

## Digital Cookie Updates and Questions

Updated 2/7/24

*This document will be updated as needed*

Issue	Information	Action steps
Girl Delivery approval emails not being sent to parents	<p>It has been reported by some parents and confirmed by GSUSA that not all parents are receiving Girl Delivery approval emails.</p> <p><b>GSUSA has reported that this issue is fixed- however we will still be emailing families that need to approve orders directly.</b></p>	<p>Girl Delivery Orders that are not approved within 5 business days by a parent will expire and the order status will change to the customer's second choice, either cancel or donate. We suggest parents' login to the Digital Cookie platform twice a week to check to see if any orders need approval. Note: The Product Sales Dept will also be emailing parents who have less than 48 hours to approve an order.</p>
Digital Cookie Dashboard not showing progress/orders	<p>GSUSA informed us that there is a delay in updates to the Girl Scouts Digital Cookie progress bar. However, the orders are being credited to the Girl Scout and Troop in eBudde (the online system used to manage the Cookie Program). The progress bar in Digital Cookie will update with orders made, however there is a delay. Know that all the sales are recorded, and the Girl Scout is getting credit for the orders.</p> <p>GSUSA's Digital Cookie Developers are working on fixing this issue.</p>	<p>Check in eBudde to see if the DOC orders are tracking under the girl/troop. You can see the orders on the Initial Order Tab (girl delivery) and the Girl Order tab (shipped orders). Optional: The report tab has a report for all DOC orders.</p>
Emails sent from the platform are not showing as being sent	<p>GSUSA informed us that there might be a delay in the change of email status from queued to sent.</p> <p>GSUSA's Digital Cookie Developers are working on fixing this issue.</p>	
Emails not being sent from the Digital Cookie Platform if the contacts were carried over from the previous Cookie Program	<p>New contacts/customer list have been receiving the emails sent. This only affects the contacts on the Girl Scouts customer list that was carried over from the previous year.</p> <p>GSUSA's Digital Cookie Developers are working on fixing this issue.</p>	<p>If the parent does not want to wait until GSUSA fixes the issue, they can edit/update the contacts on the customer tab. This will trigger the email to be sent out. Parents can also choose to send their Girl Scouts Digital Cookie storefront URL through their personal email.</p>

The troop is missing a Girl Scout in eBudde/ Digital Cookie	Girl Scouts who are not registered for this membership year will not be listed in eBudde/ Digital Cookie	Troop volunteers can check in myGS if the Girl Scout is registered for this membership year and if there is an email address listed. If the Girl Scout is registered and they have been registered for more than two business days, please contact <a href="mailto:customercare@gsofct.org">customercare@gsofct.org</a>
Parent did not receive the Digital Cookie email	<p>Gmail accounts frequently send the Digital Cookie email into the Promotions/ Spam folder.</p> <p>Hotmail and work emails (such as .edu or .gov) will often block the Digital Cookie emails from going through.</p>	<p>Troop volunteers can check in Digital Cookie to see if the Girl Scout is listed. If they are, let the parent know what email address is in Digital Cookie. It could be that they are looking under the wrong email or the digital cookie email could have been blocked or put in a spam folder by their email carrier. Parents can use the no registration email tip sheet as it would assist them in getting/finding the Digital Cookie email.</p> <p>If the parent/volunteer is using a Hotmail or work email they may want to consider using another email.</p>
How long does it take from when a Girl Scout being registered to them being in eBudde and Digital Cookie?	It will take about 48 business hours after registering for the Girl Scout to show up in eBudde and in Digital Cookie. Note, they will only show in Digital Cookie if they have an email address on their membership record.	
The volunteer waited too long after receiving the eBudde welcome email.		The troop volunteer can go to <a href="https://cookieportal.littlebrownie.com/users/sign_in">https://cookieportal.littlebrownie.com/users/sign_in</a> and select forgot password. This will gain the troop volunteer access to eBudde.
Parent is unable to set up their Girl Scouts Digital Cookie storefront on the Digital Cookie Mobile app.	The Digital Cookie Mobile app cannot be used until the Girl Scouts storefront is set up.	Parents should set up the Digital Cookie site prior to trying to use the app.
Girl Scouts are unable to select the rewards in the Digital Cookie Platform	This is not a feature that GSOFACT will be using this year. Girl Scouts can see the full Cookie Program reward lineup from the back of their order card.	<p>Troop volunteers will need to reach out to families/girls at the end of the Cookie Program if there are rewards choices that need to be made.</p> <p>The troop volunteer will need to enter in eBudde the Girl Scouts reward choices (this has not changed).</p>