

Girl Scouts of Northern Illinois 2024 Digital Cookie Manual



What is Digital Cookie?

The Digital Cookie (<https://digitalcookie.girlscouts.org/login>) is a program developed by GSUSA in conjunction with Little Brownie Bakers which allows Girl Scouts to create a customized website, send emails to customers, and take online orders for cookies. Customers order and pay for cookies online and then have the option for the cookies to be shipped directly to them (shipping charges apply), have the Girl Scout deliver the cookies or donate cookies with no additional handling fees. Digital Cookie may also be referred to as DC24, DC24 Cloud, and orders are labeled in eBudde™ as DOC for Digital Order Card.

There is no requirement for Girl Scouts to participate in Digital Cookie. However, Digital Cookie provides the opportunity for Girl Scouts to learn more about e-commerce and running a business in today's world. The decision to participate in Digital Cookie is a Girl Scout/family decision. It is not a decision that has to be made as a whole troop. However, the Troop Cookie Chair must follow the proper steps to give credit for any packages sold by any Girl Scout in the troop utilizing Digital Cookie.

Features for Digital Cookie

- **NEW** Girl Scouts/Parents enter Initial Order into Digital Cookie on My Cookies tab and transfers to eBudde™.
- OCR card scanning and QR code are available with Digital Cookie Mobile App!
- Gift boxes are available for shipped orders!
- Minimum order of 4 packages of cookies for shipped orders.
- No extra cost to customer for cookies ordered for Girl Delivery or Donation!
- Badges and Cookie Entrepreneur Family pin requirements viewable (level appropriate) for Girl Scouts to earn!

For even more details, Digital Cookie tip sheets and videos
will be linked throughout this manual
and are also available
at www.girlscoutsni.org/cookieresources and [Rallyhood](#).

Troop Dashboard

Using the different tabs in Digital Cookie Troop Cookie Chair can view Digital Cookie orders and progress of the troop. Links: [Troop Dashboard tip sheet](#), [Troop Dashboard video](#)

Dashboard	Orders	My Troop	My Troop Orders	Cheers	Virtual Booths
Dashboard	Digital Cookie landing page with Troop Link information, troop progress, and reports.				
Orders	Not used by GSNI.				
My Troop	Status of Girl Scouts' sites in the troop.				
My Troop Orders	View orders placed through Girl Scouts in the troop.				
Cheers	Send encouraging cheers to Girl Scouts in the troop.				
Virtual Booths	Manage Virtual Cookie Booths in combination with Troop Link.				

Girl Scout Dashboard

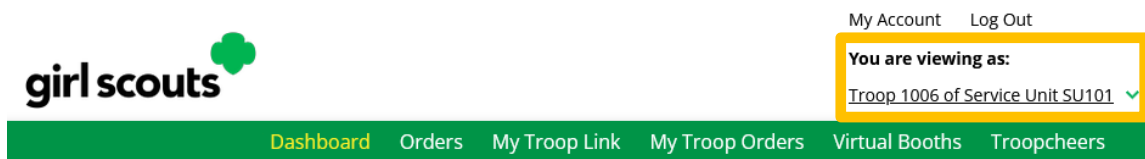
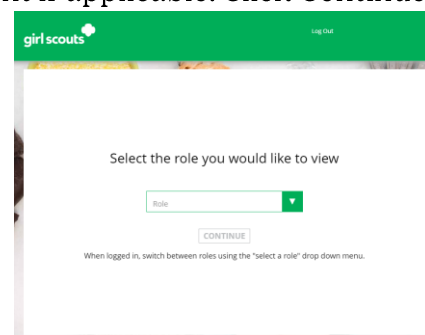
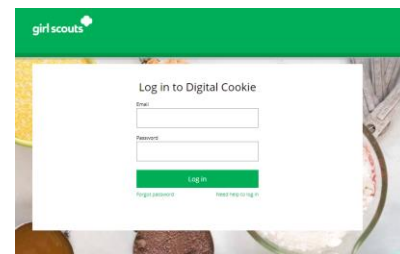
Using the tabs in Digital Cookie, Girl Scouts with their parent, can manage their Cookie Business!

Link: [Girl Scout Dashboard](#)

Home	Badges	Learning	Site Setup	Customers	Orders	My Rewards	My Cookies	Cheers
Home	Digital Cookie landing page with site information, progress, and announcements.							
Badges	Earn Digital Cookie badges and pins.							
Learning	Games, videos, and helpful resources to help Girl Scouts through the program.							
Site Setup	Set-up and publish a Girl Scouts Digital Cookie site.							
Customers	Manage customer list and send marketing emails.							
Orders	Manage all Digital Cookie orders.							
My Rewards	View reward options and progress towards rewards.							
My Cookies	Enter Initial Order and keep track of package inventory and financials.							
Cheers	Send encouraging cheers to other troop members.							

