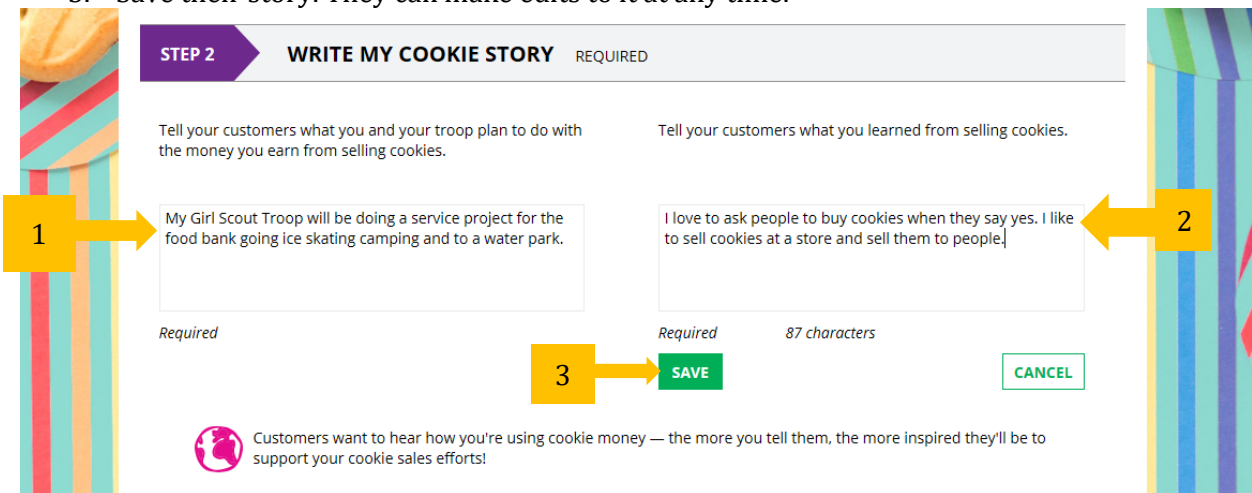
Offline Sales

Online Sales

Total Boxes Sold

My Cookie Story

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.



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.

Tell your customers what you learned from selling cookies.


1 My Girl Scout Troop will be doing a service project for the food bank going ice skating camping and to a water park.

2 I love to ask people to buy cookies when they say yes. I like to sell cookies at a store and sell them to people.

Required

Required 87 characters

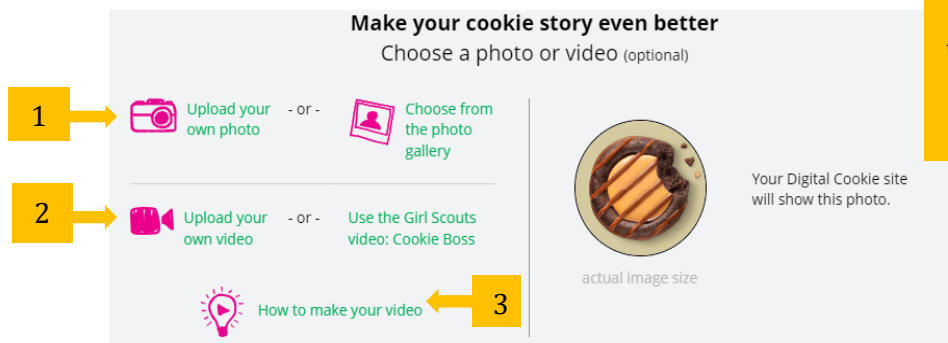
3 [SAVE](#) [CANCEL](#)

 Customers want to hear how you're using cookie money — the more you tell them, the more inspired they'll be to support your cookie sales efforts!

Digital Cookie®

Photo/Video Upload

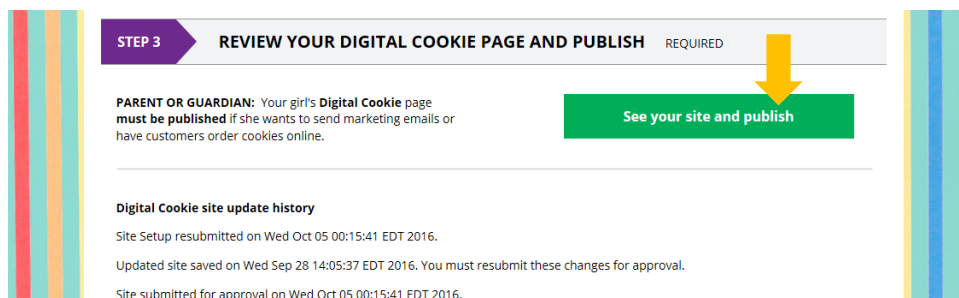
1. Girl Scouts can choose to upload a photo or use a picture from the gallery.
2. Or, Girl Scouts can upload a video or use the “Cookie Boss” video.
3. Bonus! Girl Scouts can get tips on how to make a great video.



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

See Your Cookie Site and Publish

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

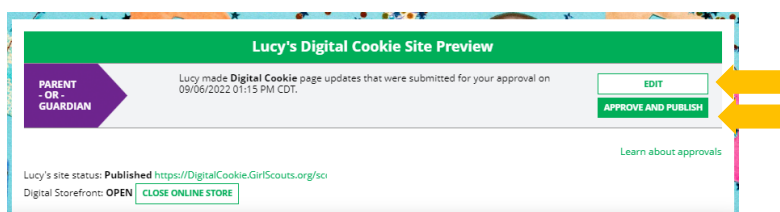


If your button only says “see your site” you may be missing some required fields or didn’t make any changes. Go back and check that everything has been completed.

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*.

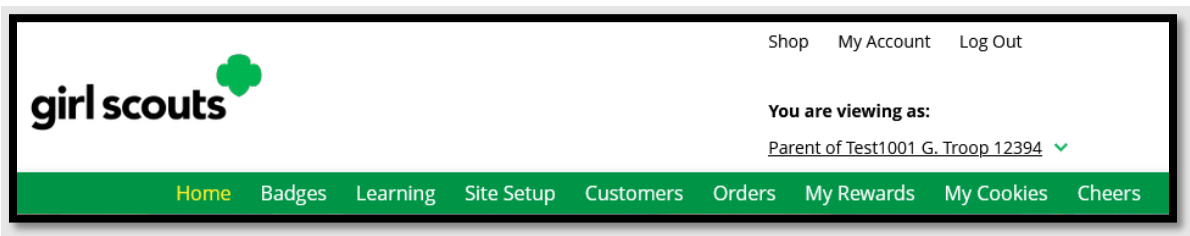
Your Girl Scout’s cookie store now has its own website! If your council’s digital cookie sale hasn’t started, the link will not be active yet.



Digital Cookie®

Girl Scout and Caregiver Dashboard

Your Digital Cookie Dashboard has information that helps you support your Girl Scouts' Digital Cookie sales. There are nine tabs on your dashboard: Home, Badges, Learning, Site Setup, Customers, Orders, My Rewards, My Cookies, and Cheers.

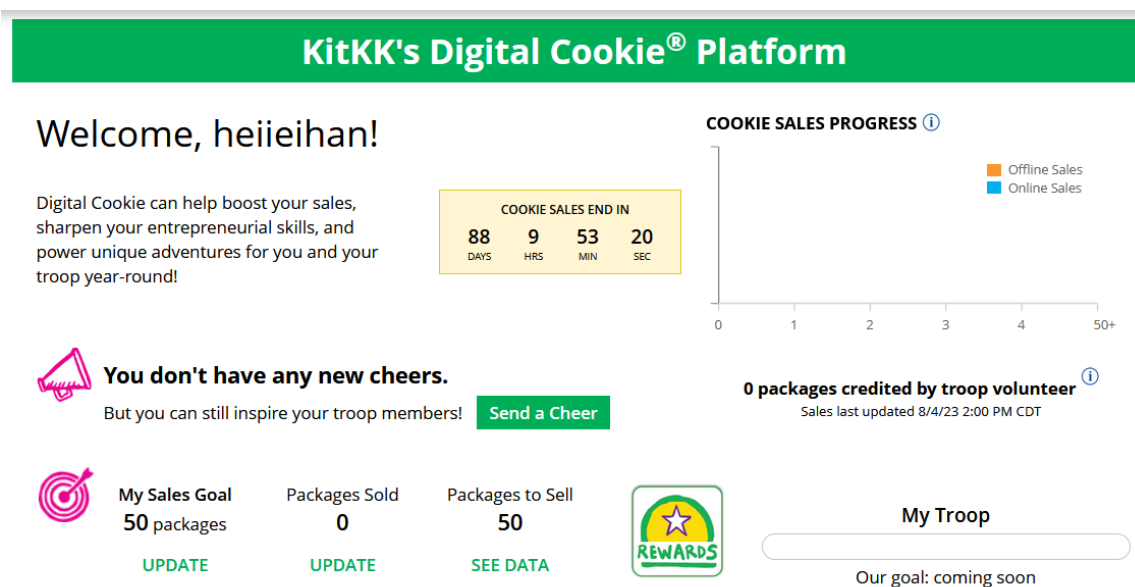


Home

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

1. Cookie Sales Progress and Cheers

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:




You will also be notified from your dashboard if you have a new Cheer or easily send a Cheer to another Girl Scout in your troop right from your dashboard.

2. My Cookie Site

Once your site is set up, you can copy your site's URL or download a QR code to share with customers. If you have not set up your site, reference the Site Setup tip sheet or video.

Digital Cookie®


My Cookie Site: Open for Business

Sam's cookie site url:
<https://DigitalCookie.GirlScouts.org/scout/laeaaladd34999965>

[Copy Link](#)
[View QR Code](#)


Site setup approved: 08/09/2023 01:20 AM CDT

[Site Setup Video](#)

[Site Setup Quick Tip Sheet](#)

3. Orders to Deliver In-Person

In this section you can see if you have orders to be approved or delivered:


Orders to Deliver In Person

Approve for delivery: 1 Order(s)

- You have 5 days from the order date to approve.

Orders to deliver: 0 Order(s)

4. Learning

This section will let you know when you have completed a cookie pin or badge. Once you have completed the steps on the Badges page, the pin or badge you have completed will be colored in:

Learning






- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

Learning






- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

5. From Your Council

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

Digital Cookie®

6. Online Sales and Marketing

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:



Badges

This 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 page has games, videos, and other Cookie Program exercises tailored to your Girl Scout's age level. View the Learning Center tip sheet.

Site Setup

Use this page to set up your cookie site. For support on how to set it up, view the Girl Scout Login tip sheet, Site Setup section.

Customers

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

Orders

View all orders placed on your cookies site. For details on the delivered orders section, view the Order Received (In-Person Delivery) or Order Received (Shipped/Donated) tip sheets.

Digital Cookie[®]

My Rewards

Girl Scouts will be able to see the rewards they can earn and make selections once they get to that level. For details on how to make the selections, view the My Rewards tip sheet.

My Cookies

This page has three different sections:

- **Initial Order:** This section does not apply to Girl Scouts River Valleys.
- **Cookie Inventory:** monitor your cookie inventory throughout the sale, to keep track when you need to order additional cookies for orders from your troop.
- **Financials:** monitor 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 option for customers.

For more details, view the My Cookies Inventory by Variety and My Cookies Delivery Settings 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.

