

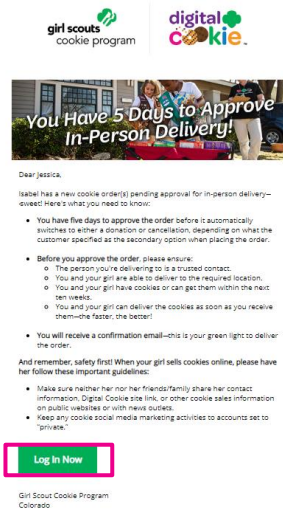


Order Received (In-Person Delivery)

1

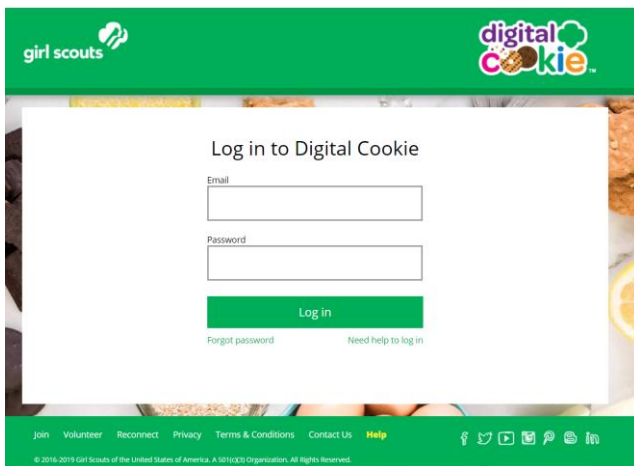
If you receive an in-person delivery order that you need to approve, skip to step 2.

If the order isn't 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!



2

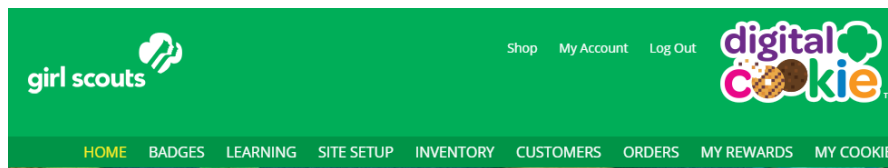
Click the green button "Log In Now" in the email. That will take you to the Digital Order Card website where you can log in. Or, go to the [Digital Cookie website](#) and log in.





3

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



4

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 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 all the details about the order. Then “Approve” or “Decline” the order.

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, Hancock, MA | 12/02/2019 | 4 |
| <input type="checkbox"/> 05073570 | 6 | Joseph Matimora | Joseph Matimora | 14280 SE Fisher Way, Apt 10D, Cincinnati, OH | 12/02/2019 | 4 |

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 five 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 -



5

- 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.”

6

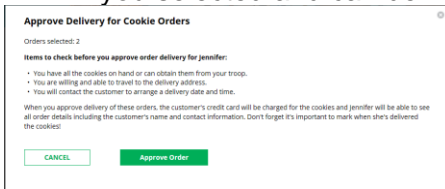
There are multiple ways to approve and decline orders for delivery.

- 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

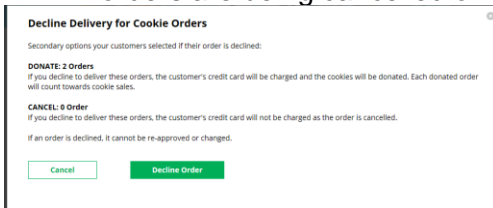
| Order # | Cookie Pkgs | Paid by | Deliver to | Delivery Address | Order Date | Days left to Approve |
|--|-------------|--------------------|--------------------|--|------------|----------------------|
| <input checked="" type="checkbox"/> 05073568 | 6 | Jane-Anne Cathcart | Jane-Anne Cathcart | 135 Main St, Hancock, MA | 12/02/2019 | 4 |
| <input type="checkbox"/> 05073570 | 6 | Joseph Matimora | Joseph Matimora | 14280 SE Fisher Way, Apt 10D, Cincinnati, 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:



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”.



