

# Digital Cookie®

## How to View and Manage Orders in Digital Cookie

Prefer a video? A step-by-step demonstration is available [here](#).

Congratulations! Your Girl Scout received an order!

- If the customer requested [In-Person Delivery](#), follow the steps below to approve the order and deliver the cookies.
- If the order is being [shipped directly to the customer or donated](#), there's nothing you need to do—except remind your Girl Scout to send a **Thank-You email**.

We've included helpful details for both scenarios below.

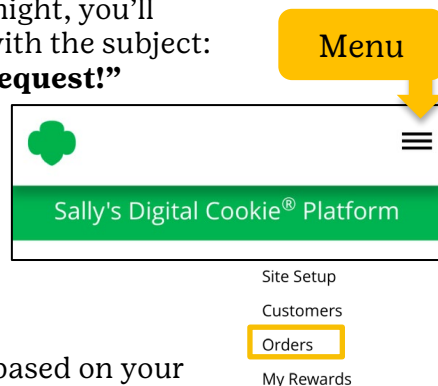
## In-Person Delivery

### Step 1: Receive Reminder Email

- If an In-Person Delivery order is not approved by midnight, you'll receive an email from **email@email.girlscouts.org** with the subject: **"Action required: you have an in-person delivery request!"**

### Step 2: Log into Digital Cookie

- Tap **Log In Now** in the email, or go to **digitalcookie.girlscouts.org** and log in.
- Tap the **Orders** link from the menu icon or tap **View Orders** from the dashboard to see pending approvals.



### Step 3: View Orders

- On the Orders page, the columns displayed may vary based on your phone's settings. To adjust what you see, tap the **Show/Hide Columns** buttons and select the columns you want to display or hide.
  - Order #
  - Cookie oks
  - Paid by
  - Deliver to
  - Delivery Address
  - Order Date
  - Days left to approve

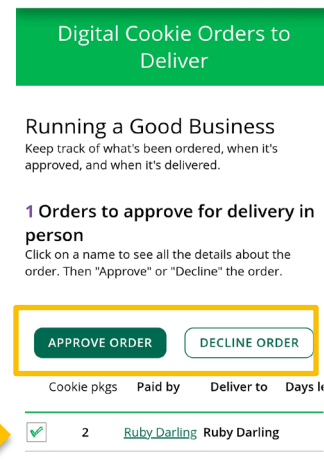
### Step 4: Decide to Approve or Decline

Consider:

- Is the customer known and trusted?
- Can you deliver before the end of the sale?
- Do you have or will you have enough inventory?

✅ If yes, check the box then tap the **Approve Order** button. Once approved, the customer will receive an email letting them know to expect their cookies within two weeks after you have them.

❌ If no, tap **Decline Order** (the order will default to the customer's second choice: Cancel or Donate).



Check box

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## Step 5: Approve or Decline Orders

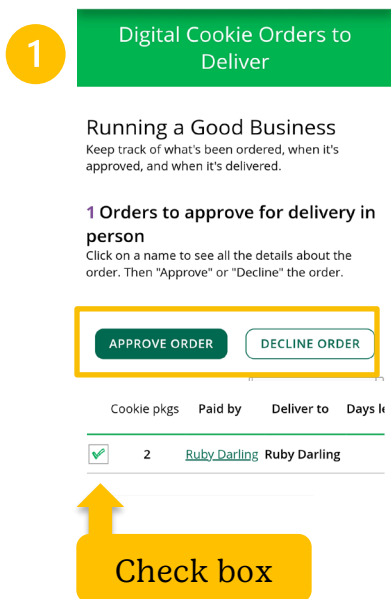
You can approve/decline in two ways:

1. **Select individual orders** → Check the box → Tap **Approve Order** or **Decline Order**
2. **Open individual order details** → Tap **Approve Order** or **Decline Order** at the bottom.

A pop-up will appear to confirm your choice. Once you approve or decline an order, the action cannot be changed. An email will automatically be sent to the customer notifying them of the decision.

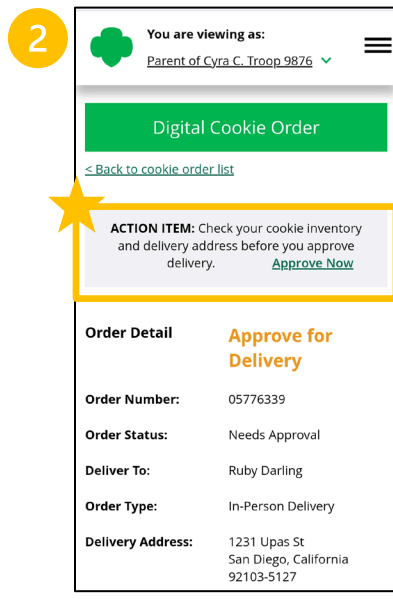
**Note:** Troop volunteers will see the financial credit in the baker system after you approve delivery.

**1**

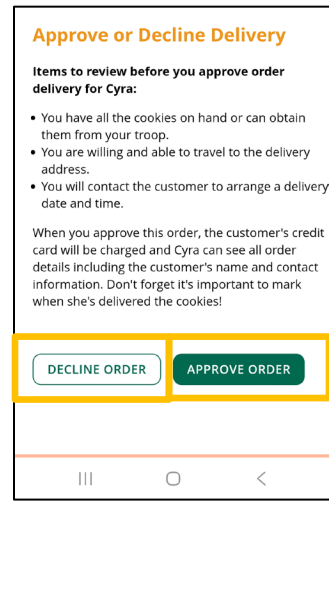


Check box

**2**



**Approve or Decline Delivery**



## Step 6: Orders to Deliver

- Approved orders move to the **Orders to Deliver** section.
- When approved, the customer is charged.
- Make sure your Girl Scout delivers the cookies promptly.

## Step 7: Marking Orders as Delivered

After delivery:

- Log back into Digital Cookie.
- Mark orders as delivered:
  1. **Select individual orders** → Check the box → Tap
  2. **Open individual order details** → Tap **Cookie Order Was Delivered**
- Delivered orders move to the **Completed Orders** section.

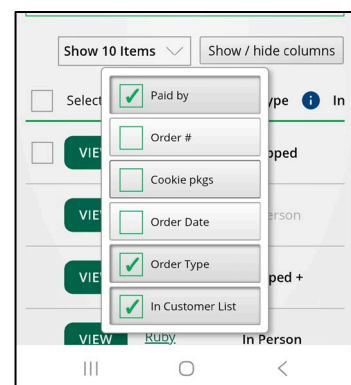
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## Completed Orders

The Completed Orders section includes all finalized transactions—such as shipped, donated, mobile app orders, canceled or declined orders, and more.

### Step 1: View Orders

- Tap **Log In Now** in the email, or go to **digitalcookie.girlscouts.org** and log in.
- Tap the **Orders** link from the menu icon or tap **View Orders** from the dashboard.
- Scroll down to the bottom of the page to see the completed order section.
- In this section, the columns displayed may vary based on your phone's settings. To adjust what you see, tap the **Show/Hide Columns** buttons and select the columns you want to display or hide.



### Step 2: View Order Details

- Click the customer's name to see full details, including any donated boxes.
- ✓ **Tip:** Encourage your Girl Scout to send thank-you messages—this helps turn customers into repeat buyers!

### Step 3: Add Customer to Contact List

- If the customer isn't in your contact list:
  - Check the box next to their name → Tap **Add to Customer List**
- This allows your Girl Scout to send thank-you emails now and marketing emails next year.