Digital Cookie®

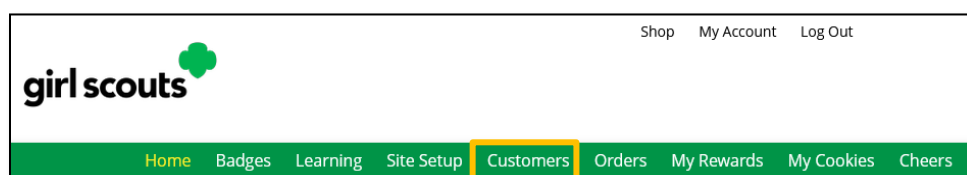
Marketing to Customers

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

- Enter customer information
- Send marketing emails

Customers tab

Click "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.

Customer Information

[Back to customer list](#)

Customer: Mindy Guevara

Email: mgtags22@gmail.com

Address: 1231 Upas St
San Diego, California
92103-5127

Phone: 619-555-5555

Contact Source: Website

Notes:

Delete Customer

Edit Customer

Add Another Customer

Season 2023 Orders: 1 Packages added to sales goal: 0

DETAILS

Order Date: 08/09/23 01:28 AM

Order Number: 05344521

Order Status: Canceled

Deliver To: Mindy Guevara

Paid by: Mindy Guevara

Ordered From: My Cookie Site

Order Type: In-Person Delivery

COOKIES

Lemonades®, 2 pkgs

ORDER SUMMARY

Cookie Packages: 2 \$10.00

Subtotal: \$10.00

In-person Delivery: Free

Order Total: \$10.00

Added to sales goal: 0 pkgs

Send Marketing Emails


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

You can select different customers and send different emails to them or send the same email to all your customers at the same time.

Digital Cookie[®]

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 Emails

Name	Email Address	Last Emailed	Email Title	Total Orders	Total Pkgs
<input type="checkbox"/> Darren Waithe	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Eva Almiro	Yes			0	0
<input type="checkbox"/> James Brinson	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Jasmin Williams	Yes			0	0
<input checked="" type="checkbox"/> Jasmin Winters	Yes			1	4
<input type="checkbox"/> Jorge Ruiz	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Joy Johnson	Yes			0	0
<input checked="" type="checkbox"/> Joy Odufu	Yes			0	0
<input type="checkbox"/> Katja Mandivi	Yes	11/18/2019	Open	0	0
<input checked="" type="checkbox"/> Maricela Lopez-Perez	Yes			0	0

Total customers: 10
Total emails sent: 4
Total unique customers emailed: 4

Add Customer

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.

Import Customer(s)

Click “More” then “Import.”

Instructions for how to import contacts will show. Click “Cookie Customers Template” to download. Navigate to your downloads and open the spreadsheet. The first tab will have detailed instructions. If the file opened in Protected View or Read Only, click “Enable Editing.”

A	B	C	D	E	F	G	H	I	J	K
First Name	Last Name	Nickname	Street Address	City	State	Zipcode	Phone Number	Email Address	Notes	
Jane	Dow	Aunt Jane	123 Main St	Rolling Hills	OK	23902		dctest664-14@girlscouts.org		

On the second tab of spreadsheet “Import_Customers,” fill in information based on the template provided. Save spreadsheet progress often. When complete, close the file.

Digital Cookie®

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.” While the file is uploaded, you can send marketing emails to these customers.

Export

The “More” drop down menu also gives you the option to export your customer list. When you choose “Export” a screen will pop up with instructions on how to export your customer list and save it to your computer:

Export Your Customer List

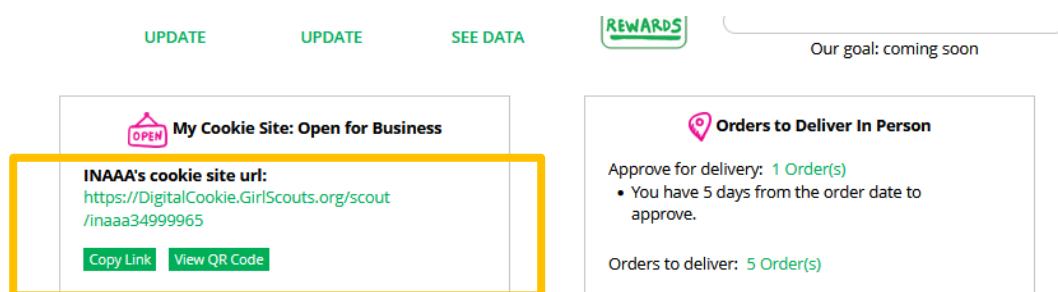
Saving a copy of your customer list is easy. When you select the “Export file” button, a file will download to your computer with the name “DigitalCookieCustomers”. You can rename the file, if you wish, and save it on your computer.



QR Code/Digital Cookie Site Link

You can also send customers a link to your Digital Cookie website OR generate a QR code for them to use directly from your home page.

Customers who purchase 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.



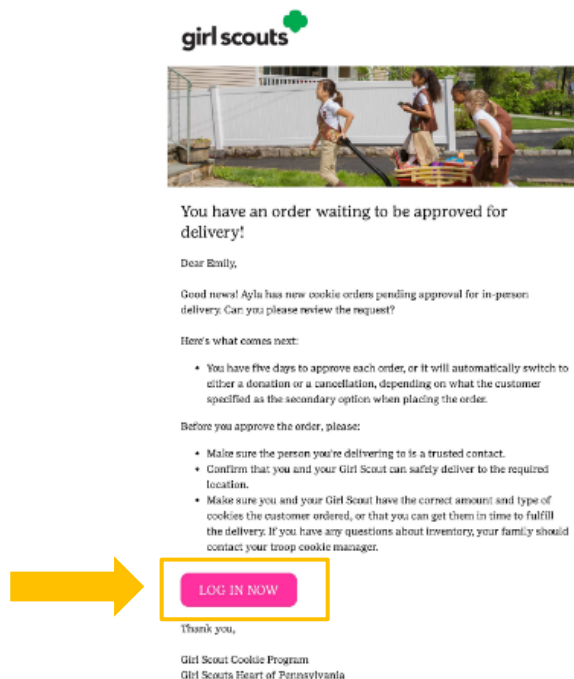
Digital Cookie®

Order Received (In-Person Delivery)

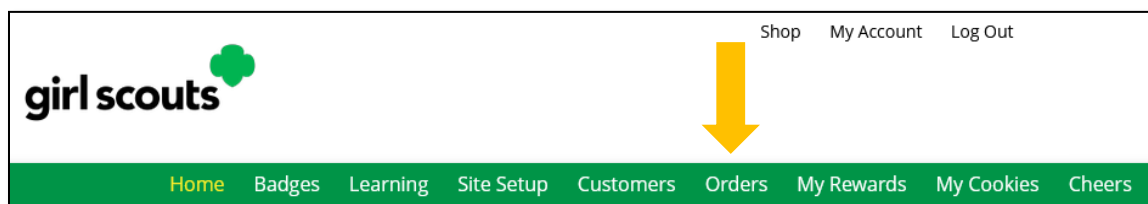
Congratulations! Your Girl Scout received an order and the customer requested she deliver the cookies in person. Below we will walk you through the steps that need to be taken prior to delivering the cookies.

Step 1: If you receive an In-Person Delivery order that you need to approve and you 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!” letting you know your Girl Scout has received an order for delivery. Hooray!

Step 2: Click the button “Log In Now” in the email. That will take you to digitalcookie.girlscouts.org and log in.



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



Digital Cookie®

Step 4: You will see a list of all orders needing approval, including the customer order number, number of packages in each order, the customer's address, when the customer placed the order, and the number of days you have to approve it until it reverts to the customer's second choice option.

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
<input type="checkbox"/> 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hanc ock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cin inati, 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.*

Digital Cookie®

Step 5: When determining 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 customer's order, click "Decline Order" and the order will default to whatever second option the customer has selected: "Cancel" or "Donate".

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

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

1. Check the boxes in front of the orders you want to approve or decline and then click "Approve Order" or "Decline Order"

Check
box →

	Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/>	05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hanc ock, MA	12/02/2019	4
<input type="checkbox"/>	05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, cin cinati, OH	12/02/2019	4

☐ Select all in view

Approve Order

Decline Order

Show 5 Items ▾

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.

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

Digital Cookie®

Or that you want to decline all of the orders you selected and understand if the orders are 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.

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

☒ Select all in view

Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
---------	-------------	---------	------------	------------------	------------	----------------------

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

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

Digital Cookie Order

[Back to cookie order list](#)

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

Order Detail [Approve for Delivery](#)

Order Number: 05749189	Order Status: Needs Approval
Deliver To: Cookie Monster	Order Type: In-Person Delivery
Delivery Address: 1231 Upas St San Diego, California 92103-5127	Order Date: 9/1/2023 7:57 PM CDT
Delivery Phone: 619-867-5309	Secondary Delivery Option: Cancel Order
Ordered From: My Cookie Website	Approved to Deliver: Pending Decision
Order Paid By: Cookie Monster	Order Delivered:
Billing Email: mtrags22@gmail.com	
Billing Phone: 619-867-5309	

Cookies Selected

- Thin Mints®, 2 pkgs
- AdventureFuls®, 2 pkgs
- Trefoils®, 2 pkgs

Order Summary

Purchased Packages: 6	\$30.00
Subtotal:	\$30.00
In-person Delivery:	Free
Order Total:	\$30.00
Added to sales goal:	6 pkgs

Approve or Decline Delivery

Items to review before you approve order delivery for Sam:

- 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 Sam 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!

Digital Cookie®

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

2 Orders to deliver

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

☐ Select all
 Order Delivered
 Export Orders
 Show 5 Items ▾

	Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/>	05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019

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

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

Step 8: Once you have delivered the cookies, 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.”

Select all

OR

Select a customer

2 Orders to deliver

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

☐ Select all
 Order Delivered
 Export Orders
 Show 5 Items ▾

	Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
<input type="checkbox"/>	05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019
<input type="checkbox"/>	05073568	6	Jane-Anne Cathcart	135 Main St, Hancock, MA	12/02/2019

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

Digital Cookie®

Step 9: 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.

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
<input checked="" type="checkbox"/>	View	Nina Smith	00112249	10	6/26/2023	Shipped	
	View	Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
	View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>



Grow your customer list! Select checkboxes for the names you want to add.

[Need Help?](#)

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.

Digital Cookie®

Order Received (Shipped/Donated)

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 cookie orders page, you can see all of the orders that have been received. Girl Scouts can see who purchased the cookies, how many, when, and if they had them shipped or donated.

Step 3: Clicking on the customer's name for any of the orders will bring up 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	<i>i</i> Order Type	In Customer List
<input checked="" type="checkbox"/>	View	Nina Smith	00112249	10	6/26/2023	Shipped	
	View	Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
	View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	<input checked="" type="checkbox"/>



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."

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

Digital Cookie®

My Cookies: Inventory by Variety

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.



Digital Cookie®

Here's a look at the My Cookies page. We'll talk about each section in this tip sheet:

Alicia's Cookies

[Go to Delivery Settings](#)
[View entered Initial Inventory](#)

Alicia's Packages: 22

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.

Total packages credited from the Troop.

Dianne's Cookies

[Go to Delivery Settings](#)
[View entered Initial Inventory](#)

Dianne's Packages: 246

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.

