



Order Received (In-Person Delivery)

1

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!



Dear Erin,

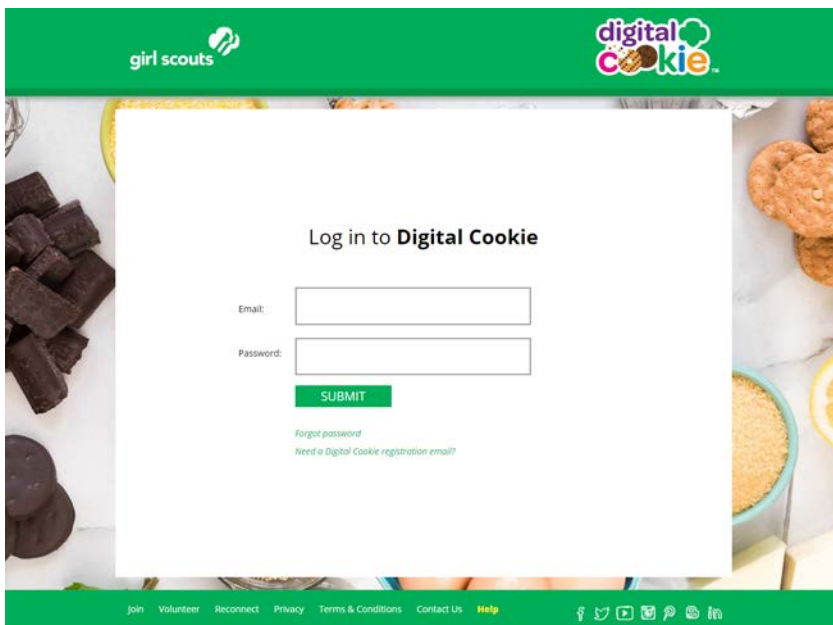
Your girl has a new cookie order(s) pending approval for in-person delivery—sweet! Here's what you need to know:

- **You have ten days to approve the order** before it automatically switches to either a donation or cancellation, depending on what the customer specified as the secondary option when placing the order.
- **Before you approve the order**, please ensure:
 - The person you're delivering to is a trusted contact.
 - You and your girl are able to deliver to the required location.
 - You and your girl have cookies or can get them within the next ten weeks.
 - You and your girl can deliver the cookies as soon as you receive them—the faster, the better!
- **You will receive a confirmation email**—this is your green light to deliver the order.



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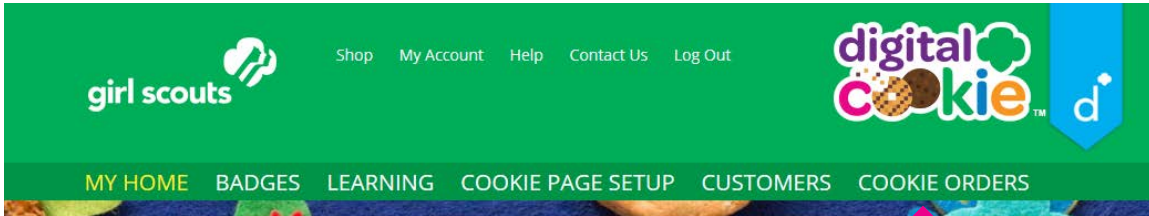
Click the green button “Log In Now” in the email. That will take you to the Digital Order Card website where you can log in. Or, go to the [Digital Cookie website](#) and log in.





3

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



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You will see a list of all orders needing approval, including the customer order number, number of boxes 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 for Delivery In Person

Running a good business
Keep track of what's been ordered, when it's approved, and when it's delivered.

APPROVE Orders to approve for delivery in person: **3**
Click on a name to see all the details about the order. Then "Approve" or "Decline" the order.