Volunteer Login

- A registration email will be sent from the Girl Scout Cookies (email@email.girlscouts.org) on Wednesday, January 3. Troop Cookie Chairs will receive this email the same day as parents. If not the parent of a Girl Scout, you will still receive an email as a volunteer.
 - Click on “Register Now” in the email.
 - Create a password for your Digital Cookie login.
 - Login to Digital Cookie. Use the email address where the registration email was received and the password just created.
- If you are also the parent of a Girl Scout under 13 years old, you will next watch the “Safe Selling for Smart Cookies” safety video. Please note, you cannot proceed any further until you have viewed the video.
- Read and accept the Terms and Conditions as a volunteer and also as a parent if applicable. Click Continue.
- If you are also the parent of a Girl Scout, next you will see the Girl Scout pledge. See Girl Scout Site Registration below for further instructions on registering your Girl Scout(s).
- If you have multiple roles (parent and Troop Cookie Chair), at each login you will see the role selector screen to direct you to the appropriate user. This could include parent of one or more Girl Scouts or more multiple troops listed.
 - If you have additional roles that do not show up on the drop down, please contact your SU Cookie Coordinator or a member of the Product Program Team for assistance.
- To switch between roles when logged in, simply use the menu near the top right of screen.



- Links: [Volunteer Login tip sheet](#), Digital Cookie login: <https://digitalcookie.girlscouts.org/login>

Girl Scout Site Registration

Girl Scouts under 13 years old

- A registration email will be sent from the Girl Scout Cookies (email@email.girlscouts.org) with the subject “It’s time to register your Girl Scout for Digital Cookie!” on Wednesday, January 3.
- Click on the pink “Register Now” button in the email.
- Create a password.
- Login to Digital Cookie. Use the email address where the registration email was received and the password just created.
- Parents watch and review the “Safe Selling for Smart Cookies” video with their Girl Scout. Please note, you cannot proceed any further until you have viewed the video.
- Read and accept the Terms and Conditions agreement. Click Continue.
- Parents read and review the “Girl Scout Safety Pledge” with their Girl Scout. Click Accept and Continue.
- Next you will activate your Girl Scout(s) for the Digital Cookie program. Click to activate and update their preferred name if desired. A “Girl Email” is not entered for Girl Scouts under 13 years old as the parent is the “owner” of the site and Girl Scouts will login in partnership with their parent. For Girl Scouts 13+ years old, see below.
- After activating your Girl Scout(s), click “Access Site” to be taken to your Girl Scout’s home page.
- Once completed, watch your inbox for a registration confirmation email and save this email where you can find it during cookie season!
- Links: [Site Registration \(under 13 years old\) tip sheet](#), [Site Registration video](#), Digital Cookie login: <https://digitalcookie.girlscouts.org/login>

Click to
activate
Girl Scouts

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

Girl Scouts 13+ years old

- If the parent wants their Girl Scout(s), 13+ years old, to have their own login/password, the parent has the option to register them with their own email at the activation step.
- Click the Active button next to the Girl Scout’s name 13+ years old.

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	---	---	---

Click to
Activate

ACCESS SITE

- Enter their preferred first name, if desired. Enter an email address for that Girl Scout and Save.

Girl Account

Victoria Roy

Preferred First Name:*
(or use a nickname)

Girl Email Address:
(optional)

Cancel Save

Enter Girl
Scout's Email
Address

- The Girl Scout will need to check their email inbox for an email from Girl Scout Cookies (email@email.girlscouts.org).
 - When received, simply click on the pink “Register Now” button to be sent to the Digital Cookie website to set-up a password.
 - The Girl Scout will need to complete the same steps of setting up a password as the parent completed.
 - Next, the Girl Scout will be taken to the “Safe Selling for Smart Cookies” video to view and then to the “Girl Scout Safety Pledge” to read, accept, and continue.
 - Links: [Site Registration \(13+ years old\) tip sheet](#), [Site Registration video](#), Digital Cookie login: <https://digitalcookie.girlscouts.org/login>
- Once these steps are complete, the Girl Scout will be taken to the home page of the site.

No Registration Email

To receive a Digital Cookie Registration email, a Girl Scout must be a registered Girl Scout for the 2023-2024 membership year with a current email address for their parent (primary caregiver). Volunteers must also be a registered Girl Scout member for the 2023-2024 membership year, completed a background check, and be assigned to volunteer role or Troop Leader or Troop Cookie Chair. Additionally, troop of the Girl Scout or Volunteer must be product ready and uploaded into eBudde™.

- First, if not found, the check your junk/spam/promotions folders for an email from “Girl Scout Cookies” (email@email.girlscouts.org).
- If still not found, go to the Digital Cookie login page and click “Need help to log in” link.

- The next screen will be a list of steps to try to register for Digital Cookie.
- Start by clicking on Request a Registration Email, enter the email used to register your Girl Scout and Submit.
- If your email is in the system, a message letting you know that you have been sent a registration email and it will be received within 15 minutes.
- If your email is not in the system, you will receive a red message.

Registration email

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

> [Request a registration email](#) [The registration process](#)

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

> [Check if registration has started for your troop.](#)

Problems with email address

The email you're trying to sign in with may be different than what the council supplied.

> [Check the email address that's on file for you](#)

Problems with password / too many attempts, locked out

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

> [Forgot your password](#)

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

> [Go to login](#)

It's still not working... [contact customer support](#)

- If you know your Girl Scout is a registered Girl Scout member, you can choose “check the email address that’s on file for you”. Select Northern Illinois council, enter your Girl Scout’s first name, last name, and troop number.
- If your Girl Scout’s information is still not found, a message will direct you to contact your Troop Leader or council.

- If your Girl Scout's information is found, the information will be presented to verify.
 - You can send yourself a Registration email
 - OR Update Details to make corrections. Please note, if the parent is also a volunteer and the email is being corrected, this email will need to be updated in eBudde also. Once updates are submitted, the GSNI Product Program Team will review the updates and approve or reject the updates. The Digital Cookie account will not be activated until council approves.