Dianne'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 ▼

Current Inventory	234 ▲
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
Peanut Butter Sandwich	0 ▼
Peanut Butter Patties®	0 ▼
Adventurefuls®	80 ▲
RECEIVED:	
Initial Order	82
Additional Inventory	0
DELIVERED:	
Offline Sales	0
"In Hand" App Sales	0
Delivered Online Sales	2
CURRENT INVENTORY	80
Caramel Chocolate Chip	0 ▼
Trefoils®	0 ▼
Toasty-Yay!®	78 ▼
Lemonades®	76 ▼
Cookie Share	0 ▼
Thin Mints®	0 ▼
Caramel deLites®	0 ▼
TOTAL	234 ▼

Pending Delivery/To Approve	10 ▲
Variety	Pending
Thin Mints®	10 ▲
Unapproved (Online Delivery)	10
Undelivered (Online Delivery)	0
CURRENT PENDING	10
TOTAL	10 ▼

Inventory Needed	10 ▲
Variety	Available
Peanut Butter Sandwich	0 ▼
Peanut Butter Patties®	0 ▼
Adventurefuls®	0 ▼
Caramel Chocolate Chip	0 ▼
Trefoils®	0 ▼
Toasty-Yay!®	0 ▼
Lemonades®	0 ▼
Cookie Share	0 ▼
Thin Mints®	10 ▼
Caramel deLites®	0 ▼

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.**

Digital Cookie®

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.

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.

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”

My Offline Sales
0 ▲

My Offline Sales
Export History

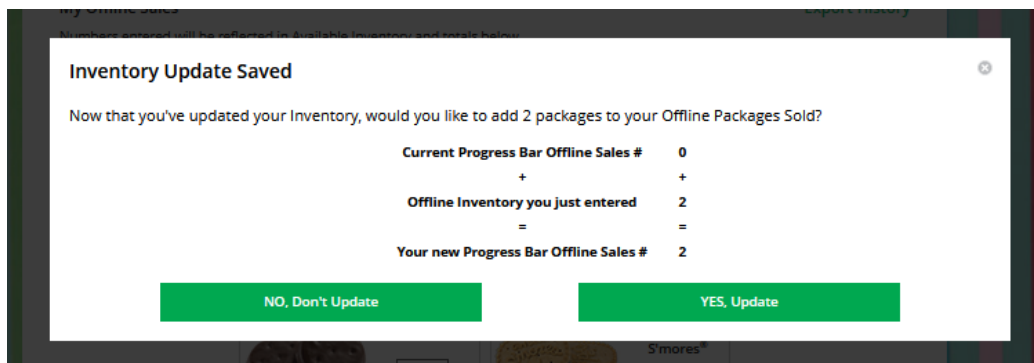
Numbers entered will be reflected in Available Inventory and totals below.

 Caramel deLites® - 0 +	 Peanut Butter Patties® - 1 +
 Trefoils® - 0 +	 Thin Mints® - 0 +
 Peanut Butter Sandwich - 1 +	 Lemonades® - 0 +
 Toast-Yay!® - 0 +	 Adventurefuls® - 0 +
 Caramel Chocolate Chip - 0 +	

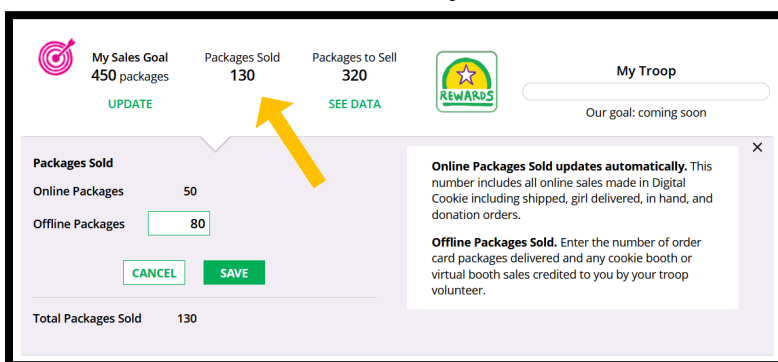
Cancel
Save Updates

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

Digital Cookie®



You can also add Offline Sales directly from the Home tab, as shown below. **Any sales added on the Home Tab do not reflect in the My Cookies Tab.**



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 more cookies than were actually sold.**
2. Always update your Offline Sales in the My Cookies Tab, and select “Yes, Update” so that the Packages Sold on the Home Tab reflects any additions.
3. Made a mistake when inputting your offline sales? Only the most recent entry can be edited to remove cookies. Do 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 Patty, 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?

Digital Cookie[®]

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 Patty, 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 amount 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 additional 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 7. This reflects that Juliette has sold a total of 7 Adventurefuls in Offline sales.

Digital Cookie®

Current Inventory: There are three other sections that calculate your inventory. The first is **“Current Inventory”**. If you click the arrow next to any of the varieties, you will see more detail on how that number was calculated.

Current Inventory 234 ▲	
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
 Peanut Butter Sandwich	0 ▼
 Peanut Butter Patties®	0 ▼
 Adventurefuls®	80 ▲
RECEIVED:	
Initial Order	82
Additional Inventory	0
DELIVERED:	
Offline Sales	0
In Hand App Sales	0
Delivered Online Sales	2
CURRENT INVENTORY	80
 Caramel Chocolate Chip	0 ▼
 Trefoils®	0 ▼
 Toast-Yay!®	78 ▼
 Lemonades®	76 ▼
 Cookie Share	0 ▼
 Thin Mints®	0 ▼
 Caramel deLites®	0 ▼
 TOTAL	234 ▼

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.

Digital Cookie®

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.

Pending Delivery / To Approve 19▲	
Variety	Pending
Thin Mints®	10▼
Trefoils®	4▼
Adventurefuls®	5▼
TOTAL	19▼

Inventory Needed: The final inventory section is **Inventory Needed**. This 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.

Inventory Needed 9▲	
Variety	Available
Thin Mints®	5▲
Current Inventory	5
Pending	10
TOTAL NEEDED	5
Trefoils®	2▼
Samoas®	0▼
Do-si-dos®	0▼
Tagalongs®	0▼
Toffee-tastic®	0▼
Girl Scout S'mores®	0▼
Lemon-Ups®	0▼
Adventurefuls®	2▼

Inventory Needed 25▲	
Variety	Available
Peanut Butter Patties®	6▼
Adventurefuls®	2▼
Caramel Chocolate Chip	1▼
Thin Mints®	14▼
Caramel deLites®	2▼

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.

Digital Cookie[®]

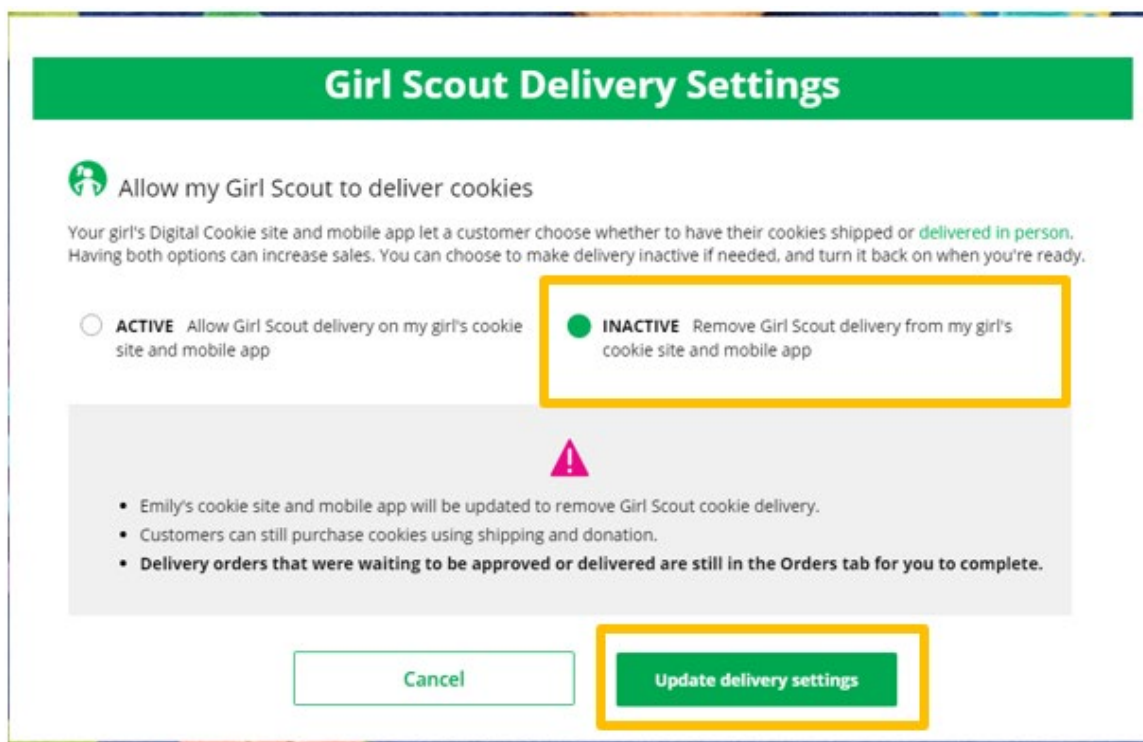
My Cookies: Delivery Settings

The “My Cookies” tab contains a number of different functions for parents. This sheet 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.

Digital Cookie®

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.

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. mimyE'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®



Toast-Yay!®



Lemonades®



Trefoils®



Thin Mints®



Peanut Butter Patties®



Caramel deLites®



Peanut Butter Sandwich



Caramel Chocolate Chip



Cancel

Update delivery settings

Digital Cookie®

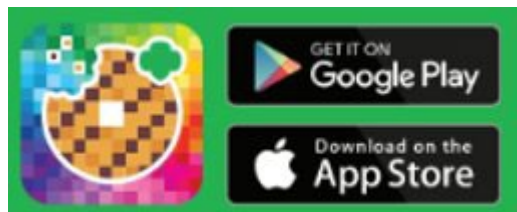
Digital Cookie Mobile App

Opening the App

Purpose: 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: Use the email and password that you already used to set up your Digital cookie account in a browser.



***NOTE:** If you haven't set up and published your Girl Scout *and* Troop Digital Cookie sites yet, you will get an error message.

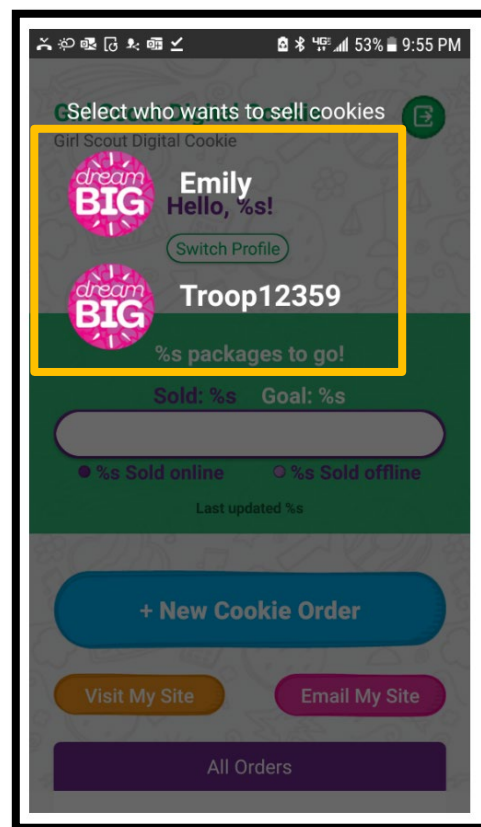
Step 3: Once you've successfully logged into the app, Girl Scouts will see two options to select from: their Girl Scout account and the Troop's account.

