

Order Received (In-Person Delivery)

Congratulations! Your Girl Scout received an order and the customer requested the order to be delivered by your Girl Scout. The below steps will walk you through what needs to happen prior to delivering the cookies.

Step 1: Receive Reminder Email

If a customer placed an In-Person Delivery order and it was not 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!" letting you know your Girl Scout has received an order for delivery. Hooray!

Step 2: Log into Digital Cookie

Click the button "Log In Now" in the email. That will take you to Digital Cookie where you can log in or go to <u>digitalcookie.girlscouts.org</u> and log in.

Step 3: View Orders

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



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.

Step 4: Determining whether to approve or decline the order

	Di	igital Coc	okie Orde	rs to De	liver	
Running a Keep track of w			roved, and when it's	delivered.		
	o approve	e for delivery i	•			
Click on a name	e to see all the	e details about the o	rder. Then "Approve"	or "Decline" the or	der.	
		e details about the o		or "Decline" the or	der.	
Click on a name	e to see all the Approve O			or "Decline" the or	Г	Show 5 Items 🔍
Select all	Approve O				[Show 5 Items
Select all in view	Approve O Cookie Pkgs	rder Decline Ord	der	Delivery Address	Order Date	

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What to 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 5: Approving or Declining an Order

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"

	Select all In view	pprove Or	der Decline Orde	er		[Show 5 Items 🗸
	Order # Co	okie Pkgs	Paid by	Deliver to	Delivery Address	Order Date	Days left to Approve
eck	✓ 05073568	6	Jane-Anne Cathcart	Jane-Anne Cathcart	135 Main St, Hanc ock, MA	12/02/2019	4
	05073570	6	Joseph Matimora		14280 SE Fisher Way, Apt 10D, cin cinati, 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
Once you approve or decline you can't change the action and an email is deployed to the customer.	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

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

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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:

Decline Delivery for Cookie Orders	C
Secondary options your customers selected if their order is declined:	
DONATE: 2 Orders If you idedline to deliver these orders, the customer's credit card will be charged and the cookies will be donated. Each donated orde will count towards cookie states.	r
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	

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".

Select all in view	Approve Order	Decline Order			Show 5 Items
Order #	Cookie Pkgs	Paid by	Deliver to	Delivery Address Order Dat	e 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.

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

< Back to cookie order list				
ACTION ITEM: Che	eck your cookie inventory and delivery	address before you approve deliv	ery.	Approve I
Order Detail	Approve for Delivery			
Order Number:	05749189	Order Status:	Needs Approv	/al
Deliver To:	Cookie Monster	Order Type:	In-Person Del	ivery
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 Decis	ion
Order Paid By:	Cookie Monster	Order Delivered:		
Billing Email:	mgtags22@gmail.com			
Dillion St	619-867-5309			
Billing Phone:	015-005-5505			
Billing Phone:		Order Si	ımmarv	
Cookies Selected		Order Su		\$30.00
Cookies Selected		Purchased P		
Cookies Selected	ⁿ , 2 pkęs Juls ^a , 2 pkęs		ackages: 6	\$30.00
Cookies Selected	ⁿ , 2 pkęs Juls ^a , 2 pkęs	Purchased P Subtotal:	ackages: 6 elivery:	\$30.00 Free
Cookies Selected	ⁿ , 2 pkęs Juls ^a , 2 pkęs	Purchased P Subtotal: In-person De	ackages: 6 elivery:	\$30.00 \$30.00 Free \$30.00 6 pkgs
Cookies Selected	⁹ , 2 pkgs Uls ^a , 2 pkgs pkgs	Purchased P Subtotal: In-person De Order Total :	ackages: 6 elivery:	\$30.00 Free \$30.00
Cookies Selected Thin Mints Adventured Trefoils ⁹ , 2 Approve or Decline	⁹ , 2 pkgs Uls ^a , 2 pkgs pkgs	Purchased P Subtotal: In-person De Order Total :	ackages: 6 elivery:	\$30.00 Free \$30.00
Cookies Selected	⁸ , 2 pkgs Luis ⁸ , 2 pkgs pkgs Delivery pprove order delivery for Sam: nand or can obtain them from your tro	Purchased P Subtotal: In-person Dr Order Total: Added to sa	ackages: 6 elivery:	\$30.00 Free \$30.00



Step 6: Orders to Deliver

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

2 Orders to Click on a name		ne cookies were deli	ivered. (i)	
Select all	Order Deliver	ed Export Order	rs	Show 5 Items
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
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 7: Marking Orders as Delivered

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	2 Orders to Click on a name		e cookies were deli	vered. (j)	
all	Select all	Order Delivere	ed Export Order	S	Show 5 Items 🛛 🗸
	OR Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
Select a	05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019
customer	05073568	6	Jane-Anne Cathca	rt 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.



Step 9: Adding Customer to the Contact List in Digital Cookie

If the customer is not in the Digital Cookie contact list, your Girl Scout can check the box in front of the customer's name and click "Add to Customer List." Then, the customer is added to the list and the Girl Scout can send thank-you emails this year and marketing emails next year for repeat business.

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	V

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, Girl Scouts 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!