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

Send Registration Email

Update Details

Update Details

- Link: [No Registration Email tip sheet](#)

Forgot Password/Password Reset

As with most any website with a login and password, if you forget the password originally setup, click on "Forgot Password" on the login page <https://digitalcookie.girlscouts.org/login> and follow the steps presented.

- Enter the email address used at registration and submit.
- An email from Girl Scout Cookies (email@email.girlscouts.org) with the subject "Your Digital Cookie password reset request" will be sent in about 15 minutes.
- Click on the most recent receive email if multiple were requested and received.
- Open the email and click on "Reset Password".
- Enter a new password.

If the reset password email is not received, go to the login page and click on "Forgot Password" again.

- Instead of entering an email, click on "Contact Customer Support" to be taken to a customer support page.
- Select Password Reset and complete the online form for customer support.
- Link: [Forgot Password/Password Reset tip sheet](#)

Forgot your Password?

Enter the email address for your Digital Cookie account and you'll receive an email with a link to create a new password.

Email

Submit

Haven't received the email, you've checked your spam folder and it's been 15 minutes? [Contact customer support](#)

Unlock Account

If multiple unsuccessful attempts to login to Digital Cookie have been made, the account will be locked.

- On the Digital Cookie login page <https://digitalcookie.girlscouts.org/login> choose "unlock your account" or contact "customer support".
- If unlock your account was chosen, the email address will need to be validated. On the Unlock Your Digital Cookie Account screen, enter the email address and click on Send Email.
- An email from Girl Scout Cookies (email@email.girlscouts.org) with the subject "Your requested pin number" will be sent in about 15 minutes.
- Enter the "Unlock Pin" from the email on the Unlock Your Digital Cookie Account screen then click Verify. This will take you back to the login screen now unlocked.
- If you continue to be unsuccessful logging in, consider resetting your password (see above).
- Link: [Unlock Account tip sheet](#)

Log in to Digital Cookie

Your account has been locked.

You can [unlock your account](#) or [contact customer support](#).

Email

Password

Log in

[Forgot password](#)

[Need help to log in](#)

Unlock Your Digital Cookie Account

A code was sent to your email [dct...@...](#). The code expires in 20 minutes. Keep this page open to enter the code.

Enter the code

Cancel

Verify

[Resend a code](#)

[Need help?](#)

My Account

Use My Account to update your email address, password, or Girl Scout information.



Shop My Account Log Out

You are viewing as:

Parent of Test1001 G. Troop 12394

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

- After clicking on My Account, the Setting tab will allow you to change your email or password.
- Please note, if you are a volunteer, your email address will need to be updated in eBudde™.
- Also remember, updating your email address in Digital Cookie does NOT update in the membership system or eBudde™.

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, [click here](#) for more information.

Settings

Girl Account(s)

Manage your email and password.

Email: dctest664-14@girlscouts.org

[Change email](#)

Password: *****

[Change password](#)

- On the My Account page, the Girl Account(s) tab will allow you to edit your Girl Scouts preferred first name or email address (for Girl Scouts 13+ years old).
- Link: [My Account tip sheet](#)

My Account

If you have questions about the Digital Cookie experience for girls 12 or younger and girls 13+, [click here](#) for more information.

Settings

Girl Account(s)

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
Registered	Alicia Martinez	07/01/2006	9999998985	12362	Alicia	---	Edit

Girl Scout Site Setup

Girl Scouts under 13 years old

After logging in to Digital Cookie, its time to setup your Girl Scout's site!

- Click on the Site Setup tab or "Set up your cookie site, get published and start getting orders" in the My Cookie Site section of the dashboard.
- Step 1: Set My Sales Target section.
 - Girl Scouts enter how many packages of cookies they want to sell through both online and offline sales.
 - When the information is entered, the calculator will show how much the troop will earn in troop proceeds.
 - Clicking on "Rewards" will take you to the rewards tab to see what rewards the Girl Scout might want to work towards earning.
 - Girl Scouts can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.

STEP 1

SET MY SALES TARGET REQUIRED

★ Your Goal Calculator

Emily wants to sell 500 packages which = about \$125 to help her Troop and others. [Save](#)

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

SO FAR EMILY HAS SOLD:

0 Offline Sales

0 Online Sales

0 Total Boxes Sold

Emily's Total Sale Progress

Offline Sales

Online Sales

- Step 2: My Cookie Story
 - Girl Scouts tell their customers about a troop goal and why it's important.
 - Girl Scouts share what they've learned or plan to learn through the Cookie Program.
 - Save their story. Edits can be made throughout the program.

- Photo/Video Upload
 - Girl Scouts can choose to upload a photo or use a picture from the gallery.
 - OR Girl Scouts can upload a video or use the “Cookie Boss” video.
 - Bonus! Girl Scouts can get tips on how to make a great video.

Statistic: Girl Scouts who uploaded a photo or video of themselves sell more than double the packages on average than those who did not.

- Step 3: Review Your Digital Cookie Page and Publish
 - Click on “See your site and publish” to see what customers will see.

- If the button only says “See your site” required fields may be missing or no changes have been made since the last edit.

