

# 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](mailto: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 Digital Cookie where you can log in or go to [digitalcookie.girlscouts.org](https://digitalcookie.girlscouts.org) and log in.



You have an order waiting to be approved for delivery!

Dear Emily,

Good news! Ayla has new cookie orders pending approval for in-person delivery. Can you please review the request?

Here's what comes next:

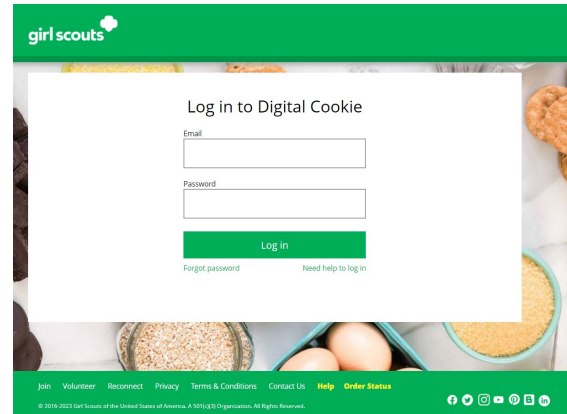
- You have five days to approve each order, or it will automatically switch to either a donation or a cancellation, depending on what the customer specified as the secondary option when placing the order.

Before you approve the order, please:

- Make sure the person you're delivering to is a trusted contact.
- Confirm that you and your Girl Scout can safely deliver to the required location.
- Make sure you and your Girl Scout have the correct amount and type of cookies the customer ordered, or that you can get them in time to fulfill the delivery. If you have any questions about inventory, your family should contact your troop cookie manager.

Thank you,

Girl Scout Cookie Program  
Girl Scouts Heart of Pennsylvania



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



**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, Hancock, MA	12/02/2019	4
<input type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, Cincinnati, 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.*

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**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”.



**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”

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, Hancock, MA	12/02/2019	4
<input checked="" type="checkbox"/> 05073570	6	Joseph Matimora	Joseph Matimora	14280 SE Fisher Way, Apt 10D, Cincinnati, OH	12/02/2019	4

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:



**Approve Delivery for Cookie Orders**

Orders selected: 2

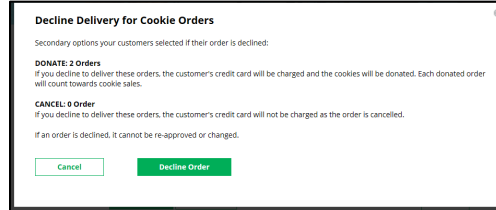
**Items to check before you approve order delivery for Jennifer:**

- 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!

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



2. 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”.



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

3. 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. Approve Now

**Order Detail** Approve for Delivery

<p><b>Order Number:</b> 05749189</p> <p><b>Deliver To:</b> Cookie Monster</p> <p><b>Delivery Address:</b> 1231 Upas St San Diego, California 92103-5127</p> <p><b>Delivery Phone:</b> 619-867-5309</p> <p><b>Ordered From:</b> My Cookie Website</p> <p><b>Order Paid By:</b> Cookie Monster</p> <p><b>Billing Email:</b> mgtags22@gmail.com</p> <p><b>Billing Phone:</b> 619-867-5309</p>	<p><b>Order Status:</b> Needs Approval</p> <p><b>Order Type:</b> In-Person Delivery</p> <p><b>Order Date:</b> 9/1/2023 7:57 PM CDT</p> <p><b>Secondary Delivery Option:</b> Cancel Order</p> <p><b>Approved to Deliver:</b> Pending Decision</p> <p><b>Order Delivered:</b></p>
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**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
<b>Order Total:</b>	<b>\$30.00</b>
<b>Added to sales goal:</b>	<b>6 pkgs</b>

**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!

Decline Order

Approve Order

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**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.”

**2 Orders to deliver**  
Click on a name to mark when the cookies were delivered. ⓘ

Select all    Order Delivered    Export Orders    Show 5 Items ▾

**OR**

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

Select all →  Select all

Select a customer →  05073376

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

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**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	<span>i</span> Order Type	In Customer List
<input checked="" type="checkbox"/>	<a href="#">View</a>	Nina Smith	00112249	10	6/26/2023	Shipped	
	<a href="#">View</a>	Jasmin Winter	00112247	7	6/26/2023	In Person	<input checked="" type="checkbox"/>
	<a href="#">View</a>	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 the baker software after you have approved delivering the order.

*While in the site checking on orders, girls can add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Along the way, your Girl Scout will pick up some good cookie program tips!*