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

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:

Digital Cookie Order

< Back to cookie order list

ACTION ITEM: Check your cookie inventory and delivery address before you approve delivery. Approve Now

Order Detail Approve for Delivery

| | |
|--|--|
| <p>Order Number: 05073568</p> <p>Deliver To: Jane Anne Cathcart</p> <p>Delivery Address: 135 Main St Hancock, Massachusetts 01237-9203</p> <p>Delivery Phone: 273-820-2272</p> <p>Customer Connection: Neighbor / Community</p> <p>Ordered From: My Cookie Website</p> <p>Order Paid By: Jane Anne Cathcart</p> <p>Billing Email: dclen512-27@girlscouts.org</p> <p>Billing Phone: 273-820-2272</p> | <p>Order Status: Needs Approval</p> <p>Order Type: In-Person Delivery</p> <p>Order Date: 12/2/19 8:45 PM CST</p> <p>Secondary Delivery Option: Cancel Order</p> <p>Approved to Deliver: Pending Decision</p> <p>Order Delivered:</p> |
|--|--|

Cookies Selected

| | | | | | | | | | | | |
|------------------------|---|-----------------------|---------|-----------|---------|---------------------|------|--------------|---------|----------------------|------------|
| lemon-ups™, 1 package | <p>SUMMARY</p> <table style="width: 100%; border: none;"> <tr> <td>Purchased Packages: 6</td> <td style="text-align: right;">\$24.00</td> </tr> <tr> <td>Subtotal:</td> <td style="text-align: right;">\$24.00</td> </tr> <tr> <td>In-person Delivery:</td> <td style="text-align: right;">Free</td> </tr> <tr> <td>Order Total:</td> <td style="text-align: right;">\$24.00</td> </tr> <tr> <td>Added to sales goal:</td> <td style="text-align: right;">6 packages</td> </tr> </table> | Purchased Packages: 6 | \$24.00 | Subtotal: | \$24.00 | In-person Delivery: | Free | Order Total: | \$24.00 | Added to sales goal: | 6 packages |
| Purchased Packages: 6 | | \$24.00 | | | | | | | | | |
| Subtotal: | | \$24.00 | | | | | | | | | |
| In-person Delivery: | | Free | | | | | | | | | |
| Order Total: | | \$24.00 | | | | | | | | | |
| Added to sales goal: | 6 packages | | | | | | | | | | |
| samosas®, 1 package | | | | | | | | | | | |
| tagalongs®, 1 package | | | | | | | | | | | |
| thin mins®, 2 packages | | | | | | | | | | | |
| trefoils®, 1 package | | | | | | | | | | | |

Approve or Decline Delivery

Items to review before you approve order delivery for Isabel:

- 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 this order, the customer's credit card will be charged and Isabel can 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!

You can also add this name to your customer list

And click "Approve Order" or "Decline Order" at the bottom.



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



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 |



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.”

2 Orders to deliver

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

Select all → Select all **Order Delivered** Export Orders Show 5 Items ▾

OR

Select a customer → 05073376 4 Jasmin Winter PO Box 2347, New York, NY 11/18/2019

05073568 6 Jane-Anne Cathcart 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.



Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all Add to Customer List Export Show 10 Items

| Paid by | Order # | Cookie Pkgs | Order Date | Order Type | In Customer List |
|------------------------------------|----------|-------------|------------|------------|-------------------------------------|
| Jane-Anne Cathcart | 05073568 | 6 | 12/02/2019 | In Person | <input checked="" type="checkbox"/> |
| Janet Gates | 05073435 | 4 | 11/20/2019 | In Person | <input type="checkbox"/> |
| <input type="checkbox"/> Julie Low | 05073432 | 5 | 11/20/2019 | Shipped | <input type="checkbox"/> |



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.

Digital Cookie Online Orders

3 Completed Digital Cookie Online Orders

Select all Add to Customer List Export Show 10 Items

| Paid by | Order # | Cookie Pkgs | Order Date | Order Type | In Customer List |
|---|----------|-------------|------------|------------|-------------------------------------|
| Jane-Anne Cathcart | 05073568 | 6 | 12/02/2019 | In Person | <input checked="" type="checkbox"/> |
| Janet Gates | 05073435 | 4 | 11/20/2019 | In Person | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> Julie Low | 05073432 | 5 | 11/20/2019 | Shipped | <input type="checkbox"/> |

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!