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



Digital Cookie[®]

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.”

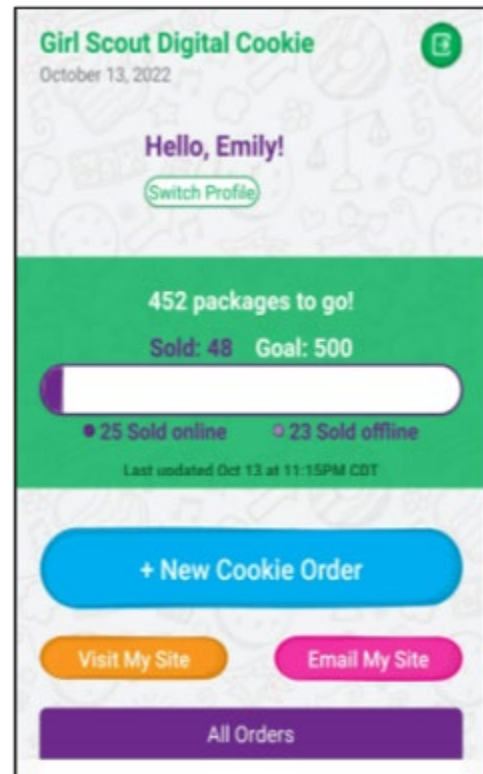
Tabs and their purposes

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



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 what the customer wants to do 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. Address is not required for in hand orders.
6. To complete order, click “Review” or “Place Order” depending on order type. Girl Scout will receive email confirmation of order.











Digital Cookie®

←

CANCEL

NEW ORDER ⓘ

\$18.00

	Thin Mints® \$ 6.00 PER PACKAGE	− 1 +
	Caramel deLites® \$ 6.00 PER PACKAGE	− 0 +
	Peanut Butter Patties® \$ 6.00 PER PACKAGE	− 0 +
	AdventureLites® \$ 6.00 PER PACKAGE	− 1 +
	Lemonades® \$ 6.00 PER PACKAGE	− 0 +
	Treats® \$ 6.00 PER PACKAGE	− 1 +
	Peanut Butter Sandwich® \$ 6.00 PER PACKAGE	− 0 +
	Toast-Yay!® \$ 6.00 PER PACKAGE	− 0 +
	Caramel Chocolate Chip® \$ 6.00 PER PACKAGE	− 0 +
	Donate Cookies® \$ 6.00 PER PACKAGE	− 0 +

CHECKOUT

←

CANCEL

CHECKOUT ⓘ

\$15.00

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

←

CANCEL

CHECKOUT ⓘ

\$20.00

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

Give cookies to customer now ⓘ FREE ☐

Deliver in person later ⓘ FREE ☒

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

☐ Donate their cookies
☐ Cancel their order

* 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

Digital Cookie®

Scan a Credit or Debit Card

Next to the payment details, there is a button to “Scan Card”.

REVIEW ORDER

1 Thin Mints® \$5.00
1 Adventurefuls® \$5.00
1 Trefoils® \$5.00

SUBTOTAL \$15.00

Give cookies to customer now
NOT sold at a booth

TOTAL \$15.00

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

ASK YOUR CUSTOMER:
Which credit card would you like to use?
(Visa, Mastercard, Discover, American Express)

Card Number Scan Card

REVIEW ORDER

Card Number

Expiration
Month: 04-April Year: 2028

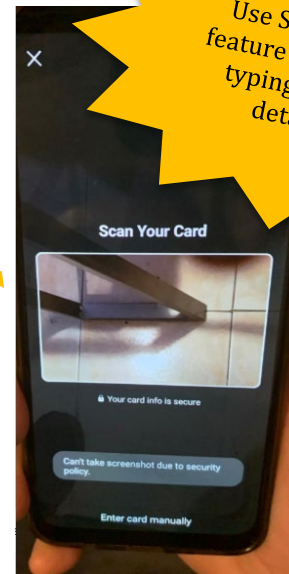
Name on credit card and contact details:
First: sue
Last: jones

Billing Email
anythin@testmail.com

ZIP
12345

All sales are final.

PLACE ORDER



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

REMEMBER TO SAY:

Thank YOU!

Order Email
anything@testmail.com
Order Number
05749770
Delivery
Did you hand the cookies to the customer?

YES

All sales are final.
For help: digitalcookiesupport@girlscouts.org

Digital Cookie®

Logged in as Troop

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

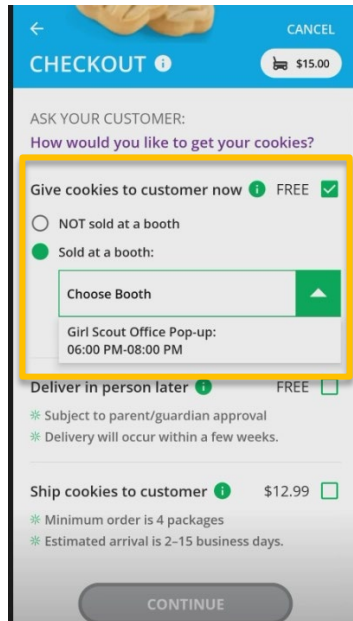
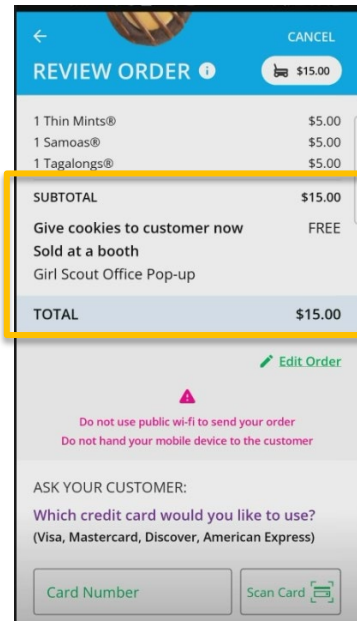
- Steps for accessing these and what they do are the same as Girl Scout view

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.

New Cookie Order—Troop login view

When processing a new order, during the checkout steps, if the selection “Give cookies to customer now” is selected the user will see additional options. Once a user has selected “Sold at a booth” they will be able to select that specific booth. When reviewing the order users can see which booth was selected. If multiple booths are occurring at the same time, all booth options will display in the dropdown.

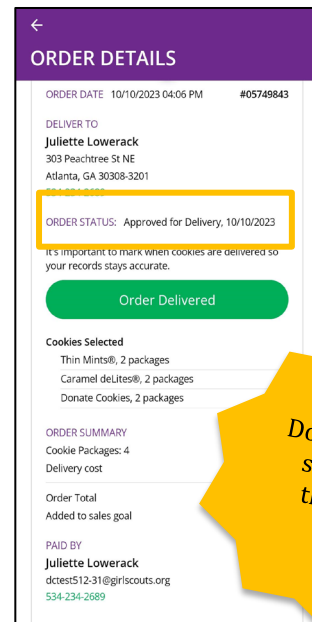
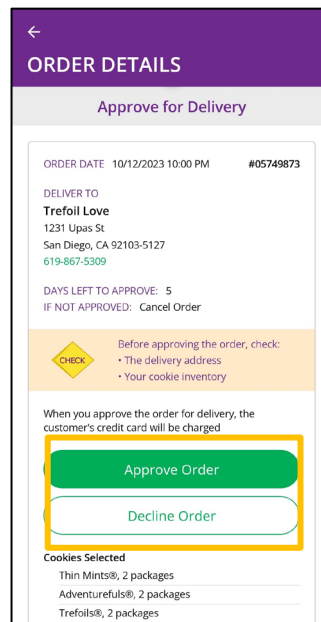
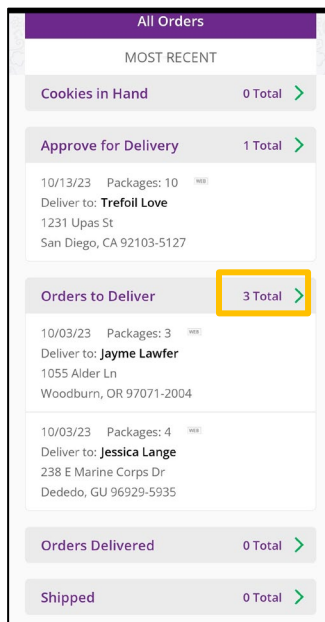



Digital Cookie®

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.

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

1. Click the green arrow to view all orders under that specific delivery method.
2. See order details. Click the green arrow next to the order, the details will appear. Users can then review the order, see the status and depending on the type of order and status the user can approve/decline the order or mark it as delivered.



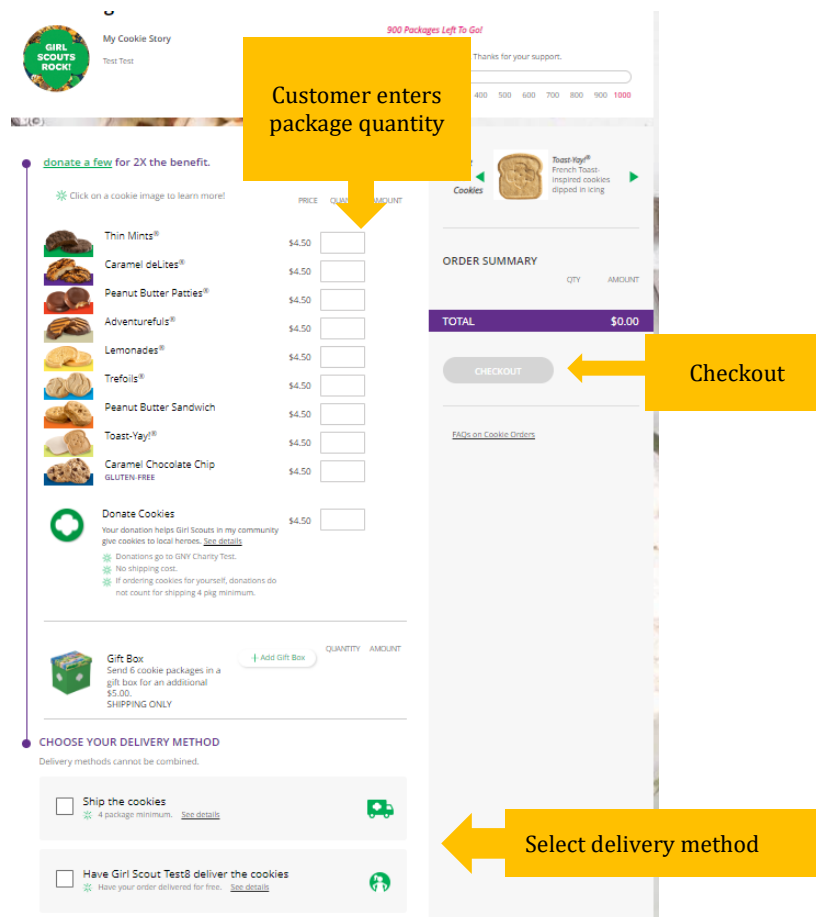
Don't forget to
send those
thank you
notes!