- Review spelling and grammar.
- Make sure the photo or video is displaying correctly.
- Confirm the goals are accurate.
- If anything needs to be changed, click Edit, make changes and repeat steps.
- If all looks good, click “Approve and Publish”.
- The site is not active (or will be on January 5, if setting up in advance).
- The site URL/link is displayed. This will not change even if updates are made.

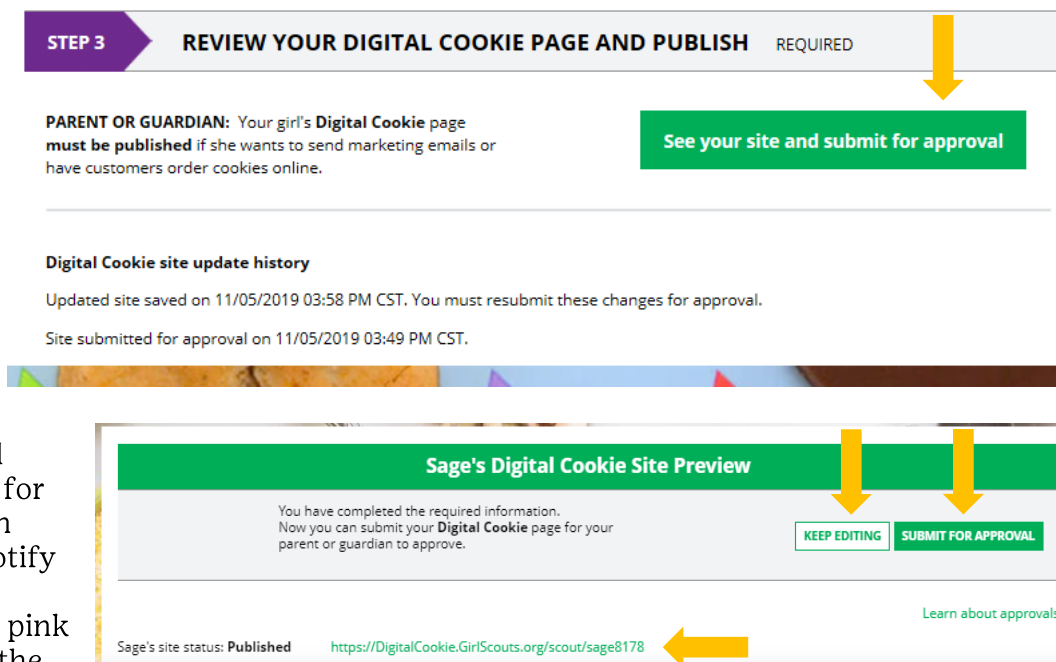
- Links: [Site Setup \(under 13 years old\) tip sheet](#), [Site Setup video](#), [Photo/Video Upload tip sheet](#), [Photo/Video Upload video](#)

Girl Scouts 13+ years old

Girl Scouts logged in with their own email and password, will follow the same setup steps for the Girl Scout under 13 years old until the publishing step.

• Step 3: Review Your Digital Cookie Page and Publish

- When all the setup is completed, the Girl Scout will click on “See your site and submit for approval”.
- The Girl Scout should review the site by checking spelling, grammar, display of photo or video upload, accurate goals, etc.
- If edits are needed, click on Keep Editing.
- If all looks good, the Girl Scout clicks on “Submit for Approval”. This sends an email to the parent to notify site approval is needed.
- The parent clicks on the pink “Review Site” button in the email.
- The parent can then click “Edit” and make any changes necessary or “Approve and Publish”.
- The site is not active (or will be on January 5, if setting up in advance).
- The site URL/link is displayed. This will not change even if updates are made.

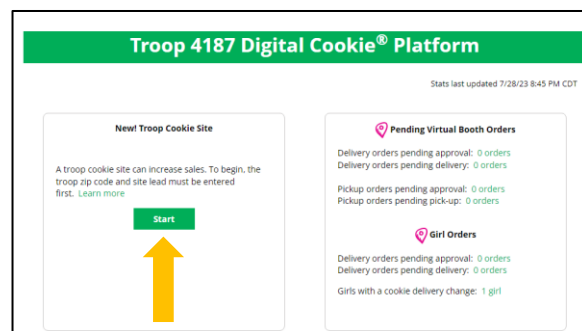


- Links: [Site Setup \(13+ years old\) tip sheet](#), [Site Setup video](#), [Photo/Video Upload tip sheet](#), [Photo/Video Upload video](#)

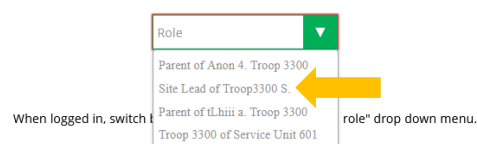
Troop Site Setup (aka Virtual Booth Link)

The Troop Site can help to take credit card payments at a traditional in-person cookie booth as well as other uses. Two types of links will be available to help the troop reach new customers in the local community and beyond. Troop Site will be available to setup after council completion of Initial Order on Thursday, January 25. See page 13 of the [eBudde™ Troop Manual](#) for more details on how the Troop Site is displayed in eBudde and how to transfer credit of packages sold through the Troop Site to Girl Scouts in the troop.

