

Hello to parents and caregivers –

Thank you for all the support you are providing to your Girl Scouts as they participate in the annual Girl Scout Cookie Program®. We hope that your Girl Scout is having fun while learning valuable life skills as she runs her cookie business.

If your Girl Scout has not yet had an opportunity to start her cookie program, it is not too late! Please reach out to us for assistance at customercare@gsfct.org.

We know that this year some Girl Scouts and their families have experienced a few technical issues with Digital Cookie, the online platform that Girl Scouts use to reach out to customers online.

While not everyone is experiencing issues with the Digital Cookie platform, we wanted to let you know that we are aware of these issues, and let you know that GSUSA is working to resolve them as quickly as possible.

Listed below are four issues that some Girl Scouts and their families have encountered.

Some caregivers are not receiving notification that there are Girl Delivery orders to approve

GSUSA is working to correct this issue. In the meantime, GSOFCT will be sending emails to caregivers letting them know that they have Girl Delivery orders that need to be approved. In addition, we strongly suggest the parents/caregivers log into Digital Cookie every few days to see if they have orders to approve. Orders that are not approved within 5 days of being placed will revert to the customer's second choice, which is either to cancel the order or convert it to a Gift of Caring order.

Girl Scout Progress bar not reflecting correct number of packages sold

GSUSA informed us that there may be a delay in updates to the Girl Scouts Digital Cookie progress bar. However, the orders *are* being credited to the Girl Scout and her troop in eBudde, the online system used to manage the cookie program. To verify the orders, click on the Order tab at the top of your Girl Scout's Digital Cookie page.

Emails for contacts from previous cookie program may not send

We have been notified by GSUSA that some users with customers from previous years may see the email status as blank after they attempt to send marketing emails to those customers. Until the issue is resolved you can open the customer's record by clicking on their name, click Edit Customer, then Update Customer and resend the marketing email. You can also copy her Digital Cookie storefront URL and email it to customers directly.

Issues for parents/caregivers with Hotmail email addresses-

Hotmail does not accept emails from Digital Cookie. If you would like to maintain use of your Hotmail account, we ask that you actively check the Digital Cookie platform as your email service will not allow Digital Cookie to notify you of any activity in the platform.