Digital Cookie®

Customer Experience: In-Person Delivery Order

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

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



The screenshot shows the Girl Scouts Digital Cookie website interface. A yellow callout box labeled "Customer enters package quantity" points to the quantity input field in the cookie selection table. Another yellow callout box labeled "Checkout" points to the "CHECKOUT" button. A third yellow callout box labeled "Select delivery method" points to the delivery method selection area.

Cookie Selection Table:

	PRICE	QTY	AMOUNT
Thin Mints®	\$4.50	<input type="text"/>	
Caramel deLites®	\$4.50	<input type="text"/>	
Peanut Butter Patties®	\$4.50	<input type="text"/>	
Adventurefuls®	\$4.50	<input type="text"/>	
Lemonades®	\$4.50	<input type="text"/>	
Trefoils®	\$4.50	<input type="text"/>	
Peanut Butter Sandwich	\$4.50	<input type="text"/>	
Toast-Yay®	\$4.50	<input type="text"/>	
Caramel Chocolate Chip GLUTEN FREE	\$4.50	<input type="text"/>	
Donate Cookies	\$4.50	<input type="text"/>	

ORDER SUMMARY

	QTY	AMOUNT
TOTAL		\$0.00

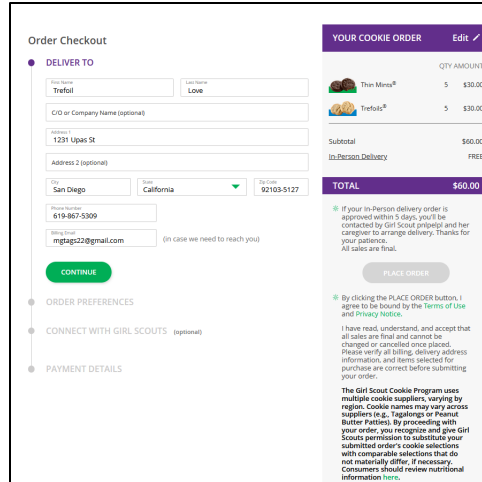
CHOOSE YOUR DELIVERY METHOD

Delivery methods cannot be combined.

- ☐ Ship the cookies
4 package minimum. [See details](#)
- ☐ Have Girl Scout Test8 deliver the cookies
Have your order delivered for free. [See details](#)

Digital Cookie®

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



Order Checkout

DELIVER TO

Pinpoint
Trefoli
C/O or Company Name (optional)
Address 1
1231 Upas St
Address 2 (optional)
City State Zip
San Diego California 92103-5127
Phone Number
619-867-5309
Billing Email
mgtag22@gmail.com (in case we need to reach you)

YOUR COOKIE ORDER Edit ✓

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

PLACE ORDER

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

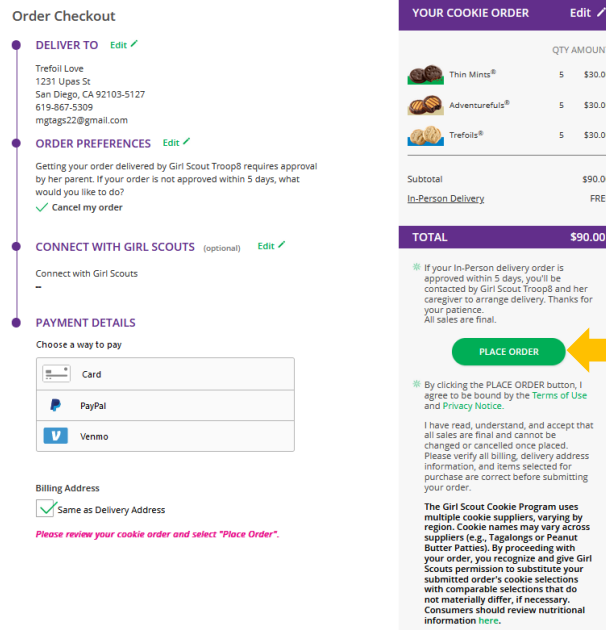
I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

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

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

- Choose a second option if Girl Scout delivery is not approved.
- Complete credit card information.

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



Order Checkout

DELIVER TO Edit ✓

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

ORDER PREFERENCES Edit ✓

Getting your order delivered by Girl Scout Troop8 requires approval by her parent. If your order is not approved within 5 days, what would you like to do?

✓ Cancel my order

CONNECT WITH GIRL SCOUTS (optional) Edit ✓

Connect with Girl Scouts

PAYMENT DETAILS

Choose a way to pay

Card
PayPal
Venmo

Billing Address

✓ Same as Delivery Address

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

YOUR COOKIE ORDER Edit ✓

	QTY	AMOUNT
Thin Mints®	5	\$30.00
AdventureTus®	5	\$30.00
Trefoli®	5	\$30.00
Subtotal		\$90.00
In-Person Delivery		FREE
TOTAL		\$90.00

PLACE ORDER

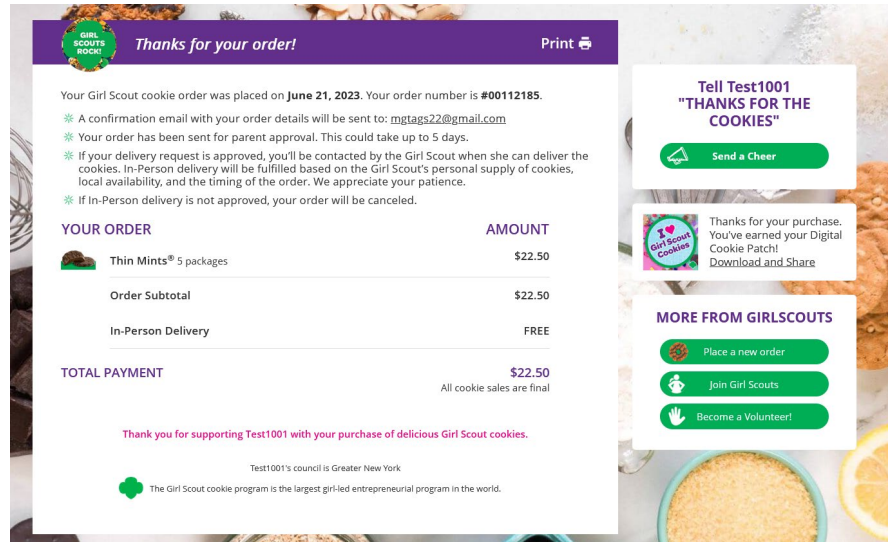
By clicking the PLACE ORDER button, I agree to be bound by the Terms of Use and Privacy Notice.

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.

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

Digital Cookie®

Step 4: Customers then see an order confirmation screen.



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

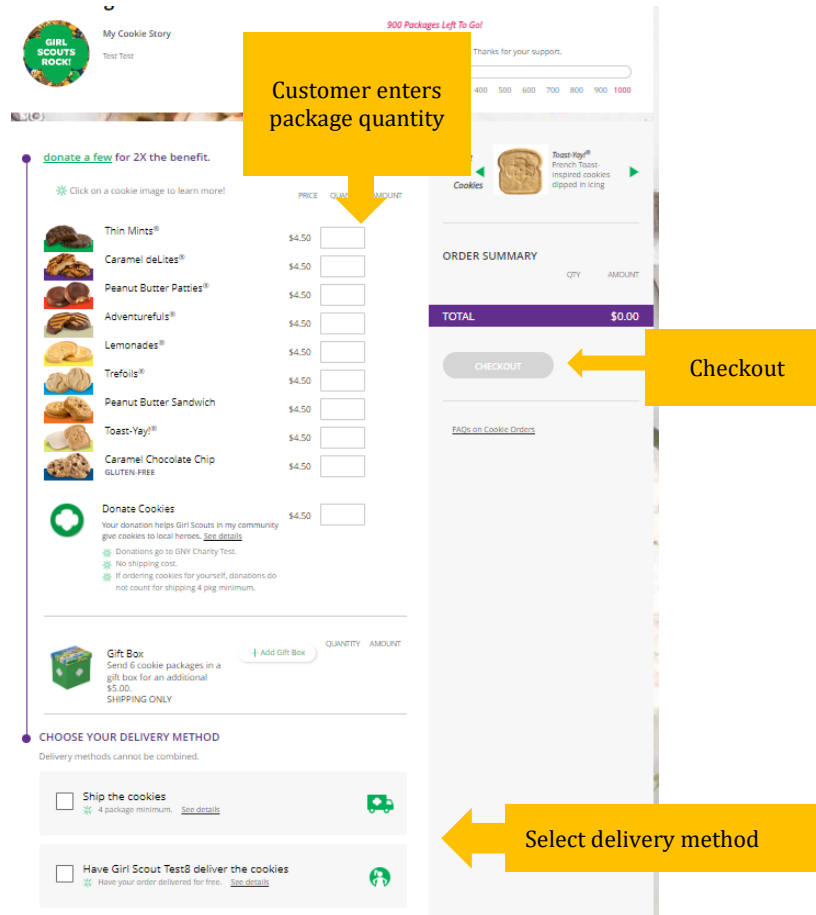
The first is an order confirmation letting them know that their order is pending approval from the parent. If the order is a donation or contains a donation, the emails will reflect that as well. Then an email is sent indicating the order has been approved. If the order has been declined, an email is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

Digital Cookie®

Customer Experience: Shipped Order

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

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



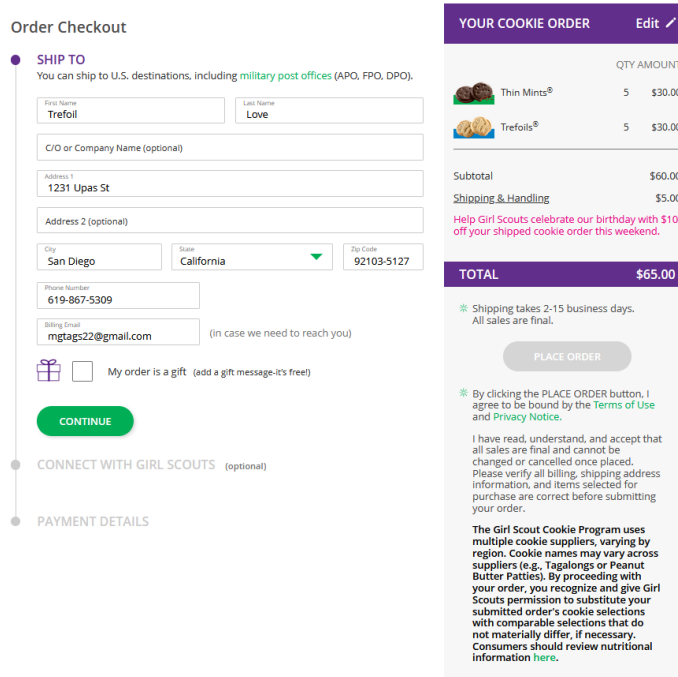
The screenshot shows the Digital Cookie website interface. At the top, there's a "My Cookie Story" section with a "Test Test" button and a "900 Packages Left To Go!" notification. Below this is a "donate a few for 2X the benefit." section with a list of cookies and their prices. A yellow arrow points to the quantity input field for "Thin Mints®" with the text "Customer enters package quantity".