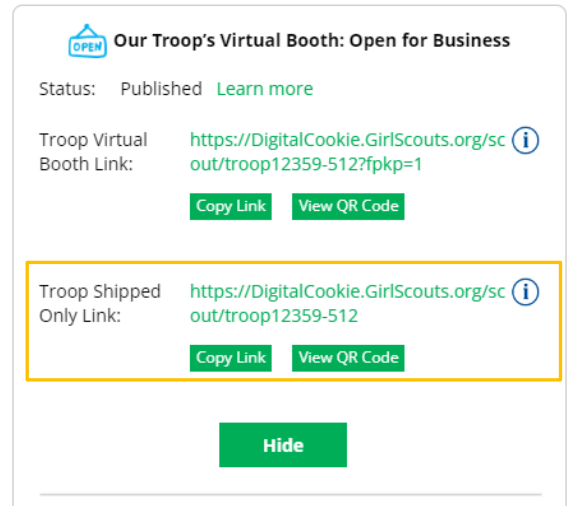
- When the Troop Cookie Chair logs into Digital Cookie, after the setup date, click on the “Start” button to get started with the setup process.
- On the next screen, enter a zip code representing the troop location. Select the name of one of the troop volunteers to be the Troop Site Lead or essentially the “parent” for the Troop Site. Save.
- The next time the volunteer assigned as the Troop Site Lead logs into Digital Cookie, a new role of Site Lead of Troop XXX. will be displayed. When this role is selected, a button “Set up your site” will be available.
- The Troop Site Lead will need to complete the registration process as if Troop Site was a new Girl Scout (under 13 years old) and the volunteer is the parent.
- DO NOT change the Preferred First Name when registering the Troop Site.
- Next, setup the Troop Site following the instructions for [Site Setup for a Girl Scout under 13 years old](#).



Select the role you would like to view



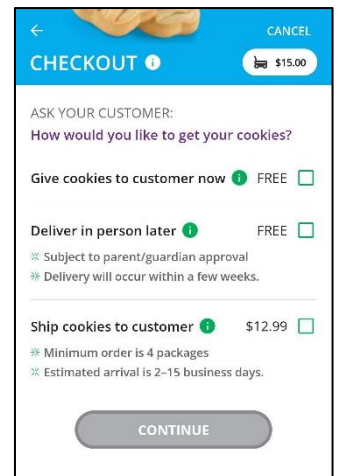
- The URL/link for the Troop Site will be displayed on the Troop Dashboard. Starting February 16, two links will be displayed. Both are available to copy or view the QR code.
 - The “regular” Troop Site URL/link can be used on social media when promoting a traditional or Virtual Cookie Booth.
 - The “shipped only” link is available to use when only customer purchases of shipped or donation orders are being promoted. This link will also be visible to customers searching the National Girl Scout Cookie Finder by zip code to place a shipped/donation order starting National Girl Scout Cookie Weekend on Friday, February 16.
 - Nothing needs to be done by the troop except set up the Troop Site for potential orders to be received through Cookie Finder.
- Links: [Troop Site/Link Setup \(aka Virtual Booth Link\) tip sheet](#), [Troop Site/Link Setup \(aka Virtual Booth Link\) video](#)



Digital Cookie Mobile App

After a Girl Scout's site (or the Troop Site) is setup, published and active, the Digital Cookie Mobile App is available to use. Keep in mind, the Mobile App is strictly a sales tool! Only minimal management tools are available for a Girl Scout's site. Search “Digital Cookie Mobile app” in your app store and download for free.

- Login with the same email and password used to login to Digital Cookie.
- If the user has multiple Girl Scouts or a Troop Site Lead, select the appropriate person selling. All parents and volunteers can select the Troop Site, so it can be used at multiple cookie booths at the same time.
- The home page will display the Girl Scouts progress towards goal and offer multiple options.
 - New Cookie Order—Used with a customer in front of the Girl Scout to place an order.
 - Visit My Site—Used to see the Girl Scout's QR code. This way the customer can scan and place the order using their own phone.
 - Email My Site—Used to send the Digital Cookie link to a potential that does not want to make a transaction at that moment.
 - All Orders—Used to see orders visible by delivery method and approve orders.
- Most often the Mobile app will be used to take an order from a customer.
 - Click New Cookie Order button to be directed to the order screen where the cookies the customer wants will be entered.
 - Donation packages can also be added.
 - Click Checkout.
 - Select how the customer is receiving their cookies.
 - If at a cookie booth or walk-about when handing the cookies to the customer, choose Give cookies to customer now.
 - If delivering later, as if using during Initial Order taking, select Deliver in person later. The customer also selects the option to donate cookies or cancel order if the [in-person order is not approved by the parent within 5 days](#).
 - If shipping to the customer, select Ship cookies to customer. The amount of the shipping charges will be displayed.
 - Review order and enter customer and payment details. Address details are not entered when handing cookies to the customer. The scan card feature can be used instead of manually entering a customer's credit card number. Place Order.
 - The Girl Scout/parent will receive an order confirmation screen and a reminder to thank the customer. The customer will receive a confirmation email for their order.
 - Link: [Mobile App tip sheet](#)



Marketing to Customers

The Customers tab is broken into two sections. My Cookie Customers is used to manage a Girl Scout's customer list. Connect with Customers is used learn more about marketing the options for sending marketing emails.

My Cookie Customers

Girl Scouts can add individually or import customers to send marketing emails. Customers can also be kept in Digital Cookie for reference in future cookie seasons.

