

Order Received (In-Person Delivery)



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 <u>email@email.girlscouts.org</u> 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!

girl scouts cookie program	digital collector
You Have 5 Dal In-Person I	s to Approve Delivery!
Dear Jessica,	
Isabel has a new cookie order(s) pending sweet! Here's what you need to know:	approval for in-person delivery-
 You have five days to approve the or switches to either a donation or can customer specified as the secondary 	cellation, depending on what the
Before you approve the order, pleas The person you're delivering to You and your girl are able to do You and your girl have cookies ten weeks. You and your girl can deliver th them—the faster, the better!	o is a trusted contact. eliver to the required location. : or can get them within the next
 You will receive a confirmation email the order. 	I-this is your green light to deliver
And remember, safety first! When your gi her follow these important guidelines:	rl sells cookies online, please have
 Make sure neither her nor her frien information, Digital Cookie site link, on public websites or with news out Keep any cookie social media marke "privace." 	or other cookie sales information lets.
Log In Now	
Girl Scout Cookie Program Colorado	



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 <u>Digital Cookie</u> website and log in.

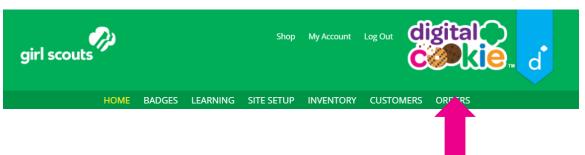
		digital Colline.
Log in to Digita	l Cookie	
Password		1
Log in Forgot password	Need help to log in	
	Email Password Log in	Password Log in Forgot password Need help to log in

Digital Cookie[™] 2021





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





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.

Running a	Cood Pus					
	GOOG DUS	siness				
Keep track of v	/hat's been or	dered, when it's app	proved, and when it's	delivered.		
2 Oudors t		for dolivers				
		e for delivery	In person order. Then "Approve	' or "Decline" the or	der.	
				o. Detaile the on		
Select all in view	Approve O	rder Decline Or	der		[Show 5 Items 🔍
in view	Approve O	rder Decline Or Paid by	der Deliver to	Delivery Address		Show 5 Items V
in view	Cookie Pkgs	Paid by		135 Main St. Hanc	Order Date	

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 -



- 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."



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"



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:

Approve Delivery for Cookie Orders	0
Orders selected: 2	
Items to check before you approve order delivery for jennifer:	
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 barrange a delivery date and time.	
When you approve delivery of these orders, the customer's credit card will be charged for the cookies and jennifer will be able all order details including the customer's name and contact information. Don't forget its important to mark when she's delive the cookies!	
CANCEL Approve Order	

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:

	Digital Coo	kie Order	
Back to cookie order list			
ACTION ITEM: Che	eck your cookie inventory and delivery	address before you approve delivery.	Approve Now
Order Detail	Approve for Delivery		
Order Number:	05073568	Order Status: Needs Ap	proval
Deliver To:	Jane-Anne Cathcart	Order Type: In-Person	Delivery
Delivery Address:	135 Main St Hancock, Massachusetts 01237- 9203	Order Date: 12/2/19 8	:45 PM CST
Delivery Phone:	273-820-2272	Secondary Delivery Option: Cancel Or	der
Customer Connection:	Neighbor / Community	Approved to Deliver: Pending Dec	tision
Ordered From:	My Cookie Website	Order Delivered:	
Order Paid By:	Jane-Anne Cathcart		
Billing Email:	dctest512-27@girlscouts.org		
Billing Phone:	273-820-2272		
Cookies Selected	-		
	lemon-ups ¹⁰ , 1 package	SUMMARY	
<u>62</u>	samoas*, 1 package	Purchased Packages: 6 Subtotal:	\$24.00
	tagalongs*, 1 package	In-person Delivery:	Free
	thin mints*, 2 packages	Order Total:	\$24.00
<u>1880</u>	trefoils®, 1 package	Added to sales goal:	6 packages
Approve or Decline	Delivery		
Items to review before you a	pprove order delivery for Isabel:		
You have all the cookies on I You are willing and able to to	hand or can obtain them from your tr		
order details including the cust	he customer's credit card will be char; omer's name and contact information cookies!		
mark when she's delivered the			
mark when she's delivered the Decline Order	Approve Order		

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.

2 Orders to deliver

Click on a name	to mark when th	ne cookies were deli	vered. (i)	
Select all	Order Deliver	ed Export Order	s	Show 5 Items 🗸
Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date
05073376	4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019



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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."

	2 Orders Click on a nam		he cookies were del	ivered. (i)	
Select all	Select all	Order Deliver	ed Export Orde	rs	Show 5 Items 🗸
OR	Order #	• Cookie Pkgs	Deliver to	Delivery Address	Order Date
Select a	0507337	76 4	Jasmin Winter	PO Box 2347, New York, NY	11/18/2019
customer	0507356	i8 6	Jane-Anne Cathca	art 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.

Completed Digi	tal Cooki				
Select all Add to	Customer Li	Export	\sim		Show 10 Items \smallsetminus
Paid by	Order #	Cookie Pkgs	Order Date	(i) Order Type	In Customer List
Paid by Jane-Anne Cathcart	Order # 05073568	Cookie Pkgs 6	Order Date 12/02/2019	(i) Order Type	In Customer List
				0	



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.

3 Completed Digi					
Select all Add to	Customer Li	ist Export	\sim	Show 10 Items	
Paid by	Order #	Cookie Pkgs	Order Date	(i) Order Type	In Customer List
Jane-Anne Cathcart	05073568	6	12/02/2019	In Person	W.
Janet Gates	05073435	4	11/20/2019	In Person	

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!