	PRICE	QTY	AMOUNT
Thin Mints®	\$4.50	<input type="text"/>	
Caramel deLites®	\$4.50	<input type="text"/>	
Peanut Butter Patties®	\$4.50	<input type="text"/>	
Adventurefuls®	\$4.50	<input type="text"/>	
Lemonades®	\$4.50	<input type="text"/>	
Trefoils®	\$4.50	<input type="text"/>	
Peanut Butter Sandwich	\$4.50	<input type="text"/>	
Toast-Yay®	\$4.50	<input type="text"/>	
Caramel Chocolate Chip	\$4.50	<input type="text"/>	
GLUTEN FREE			
Donate Cookies	\$4.50	<input type="text"/>	

Below the cookie list is a "Gift Box" section with a "Add Gift Box" button. At the bottom, there's a "CHOOSE YOUR DELIVERY METHOD" section with two options: "Ship the cookies" and "Have Girl Scout Testa deliver the cookies". A yellow arrow points to the "CHECKOUT" button with the text "Checkout". Another yellow arrow points to the "CHOOSE YOUR DELIVERY METHOD" section with the text "Select delivery method".

Digital Cookie[®]

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



Order Checkout

SHIP TO
You can ship to U.S. destinations, including [military post offices](#) (APO, FPO, DPO).

First Name: Last Name:

C/O or Company Name (optional):

Address 1:

Address 2 (optional):

City: State: Zip Code:

Phone Number:

Billing Email: (in case we need to reach you)



☐ My order is a gift (add a gift message-it's free!)

CONTINUE

CONNECT WITH GIRL SCOUTS (optional)

PAYMENT DETAILS

YOUR COOKIE ORDER [Edit](#)

	QTY	AMOUNT
 Thin Mints [®]	5	\$30.00
 Treats [®]	5	\$30.00
Subtotal		\$60.00
Shipping & Handling		\$5.00
TOTAL		\$65.00

PLACE ORDER

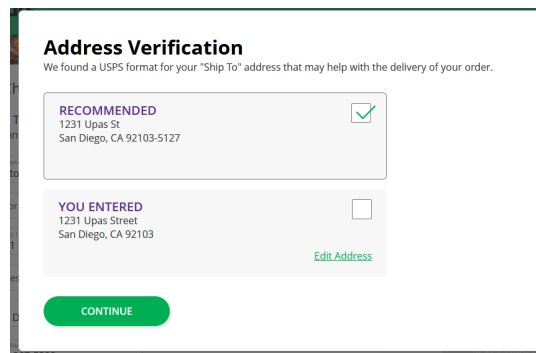
* Shipping takes 2-15 business days. All sales are final.

* 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, shipping address information, and items selected for purchase are correct before submitting your order.

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

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



Address Verification

We found a USPS format for your "Ship To" address that may help with the delivery of your order.

RECOMMENDED ☒

1231 Upas St
San Diego, CA 92103-5127

YOU ENTERED ☐

1231 Upas Street
San Diego, CA 92103

[Edit Address](#)

CONTINUE

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

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

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

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

Digital Cookie[®]

The Extras

In this section you will instructions for those aspects of the Digital Cookie platform that are not a requirement but serve as an extra to your Girl Scout's cookie program.

- Track Your Goal
- Closing Your Site
- Cheers
- My Rewards
- Entrepreneur Pins and Badges
- Learning Center
- Digital Cookie Help Center

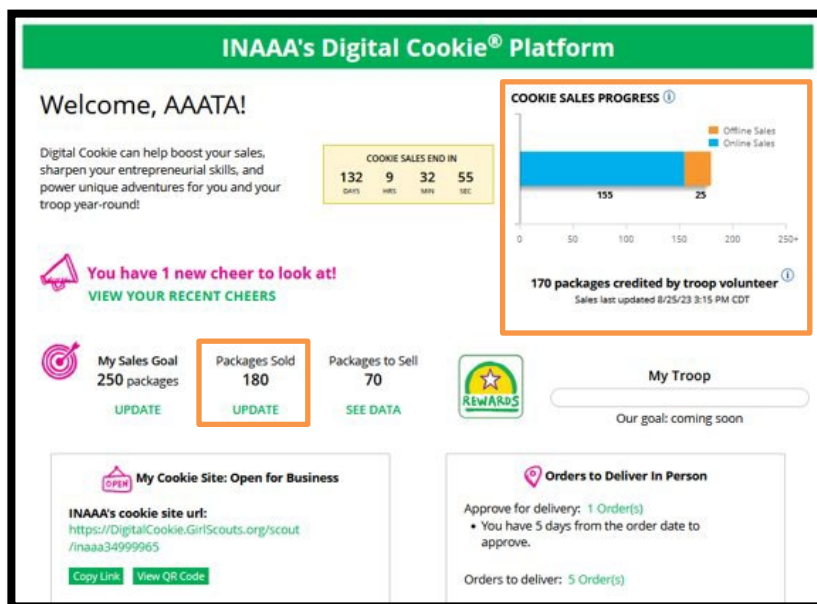


Digital Cookie®

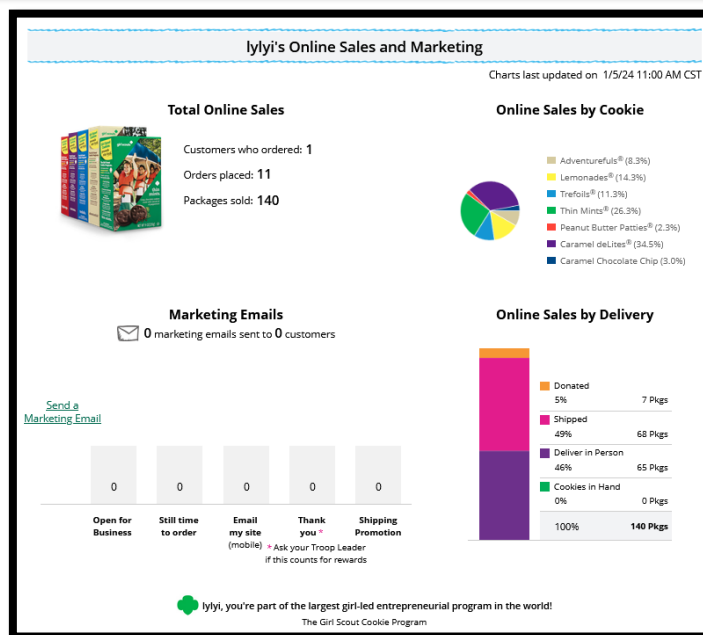
Track Your Goal

After you've registered, set up your site, and invited customers to your Digital Cookie page it's time to track your progress throughout the cookie season!

View 1: On your Home tab, you can get a quick glance of your Online Sales and Offline Sales progress in the Cookie Sales Progress bar. Update your sales goal, update your offline packages sold (or use the My Cookies tab):



View 2: Scroll to the bottom of the Home Tab to view an assortment of graphs to keep track of online sales by cookie variety, online sales by delivery, total online sales, and the # of marketing emails your Girl Scout has sent.



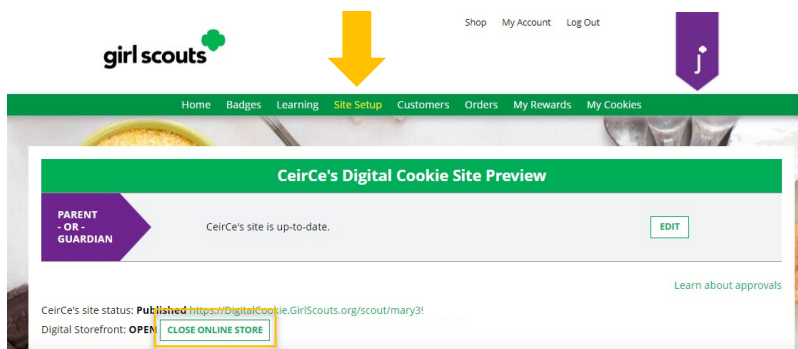
Digital Cookie®

Closing Your Site: In-Season

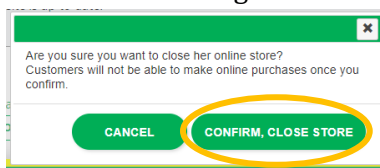
If you aren't actively promoting your site, chances are that you won't get sales. But, if you need to be sure that no one can access your store and purchase more cookies, you do have the ability to turn the site off to customers.

Step 1: Navigate to the Site Setup tab

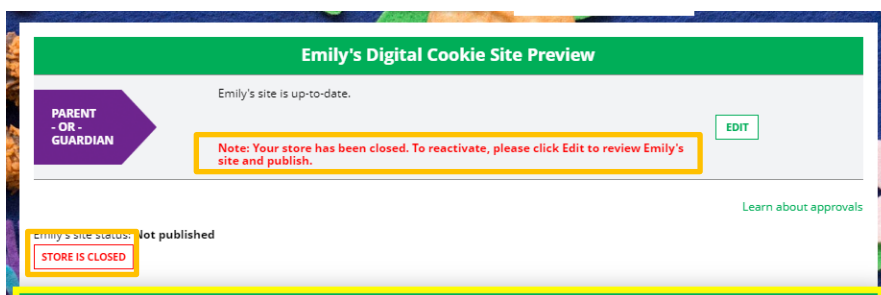
Then, click on the "Close Online Store"



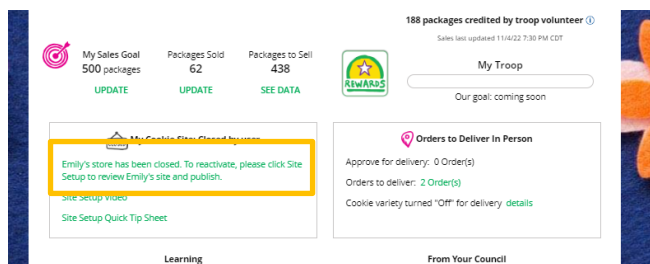
Confirm that you want to close the Girl Scout's Digital Cookie Store.



Step 2: The site will show as closed on both the Site Setup page:



And the dashboard on the Home page will also indicate her store is closed.

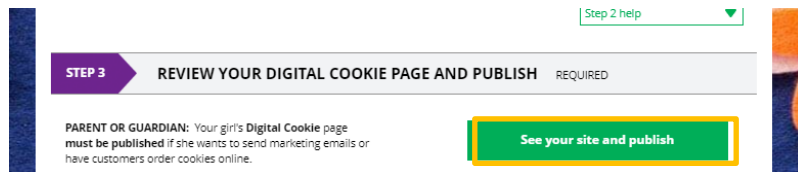
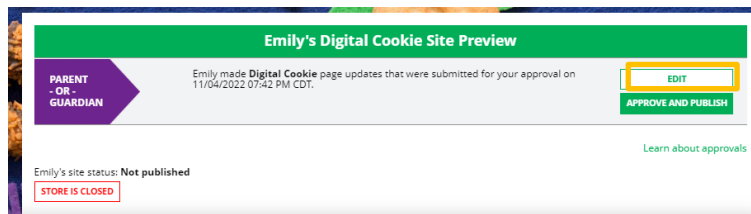


Digital Cookie[®]

Step 3: 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 is not currently taking orders.

Step 4: If you need to reactivate the Girl Scout's Site, simply navigate back to the Site Setup tab, and click "Edit."

Then scroll down to the bottom of the Girl Scout's Site Setup page to click the green "See your site and publish" button to review her site and publish it. It will be active for customers again in minutes.