	Name	Email Address	Last Emailed	Email Title	Total Orders	Total Pkgs
<input type="checkbox"/>	Darren Waithe	Yes	11/18/2019	Open	0	0
<input type="checkbox"/>	Eva Almira	Yes			0	0
<input type="checkbox"/>	James Brinson	Yes	11/18/2019	Open	0	0

- As a returning Girl Scout, a list of previous customers may already exist. Click on a customer's name to see more details about the customer including their contact and previous order information.
- New customers can be added manually.
 - Click on the "Add Customer" button.
 - Only the First and Last name are required fields, but most importantly add the customer email so marketing emails can be sent. Recommended to complete as many fields as possible.
 - Add a nickname that the Girl Scout uses with this person, if appropriate, such as Grandma or Uncle. This way when the email is sent, the message will be addressed to the nickname instead of the customers first name.
 - When all information is added, click on the green Add Customer button on the bottom to save.
 - If this customer already exists in the customer list, the system will alert to a potential duplicate and ask what information should be maintained between the two records.
 - Off-line customers can also be added, to maintain a complete customer list.
- New customers can also be imported using a spreadsheet.
 - When in the My Cookie Customers section, click on the "More.." button for a menu then select Import Customers.
 - Follow the provided instructions and spreadsheet template.
 - When the spreadsheet is prepared, "Choose File" to upload and then "Import File" to save in Digital Cookie.
- Girl Scouts can also export their customer list from Digital Cookie to a spreadsheet.
 - When in the My Cookie Customers section, click on the "More.." button for a menu then select Export Customers.
 - On the next screen, click on the Export file button and a file will be downloaded to your computer with the name DigitalCookieCustomers. You can rename and save on your computer as needed.
- If needed, customers can also be deleted. While it is recommended customers should be kept year to year, there may be reasons to delete someone.
 - Click on the box next to the customer you want to delete.
 - When in the My Cookie Customers section, click on the "More.." button for a menu then select Delete Customers.
 - A pop-up box will appear, confirming the number of customers selected and warning the deletion is permanent. Click on the Yes, button to move forward with the deletion or Cancel.

Connect with Customers

- The My Cookie Customers section is where marketing emails are sent, however before doing that it is recommended to review the Connect with Customers section to learn more about marketing to cookie customers, the different marketing emails available, and how these different emails sent at key parts of the cookie program can increase sales.



Click on any of the circles to preview the emails you can send.

Preview of "Open for Business" email





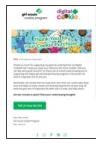
- When ready to send emails to customers, go back to your customer list.
 - Click on the box next to the customer name you want to send an email too, or click on Select All to select all your customers.
 - Click on Send Marketing Email
 - Choose which of the three emails you want to send—Open for business, Still time to order cookies, or Thanks for your support—by clicking on the box by the title of the email.
 - Click Send Email at the bottom of the page.
 - On the customer list, you will see the date and title of the last email sent to that customer.

Send Marketing Email

To: Brenda Wolinski X JayAnne Ruiz X Sarah Shepherd X Scott Jameson X
Stephanie Cerotious X Todd Worthington X

Select the email you would like to send:

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

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

My Cookie Customers

Customer List

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

☐ Select All

Send Marketing Email

Add Customer

More...

Show 10 Items

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 Almira	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

Need help?

- Girl Scouts can also send their own emails and include the direct link to her site or a QR code. The URL/link and option to create a QR code can be found on the dashboard/Home page.
- Links: [Marketing to Customers tip sheet](#), [Marketing to Customers video](#).

Order Received—Shipped/Donated

When a Girl Scouts receives an order to be shipped to the customer, for donation only or combination of shipped and donation, there is nothing additional that needs to be done for that order, except to Thank the customer! However, there are some things that should be reviewed.

- Click on the Orders tab. Here the Girl Scout/parent can scroll to see all the completed orders that have been received including the customer name, order number, how many packages ordered, order date, order type and if the customer is in the Customer List.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

<input type="checkbox"/> 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	
View	Jane-Anne Cathcart	00112245	5	6/26/2023	Shipped	



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

[Need Help?](#)

- Click on the customer's name to see additional details on the customer and order.
- If the customer, who placed an order of any type, is not in the Girl Scout's customer list, click on the box in front of the customer's name and click on "Add to Customer List".
- Link: [Order Received: Shipped/Donated](#)

Order Received—In-person/Girl Delivery

When a Girl Scouts receives an order for in-person or girl delivery there are **steps required by the parent within 5 days of the order**. Please note, in-person delivery and girl delivery are the same thing. When a Girl Scout receives a Girl Delivery order, the parent will receive an email approximately 4 a.m. the next day from email@girlscouts.org with the subject "Action required: you have an in-person delivery request!". An email will NOT be sent if the parent takes action with the order prior to 11:59 p.m. of the date the order was placed.

- Click on the pink Log In Now button in the email or go directly to Digital Cookie to login.
- Click on the Orders tab.
- Scroll to the section "X Orders to approve for delivery in person" where all new orders pending approval will be listed including the number of days remaining to take action.

- If approval is not completed before the deadline of 5 days after the order is placed, the order will automatically revert to the customer's second choice** which will be donate packages or cancel order.

- Before approving, consider if the customer known, can you delivery to the customer's location, does the troop have the inventory or able to get the inventory for the order, etc.
- Click on the customer's name for more details on the order. Orders can be approved or declined when viewing this screen or do in bulk on the order list screen.