Select all in view

Show: 5 Items

| Order Number | Cookie Boxes | Paid By | Deliver To | Delivery Address | Order Date | Days left to Approve |
|-----------------------------------|--------------|-----------------|-----------------|------------------------------------|------------|----------------------|
| <input type="checkbox"/> 05055083 | 5 | Daniel Wu | Daniel Wu | 8694 Sidecar Way, Denver, Colorado | 10/12/2018 | 10 |
| <input type="checkbox"/> 05055081 | 2 | Jason Lawton | Jason Lawton | 6382 S City St, Chicago, Illinois | 10/12/2018 | 10 |
| <input type="checkbox"/> 05055003 | 4 | suzie greenburg | suzie greenburg | moms work, portland, Oregon | 10/09/2018 | 7 |

Orders Need Help?

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 ten days.
- Be sure to approve the order before delivering it to make sure the customer’s payment is accepted.



When determining whether to approve or decline the order, consider -

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- Is the customer a known and trusted individual?
- Are you willing and able to get the cookies to the customer's location in the next ten weeks?

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."

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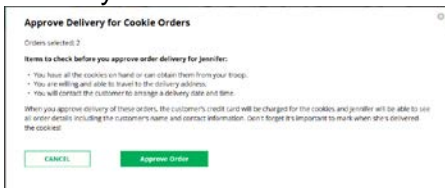
There are multiple ways to approve and decline orders for delivery.

- a) 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 **Approve Order** **Decline Order** Show: 5 Items

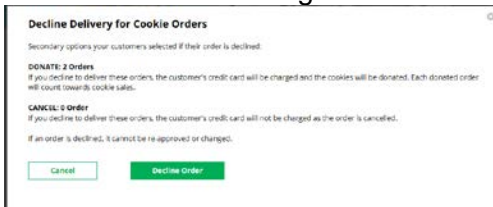
| Order Number | Cookie Boxes | Paid By | Deliver To | Delivery Address | Order Date | Days left to Approve |
|--|--------------|-----------------|-----------------|------------------------------------|------------|----------------------|
| <input checked="" type="checkbox"/> 05055083 | 5 | Daniel Wu | Daniel Wu | 8694 Sidecar Way, Denver, Colorado | 10/12/2018 | 10 |
| <input type="checkbox"/> 05055081 | 2 | Jason Lawton | Jason Lawton | 6382 S City St. Chicago, Illinois | 10/12/2018 | 10 |
| <input checked="" type="checkbox"/> 05055003 | 4 | suzie greenburg | suzie greenburg | moms work, portland, Oregon | 10/09/2018 | 7 |

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.

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



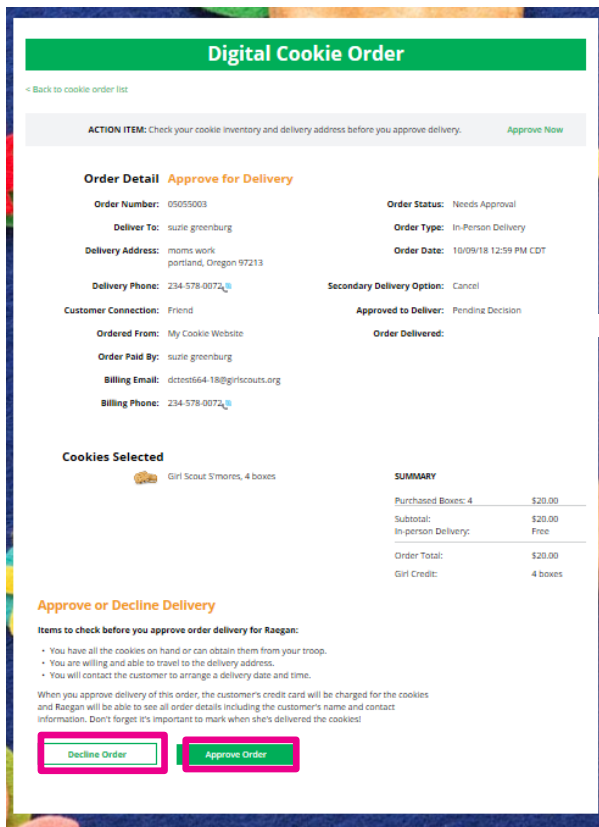


- b) Click the “Select All” box, which will select all of the orders on that page that need approval, then click “Approve Order” or “Decline Order”.