Closing Your Site: Reward Selections

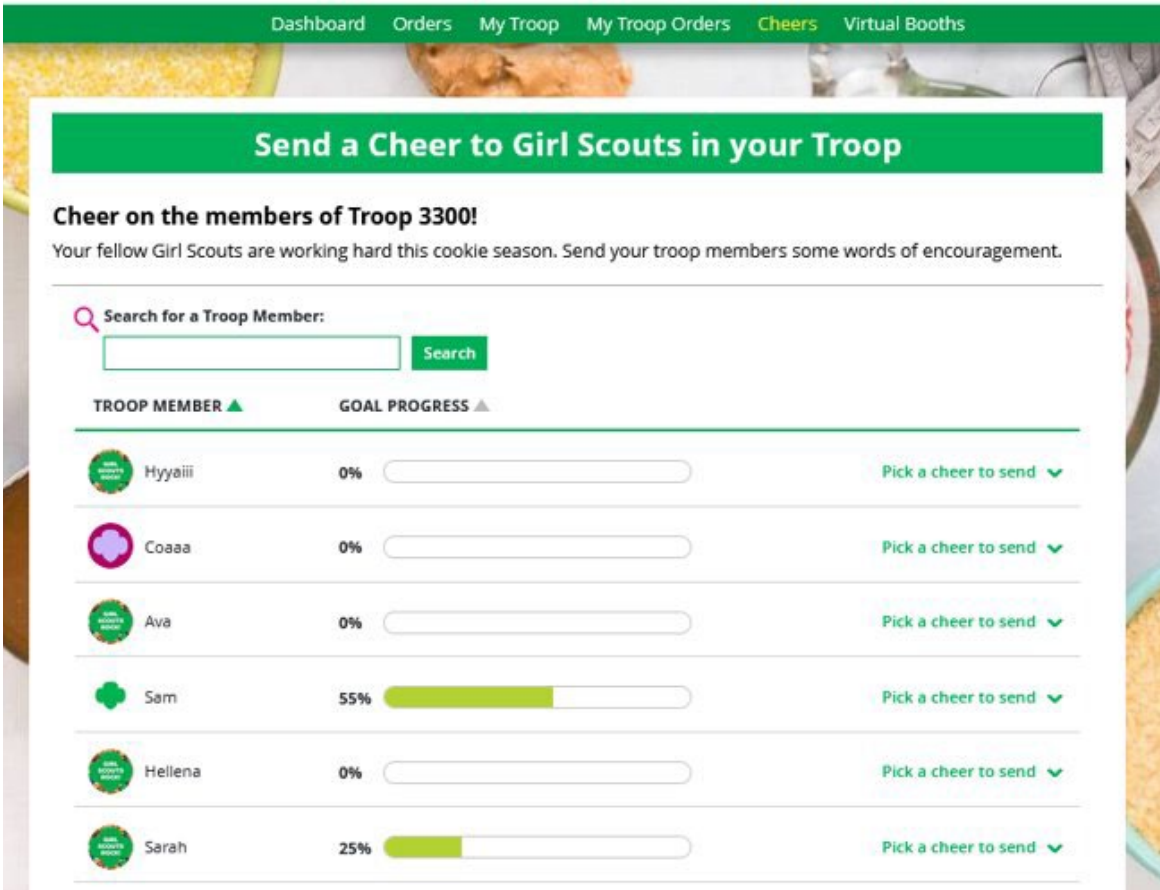
We know how important it is for you to receive your hard-earned cookie rewards. When wrapping up your sale, don't forget to:

- Select your Girl Scouts Rewards in Digital Cookie by the posted deadline.
- Inform your Troop Leader after their rewards have been selected. The rewards aren't officially submitted until your Troop Leader has added your reward selections into Smart Cookies.

Digital Cookie[®]

Cheers

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. Head to their dashboard to view new Cheers or send a Cheer. You can also select the Cheers tab to view sales progress for other members of the troop.









Send a Cheer to Girl Scouts in your Troop

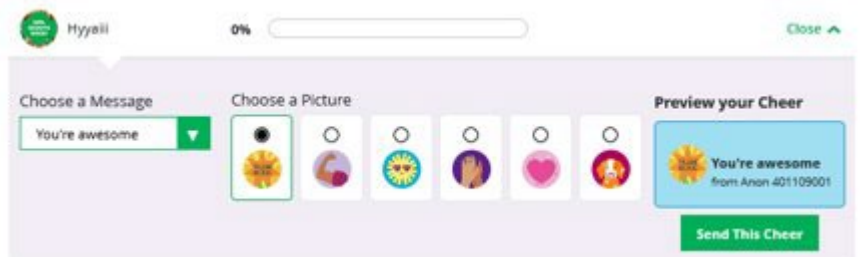
Cheer on the members of Troop 3300!

Your fellow Girl Scouts are working hard this cookie season. Send your troop members some words of encouragement.

Search for a Troop Member:

TROOP MEMBER ▲	GOAL PROGRESS ▲	
 Hyyaliii	0% <input type="text"/>	Pick a cheer to send ▼
 Coaaa	0% <input type="text"/>	Pick a cheer to send ▼
 Ava	0% <input type="text"/>	Pick a cheer to send ▼
 Sam	55% <div><div></div></div>	Pick a cheer to send ▼
 Hellena	0% <input type="text"/>	Pick a cheer to send ▼
 Sarah	25% <div><div></div></div>	Pick a cheer to send ▼

Click the drop down next to the Girl Scout to view the message and picture options, then preview and send your Cheer to that Girl Scout.








 Hyyaliii 0% [Close ▲](#)


Choose a Message

▼

Choose a Picture

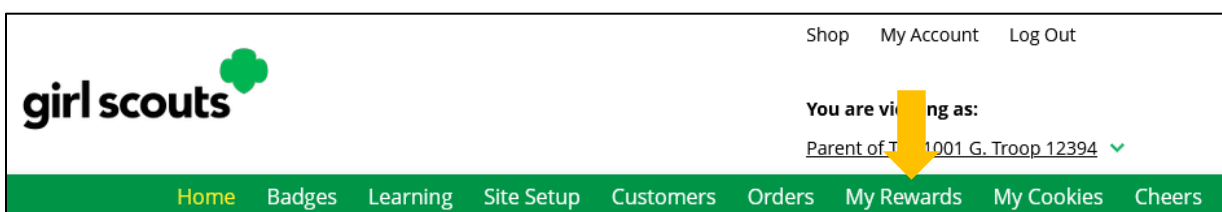
Preview your Cheer

 **You're awesome**
from Anon 401109001

Digital Cookie[®]

My Rewards

Girl Scouts can see the rewards they can earn for selling cookie packages, get more details about each reward, and select which ones they want when they unlock a new reward level.



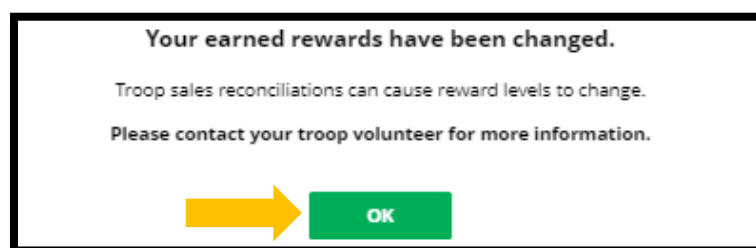
To access the information and see what rewards are available, click the “My Rewards” tab in Digital Cookie. Girl Scouts can see what rewards are available at various packages sold levels AND if the council offers other types of rewards from Digital Cookie sales or emails, they would be displayed here also.

Girl Scouts can also see where their cookie goal and progress towards the rewards! Click on the down arrow on the right side to see the reward. If it’s locked, the Girl Scout hasn’t yet sold enough packages. As Girl Scouts earn a reward, they will see a message on their “My Rewards” tab.

The sales totals for the rewards the Girl Scout has earned comes from total number of cookies the troop volunteer has transferred to the Girl Scout along with their online sales from Digital Cookie. Check with the troop volunteer if you believe the information is incorrect.

When they earn a new reward, they can select if there is more than one choice at that level. They can also indicate the size they want if available. *Selections can be changed at any time prior to the rewards due date, found on the top of the screen.*

If the troop volunteer needs to adjust the record of sales, it could impact the Girl Scout’s rewards. Should that happen, the Girl Scout would see a message letting them know that rewards had changed.



After the rewards deadline has passed, Girl Scouts can still view the rewards that they earned but can’t make any edits to their choices. **The Troop Leader will use the Girl Scouts rewards selections found in Digital Cookie and will submit them in the Troops Smart Cookies for the final Reward Order.**


Digital Cookie®

Cookie Entrepreneur Pins/Badges


While you are logged in to Digital Cookie, click the tab for “Badges” to be taken to the Cookie Entrepreneur Family Pins and Cookie Business badges.



The page will display the Cookie Entrepreneur Family Pins and the Cookie Business badges appropriate to your Girl Scout’s grade level. Read the overview of the steps or check with the troop volunteer.



Year 1


Girls work with their family to earn the Cookie Entrepreneur Family pin to strengthen skills and partner with her family. Adults look for the  throughout for special ways you can help!

Purpose: By completing these steps and earning the pin, girls will learn the key skills to cookie success with support from their family.

Steps to complete “Entrepreneur Pin”


As you complete the steps in any order to earn this award, mark the box to show your progress.

- ☒ STEP 1 Go for the goal
- ☐ STEP 2 Find more customers
- ☒ STEP 3 Be a money master
- ☐ STEP 4 Make your pitch
- ☒ STEP 5 Think like a Girl Scout



Year 2

NEW! Girls who completed the Year 1 pin last year can earn the Year 2 pin for their age level. If your family didn’t get a chance to earn the pin last year, you can still earn the Year 1 pin this year.

Girls will work with their families to earn the Cookie Entrepreneur Family pin to strengthen skills as they complete the requirements in Year 1 and Year 2. Adults look for the  throughout for special ways you can help!

Purpose: By completing these steps and earning the pin, girls will learn the key skills to cookie success with support from their family.

Steps to complete “Entrepreneur Pin”

As you complete the steps in any order to earn this award, mark the box to show your progress.

- ☒ STEP 1 Go for the goal
- ☒ STEP 2 Find more customers
- ☐ STEP 3 Be a money master
- ☐ STEP 4 Make your pitch
- ☐ STEP 5 Think like a Girl Scout

Check the box when the activity is finished.

Click on a step.

After completing all the steps, a star will appear at the end of the progress bar and they will get a message of congratulations!

Once the Girl Scout has completed their badge or pin, it will display in color on their home page.



Learning



- Cookie Pin & Badges
- Cookie Planning
- Cookie Sales

Girl Scouts should let their leaders know when they complete the badge or pin.



My Cookie Customers

Part of your cookie business is meeting customers. Find out how to get new customers and keep them coming back!

Purpose: When I’ve earned this badge, I will know how to find new customers and talk to them about my cookie business.

Steps to complete “My Cookie Customers”

As you complete the steps in any order to earn this award, mark the box to show your progress.

- ☒ STEP 1 Learn about Girl Scout Cookies®
- ☒ STEP 2 Decide how to use your cookie money
- ☒ STEP 3 Find customers
- ☒ STEP 4 Handle money and make change
- ☒ STEP 5 Connect with customers

Get full badge requirements

Congratulations!
Great job! You’ve earned your My Cookie Customers Badge! Get the badge [here!](#)



Cookie Decision Maker

Being a decision maker is one of the ways you learn to think like an entrepreneur! To make a decision, you find out what your options are, learn about them, and work with your team to choose what to do. Then you make it happen!