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 the details about the order. Then "Approve" or "Decline" the order.

<input type="checkbox"/> 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 cinati, OH	12/02/2019	4

- Once ready to approve, click on the box by the order number and click Approve Order. Multiple orders can be approved at the same time. A pop-up box will appear to confirm. Click Approve Order to finalize or Cancel if need to review again.
- Follow the same procedure but click Decline Order if unable to fulfill the order. The declined order will revert to the customer's second choice Donate packages or Cancel Order.
- Once the parent approves or declines an order, it CANNOT be REVERSED! An email will be sent to the customer with the results of the pending order. If approved or declined and their second choice is donate packages, the customer's credit card will then be charged.
- After an order is approved, it moves to the "X Orders to deliver" section of the Orders tab.
- After the cookies have been delivered to the customers in this section, click on the box in front of the order number or Select all and click on Order Delivered.
- After marked as delivered, the order will move to the "X Completed Digital Cookie Online Orders" section. This is where a customer can be added to the Customer list as described in the Order Received—Shipped/Donated section on page 12.

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

How are cookies received for In-person/Girl Delivery orders?

- For In-person/Girl Delivery orders received and parent approved during Initial Order, these packages will be received with the troop's delivery February 1-6 (varies by service unit).
 - If an order was received and approved close to the Initial Order deadline, an Initial Order column on the "X Orders to deliver" section (not shown on graphic above) will be checked on the order line if included with the Initial Order.
- For In-person/Girl Delivery orders received and parent AFTER Initial Order there are several options.
 - If the Girl Scout has been given extra unsold inventory from the troop, the cookies should be pulled from this inventory.
 - More likely, the Girl Scout will need to get the packages from the Troop Cookie Chair.
 - The Troop Cookie Chair does NOT receive notification when a Girl Scout in the troop receives and parent approves a new Girl Delivery order.
 - The Troop Cookie Chair should establish a procedure of how they would like to receive information regarding new Girl Delivery orders. The Troop Cookie Chair has multiple sources to find the details of Girl Delivery orders after Initial Order including provided by the parent. **The packages for these orders must also be entered into eBudde for the Girl Scout to receive credit towards rewards and for financials to be listed correctly.** See page 12 of the [eBudde™ Troop Manual](#) for procedure details.
- Links: Order Received: [In-person/Girl Delivery tip sheet](#), [Order Received: In-person/Girl Delivery video](#)

My Cookies: Initial Order

There are multiple functions and sections on the My Cookies tab. One section is "Enter Your Offline Initial Order". These are cookies ordered on the paper order card.

- Enter the total packages from the Girl Scout's paper order card. Do NOT include packages from any type of Digital Cookie order.
- Deadline date to complete will be displayed.
- The order can be saved and updated as many times as needed prior to the deadline and prior to submitting.
- Once completed and by the deadline, click on "Submit to Troop Volunteer".
- Link: [My Cookies: Initial Order tip sheet](#)

Emma's Cookies

Enter Your Offline Initial Order:

Using your paper order card, enter the number of cookie packages you are requesting from the troop. Do not enter the packages from your approved [Digital Cookie in-person delivery orders](#). Those packages are automatically included in your Initial Order.

Adventurefufus®	Lemon-Ups®
Trefolis®	Do-si-dos®
Samosas®	Tagalongs®
Thin Mints®	Girl Scout S'mores®
Toffee-tastic®	Donate Cookies

Total packages entered (updates after saving): 0
Digital Cookie in-person delivery packages: 0
Total packages in your Initial Order: 0

You can update and save your Initial Order as often as you wish prior to 10/02/2023. You will need to submit the order to your troop volunteer on or before 10/02/2023.

⚠ Initial Order not yet sent to your troop volunteer. Please finalize and send this information before the Initial Order Date.

My Cookies: Delivery Settings

The Delivery Settings section of the My Cookies tab allows a parent to turn off the Girl Delivery option for their Girl Scouts Digital Cookie orders or turn off varieties of cookies.

- Girl Scouts/parents will have the option to turn off Girl Delivery option for customers after Initial Order. This means customers will only have the option to place Digital Cookie orders for shipping or donation.
- Click on “Inactive” and “Update delivery settings”. Girl Delivery can be changed back to Active if needed during the dates of the Cookie Program.
- If the Girl Scout’s or troop’s inventory of a certain variety is no longer available and unable to replenish, the Girl Scout/parent can turn off a certain variety/varieties of cookie(s) after Initial Order. This means customers will not have the option to order that variety of cookie(s) turned off when placing a Girl Delivery order.
- Click the toggle by the cookie variety from “On” to “Off” and “Update delivery settings”. These can be changed and updated throughout the remainder of the Cookie Program.
- Links: [My Cookies: Delivery Settings tip sheet](#), [My Cookies: Delivery Settings video](#)

My Cookies: Inventory

The Inventory section of the My Cookies tab manages sold and unsold inventory a Girl Scout may have in their possession, tracks order progress on delivering/selling offline orders, and/or confirm the Girl Scouts record of cookies received agrees with what the Troop Cookie Chair has distributed to the Girl Scout.

Please note, the total number of packages shown could include cookie booth and/or troop sales. This total may not be the same as the number of cookies the Girl Scout/parent is directly financially responsible.