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

- c) Click on the individual customer to bring up that person’s order details:



And click “Approve Order” or “Decline Order” at the bottom.



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

DELIVER Orders to deliver: 2

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

Select all Order Delivered Export Orders Show: 5 Items

| Order Number | Cookie Boxes | Deliver To | Delivery Address | Order Date |
|-----------------------------------|--------------|-----------------|--|------------|
| <input type="checkbox"/> 05054609 | 8 | Marge Johnson | 5341 Woodlawn Blvd, Minneapolis, Minnesota | 10/02/2018 |
| <input type="checkbox"/> 05055037 | 9 | Suzie Greenburg | 123 Main St, Atlanta, Georgia | 10/10/2018 |

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Once you have delivered the cookies, log back into Digital Order Card 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.”

DELIVER Orders to deliver: 2

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

Select all **Order Delivered** Export Orders Show: 5 Items

Select all →

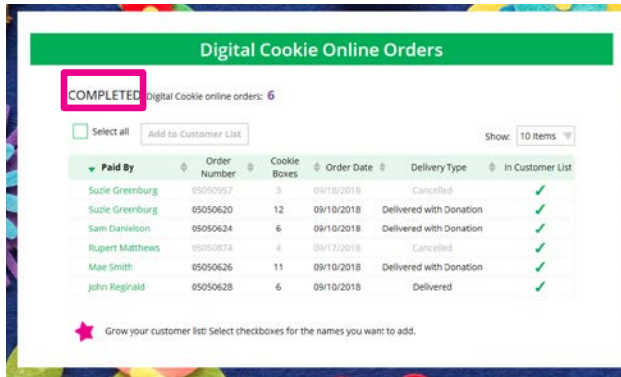
OR

Select a customer →

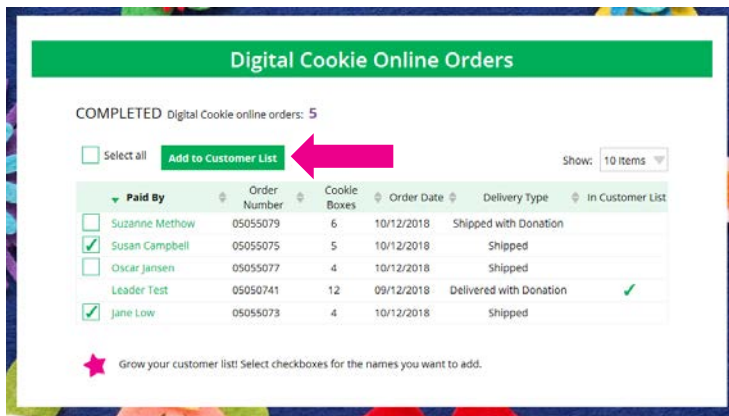
| Order Number | Cookie Boxes | Deliver To | Delivery Address | Order Date |
|-----------------------------------|--------------|-----------------|--|------------|
| <input type="checkbox"/> 05054609 | 8 | Marge Johnson | 5341 Woodlawn Blvd, Minneapolis, Minnesota | 10/02/2018 |
| <input type="checkbox"/> 05055037 | 9 | Suzie Greenburg | 123 Main St, Atlanta, Georgia | 10/10/2018 |



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



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.



Make sure you follow through and deliver those cookies. When you approve the order, the customer will be charged. Your leader will see the financial transaction as a credit to your Girl Scout in eBudde 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 girl tools on the website. Along the way, your Girl Scout will pick up some good cookie program tips!