Purpose: When I’ve earned this badge, I will know how to make decisions that help my cookie business succeed.

Steps to complete “Cookie Decision Maker”

As you complete the steps in any order to earn this award, mark the box to show your progress.

- ☒ STEP 1 Get to know your Girl Scout Cookie® business
- ☐ STEP 2 Decide on your giving goal
- ☐ STEP 3 Build your team
- ☐ STEP 4 Practice handling money and tracking sales
- ☐ STEP 5 Show your cookie spirit!

Get full badge requirements

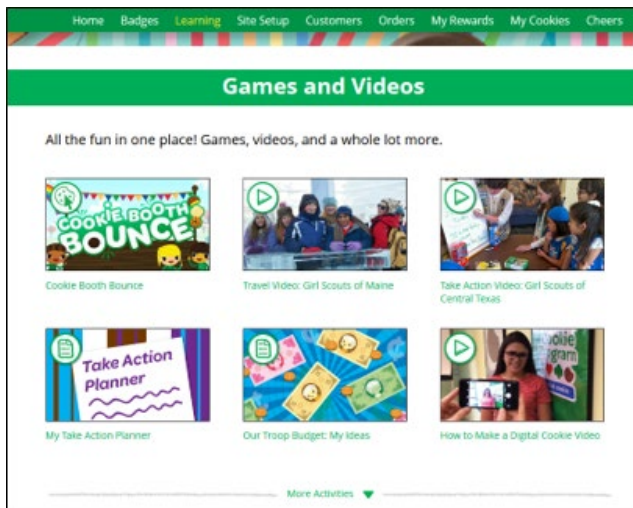
Digital Cookie®

Learning Center

Digital Cookie offers a variety of learning opportunities for your Girl Scout, right in the site. Select the Learning tab at the top of your page to view the learning opportunities built into the site.



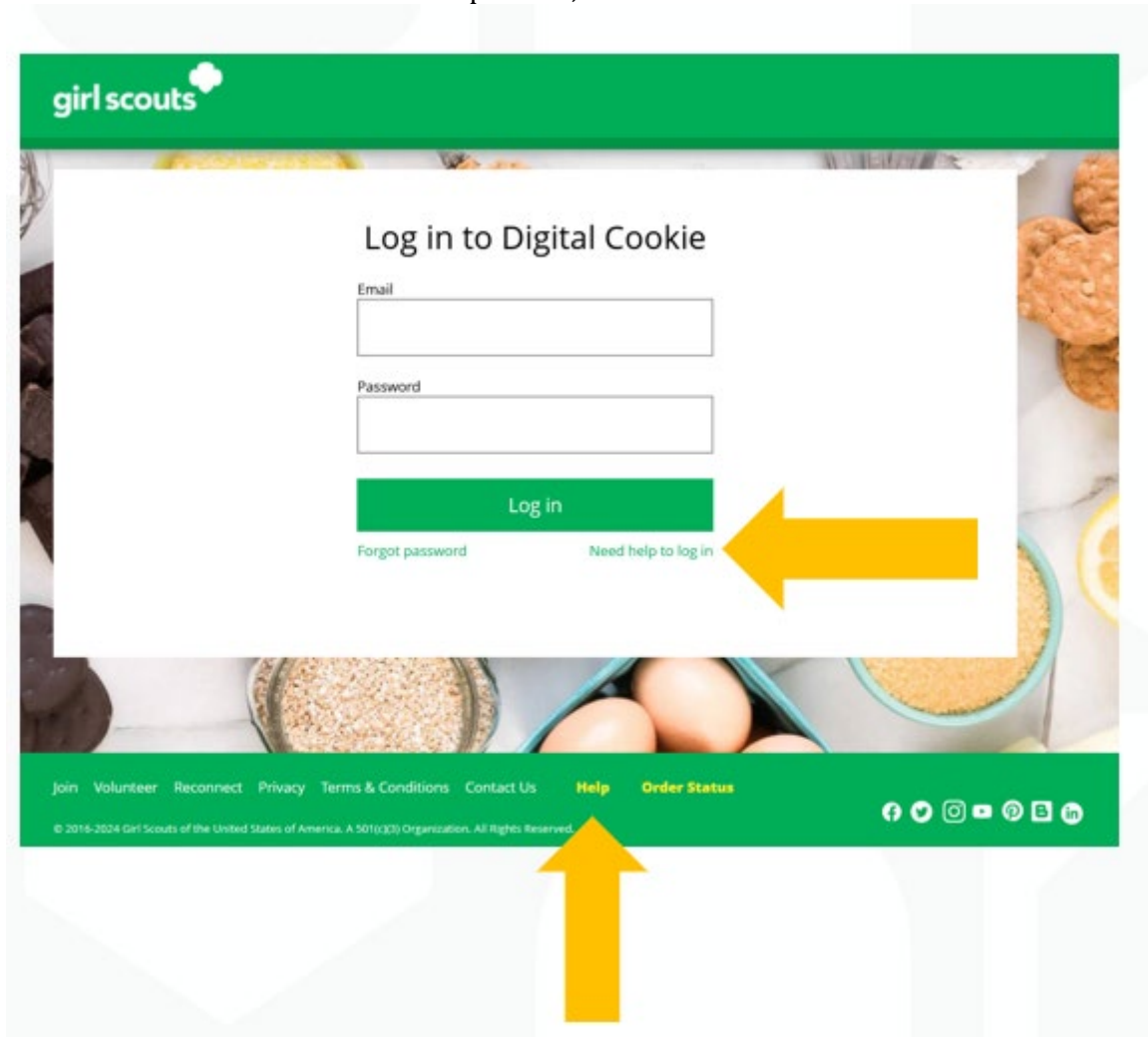
Within the Learning Center you will have opportunities to play educational and fun games, view videos, and learn how to be an entrepreneur! Your Girl Scout can be inspired by the stories from their fellow Girl Scouts about their take action projects and travels.



Digital Cookie®

Digital Cookie Help Center


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





Digital Cookie®

Select which role and category you need support on.

Help


Parents and Girl Scouts


Volunteers


Your Customers

Account setup

- registration • settings • password
- [see FAQs](#)

Cookie site setup

- set goals • your girl's story • approvals
- [see FAQs](#)

Customer records

- import • add/delete • send emails
- [see FAQs](#)

Cookie orders

- details • approve • order types
- [see FAQs](#)

Mobile app

- orders • approvals • credit cards
- [see FAQs](#)

My rewards

- view rewards • select rewards
- [see all FAQs](#)

Badges and learning


- how to earn • games and videos
- [see FAQs](#)

Quick tip instructions

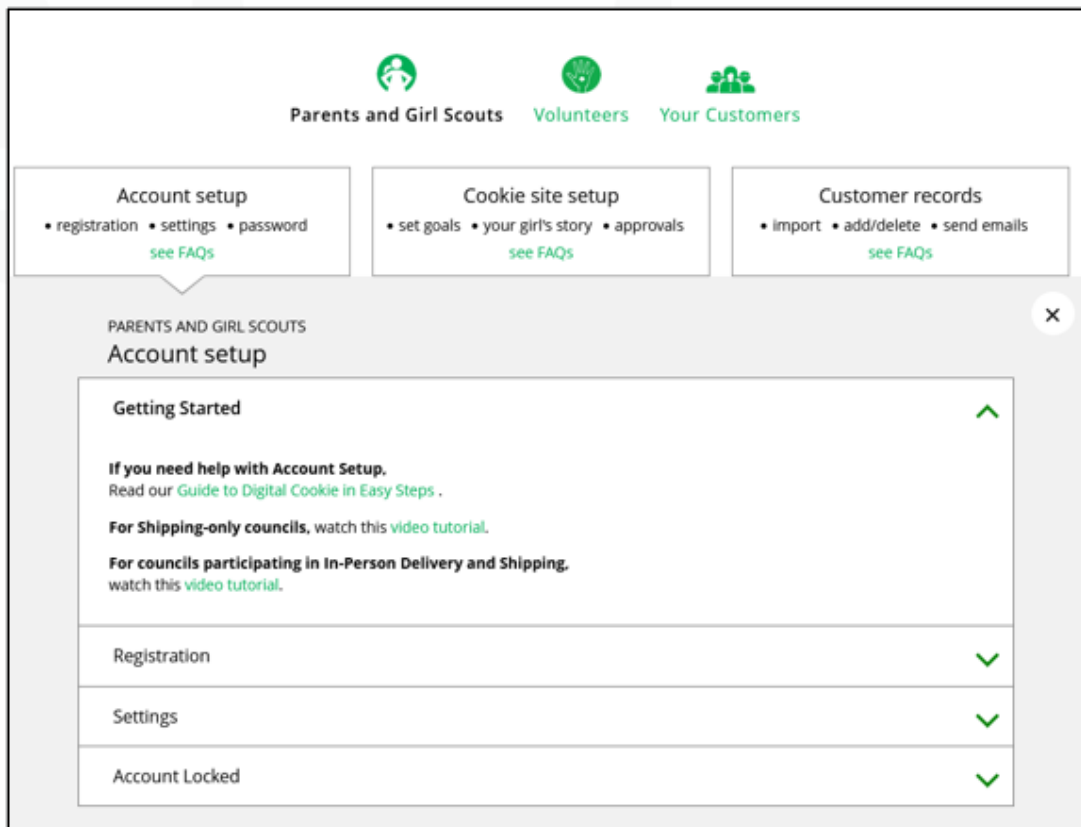
- various topics • step-by-step pdfs
- [see list](#)

Quick tip videos

- various topics • short videos
- [see list](#)

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


Digital Cookie®





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


Digital Cookie[®]

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

Help


Parents and Girl Scouts


Volunteers


Your Customers

Account setup

- registration
- settings
- password

[see FAQs](#)

Cookie site setup

- set goals
- your girl's story
- approvals

[see FAQs](#)

Customer records

- import
- add/delete
- send emails

[see FAQs](#)

Cookie orders

- details
- approve
- order types

[see FAQs](#)

Mobile app

- orders
- approvals
- credit cards

[see FAQs](#)

My rewards

- view rewards
- select rewards

[see all FAQs](#)

Badges and learning

- how to earn
- games and videos

[see FAQs](#)

Quick tip instructions


- various topics
- step-by-step pdfs

[see list](#)

Quick tip videos


- various topics
- short videos

[see list](#)

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




Digital Cookie®

Contact Us	Tutorials
<p>Account Management</p> <ul style="list-style-type: none"> • Registration • Locked account / Password reset • Incorrect account information <p>Cookie Page Setup</p> <ul style="list-style-type: none"> • Cookie page setup <p>My Cookie Customers</p> <ul style="list-style-type: none"> • Customer list • Marketing emails <p>My Cookie Orders</p> <ul style="list-style-type: none"> • Order details • Order issues • Mobile app 	<p>FAQs</p> <ul style="list-style-type: none"> • FAQs on all topics <p>Additional Topics</p> <ul style="list-style-type: none"> • eBudde™ • System errors • Other questions or issues <p>How are we doing?</p> <div>  <p>Share ideas & feedback</p> </div>

4 EASY STEPS
to Get Started with Digital Cookie

Learn About Cookie Orders

How to Use Your Troop Dashboard

Tip sheets

Live Chat

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

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