- Girl Scouts/parents should enter all offline (paper order card) orders after these cookies are delivered and payment received.
- Click on the down arrow and a screen will open up to enter the cookies. Update each variety of cookie as needed and click on Save Updates. A pop-up box will ask for confirmation to update. This can be changed throughout the Cookie Program, but be sure to add to the numbers already entered, don't just enter the updates.
- There are three other parts to the Inventory Section of the My Cookie tab.

- Click the down arrow of Current Inventory.
 - Click on the down arrow next to any variety of cookies for received and delivered details.
 - In this example, 4 packages of Thin Mints were received for Initial Orders. None of these packages have been marked as offline orders, Digital Cookie in-hand orders when the packages were ordered on the mobile app and given to the customer at the time of the order, or delivered, so the Girl Scout should have 4 packages of Thin Mints in her possession.
- Click the down arrow of Pending Delivery/To Approve.
 - The number listed for each variety of cookie will include packages needed for Girl Delivery orders that have been approved and Girl Delivery orders that have not been approved.
- Click on the down arrow of Inventory Needed.
 - The number listed for each variety of cookie will indicate the packages that need to be received from the Troop Cookie Chair to fulfill Girl Delivery orders Pending Delivery and/or Approval.
 - The numbers in the Inventory Needed section will not match the Pending Delivery/To Approve section if the Girl Scout has unsold packages in her inventory.
- Links: [My Cookies: Inventory by Variety tip sheet](#), [My Cookies: Inventory by Variety video](#)

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

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 ▼

Current Inventory 6 ▲	
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
Thin Mints®	4 ▲
RECEIVED:	
Initial Order	4
Additional Inventory	0
DELIVERED:	
Offline Sales	0
"In Hand" App Sales	0
Delivered Online Sales	0
CURRENT INVENTORY	4
Trefoils®	0 ▼
Samoas®	0 ▼
Do-si-dos®	0 ▼
Tagalongs®	2 ▼
Toffee-tastic®	0 ▼
Girl Scout S'mores®	0 ▼
Lemon-Ups®	0 ▼
Adventurefuls®	0 ▼
TOTAL	6 ▼

My Cookies: Financials

Using the “at a glance” view of the Financials section of the My Cookies tab is a great way to see the overall amounts paid and due. There are 4 parts to this section.

Each part can be expanded for more details. Please note, the accuracy of this section is also based on the Troop Cookie Chair being up to date on entering all cookies distributed to the Girl Scout in eBudde™ and marking appropriately.

- Initial Cookie (Order Card)—This number includes the number of packages received or receiving credit on a Girl Scouts order card for Initial Order. The number does include donation packages from the paper order card, which are not physically received, but does NOT include packages received for Girl Delivery orders.
- Additional Cookies Received—This number reflects additional packages distributed to the Girl Scout after Initial Order that the Troop Cookie Chair has entered in eBudde™ and marked as Inventory.
- Payments—This number reflects online payments for Girl Delivery, donation and In-hand orders as well as payments for offline orders that have been submitted to the troop and the Troop Cookie Chair has applied in eBudde.
- Total Balance Due—This number reflects the total amount due to the troop for Initial Order and any additional cookies received.
- Links: [My Cookies: Financials tip sheet](#), [My Cookies: Financials video](#)

Cecilia's Financials ⓘ	
Reflects cookies and payments entered by the troop cookie volunteer.	
08/09/23 12:00 AM CDT	
Initial Cookies (Order Card)	90 ▼
Payments	\$0.00 ▼
Additional Cookies Received	0 ▼
Total Balance Due	\$480.00 ▼

My Rewards

On the My Rewards tab, Girl Scouts can see what rewards are available, see progress towards reaching goal, and select a reward when reaching a level with a choice.

- Girl Scouts can see additional details on each package level by clicking on the down arrow.
- As Girl Scouts reaches a reward level, they will see a message on their My Rewards tab with congratulations for reaching a reward level.
- The data for amount of packages sold is dependent on the Troop Cookie Chair being up to date on entering all cookies distributed to the Girl Scout in eBudde™ and marking appropriately.
- When Girl Scouts reach a reward level with a choice, they can select their choice.
- Links: [My Rewards tip sheet](#), [My Rewards video](#)

Entrepreneur Pins and Badges

The Badges tab will display entrepreneurship pins and badges for the Girl Scout's level.

- For badges, Girl Scouts can read an overview of the requirements.
 - Mark steps as completed during the Cookie Program or earlier.
 - A completed badge will display in color on the Girl Scout's Home page.
- For the Cookie Entrepreneur Family Pins, Girl Scouts can click on the instructions for each step.
 - Click on the link to complete the activity in Digital Cookie.
 - Once completed the Girl Scouts should click the box next to each step.
 - When the last step is completed and checked, a pop-up box will appear asking to confirm the Girl Scout completed the last step.
 - The completed pin will now display in color on the Girl Scout's Home page.
- Link: [Entrepreneur Pins and Badges tip sheet](#)

Cheers

Girl Scouts can send cheers to other Girl Scouts in the troop or received cheers from a troop member, Troop Cookie Cheer or even a customer.

- On the home page, Girl Scouts can see if they received a Cheer or can Send a Cheer. Troop Cookie Chairs can send a Cheer from the Home page or the Cheer tab.
- In the Cheer module, Girl Scouts and Volunteers can see the progress of other troop members towards their goal and pick a cheer to send.
- Link: [Cheer tip sheet](#), [Troop Cheer tip sheet](#)