



Digital Cookie®

DC24 Cloud FAQ's

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General:

What is the new system called?

Digital Cookie is the official name but will generally be referred to as DC24 Cloud to help differentiate between the system used in the 2022-2023 Cookie Program and the new 2023-2024 system.

Does "Digital Cookie" refer only to the Girl Scout/caregiver experience, and not to the council's back-end software?

Smart Cookies™ and eBudde™ will still be used by councils, service unit and troop volunteers for their order and rewards management. Digital Cookie is the Girl Scout and family interface.

Will ABC councils still use Smart Cookies™ at the council and troop level?

Correct, Girl Scouts and their caregivers will use DC24 Cloud for the 23-24 season and beyond to sell cookies online. Council and troop management will still take place in the bakers' software.

Does Digital Cookie "talk to" the baker software? Will girl delivered orders flow into the baker software?

Yes, all systems are integrated. Girl Scout names get loaded into the baker software and the baker software sends the record to Digital Cookie. Digital Cookie records all digital sales, including girl delivered, for the Girl Scout and sends those to the baker software.

Will cookie names be baker specific?

Yes. Only the council's specific cookies and price will be shown to members and when customers make a purchase.

Is there a single login for all systems?

Unfortunately, no. Currently, each system requires its own login and user authentication. We will be evaluating that for the future.

Who will handle shipping the cookies to consumers that are purchased online?

GSUSA contracts with third-party shipping companies to ship cookies to consumers that are purchased online.

Is DC24 Cloud only for cookies or is it also for the fall sale?

DC24 Cloud is only for cookies.

Customer

Checkout

Can a customer use PayPal to pay for Girl Scout Cookies?

No. Digital Cookie only accepts major credit cards for payment.

If a flavor of cookies is turned off for Girl Scout delivery, can a customer order the same variety for a shipped order?

Yes, if a flavor is turned off for delivery, the customer can still place an order for those cookies to be shipped if they are in stock.

When does the customer choose Girl Scout delivery or direct ship for their order?

At checkout the customer selects the delivery method they prefer. If a delivery method is unavailable for a variety, the display will show as unavailable. If a variety of cookies has been "turned off" for girl delivery or shipping, the customer will not be able to place an order that includes that variety

When does the customer enter payment information? Is it at the time of order or when the order is approved?

The customer enters payment information at the time of placing the order. There is a hold on the funds placed at that time. The customer is not charged until the girl delivery or Troop Pickup order is approved, or until the fulfillment provider confirms they have the product in stock for shipped orders.

What messaging does the customer receive if the order times out?

The customer receives the following message "Unfortunately, you have been idle for too long and your session has timed out. Please click on the button to restart your cookie order."

Contacts

Will the Girl Scout's customer lists transfer from the previous season?

For users who have been in Digital Cookie in previous years, their customer lists will move to the cloud. ABC will be doing an export of Girl Scouts' customer lists that will be imported for them into DC24 Cloud. Girl Scouts with very large lists should export them out of Smart Cookies™.

Will Girl Scouts need to upload their customers and information each year, or will customer information follow year-to-year?

Once the Girl Scout has used Digital Cookie, the customer information will carryover in subsequent years.

Does the list include customer's information that ordered from her site previously? Or only people she has added?

The customer list only includes customers the Girl Scout has added. They can easily add a customer from the ones that have placed an order with the click of a button.

Does the Digital Cookie customer list sync with the fall vendor site?

No, the customer lists between the fall vendor site and Digital Cookie are separate. The customer list will need to be manually exported/imported to ensure all contacts are listed in both sites.

Is it possible to add a choice for a denied Girl Scout delivery order for the customer to link to direct ship also?

The customer does receive an email if the Girl Scout delivery order is not approved, and it includes a link to the Girl Scout's site with a suggestion to order for shipping.

Customer Email

Can Girl Scouts and caregivers customize email messaging? Is the email the customer receives for Girl Scout delivery customizable? Specifically asking about date customization so customer expectations are met.

Due to safety concerns, the messaging to customers is not able to be customized. We are looking at small ways that we can safely add elements of personalization that help the customer feel more connected to the cookie seller. The email that customers receive for Girl Scout delivery orders does include the council's fulfillment date to help manage customer expectations.

Does the Girl Scout have to send emails to customers or are they sent automatically?

The Girl Scout has to send any marketing/thank you emails from DC24 that they would like their customers to receive.

Emails related to orders the customer has placed are sent automatically.

Will councils/Girl Scouts have more control over messaging choices (open for business, still time, etc.)?

There will continue to be three emails: Open For Business, There's Still Time, and Thank you. If the council has a shipping promotion, there will also be a shipping promotion email Girl Scouts can deploy which replaces the "Open for Business" email during the shipping promotion. The emails are not customizable to the customer. We are looking at potential other ways to customize emails in the future.

Can the caregiver edit the email where the approval email will be sent to?

No, the system will automatically send it to whoever is on file as the caregiver.

Can the delivery estimate the customer receives for Girl Scout delivery be customized?

It can't be customized. It is based on the council's fulfillment date (when the council has cookies) plus two weeks.

Email confirmations/receipts for in-hand orders is a huge necessity.

There is an email that is sent to the customer after they place an in hand order. However, if the Girl Scout/caregiver doesn't enter the customer's email address, the customer won't receive it.

Is the Girl Scout's video auto-linked in the customer email?

The video is not included in the email to the customer. Customers see the Girl Scout's image or video when they arrive at her personalized link.

Customer Service

Is there customer service support for our parents and volunteers?

Yes, Digital Cookie has a full help section built into the website for all users to use. The Help pages have instructions, links to tip sheets and videos, as well as links to contact Digital Cookie customer support through multiple web forms. We will discuss the full customer service experience on a webinar.

Financial Processing

Can girls can still take payments on the app?

Girls and troops can still use the app for payments from customers for cookie orders. Customers do need to use a major credit card to make the purchase on the app from a Girl Scout.

Can cash transactions be recorded in Digital Cookie?

No, only credit card sales can be made in DC24.

Girl Scout Experience

What is the expected timeline for an order appearing in the baker software after it has been placed?

Orders generally show in the baker software within about 15 minutes of the payment being captured for the order. Until the payment is captured, the order will not appear in the baker software.

Is there an option to turn on or off the Girl Scout cookie delivery?

Yes, Councils can set the dates for In-Person Delivery to be available. Caregivers can turn off In-Person Delivery on the "my cookies" tab if the council is offering Girl Scout delivery. Councils can turn off In-Person Delivery for entire troops or individual Girl Scouts if needed.

Is Girl Scout information wiped from Digital Cookie after each sale?

The Girl Scout's customer list is saved every year that she returns to Digital Cookie. All other data is not retained for the Girl Scout.

Will a Girl Scout have the option of a tiny URL as well as a QR code to share her Digital Cookie site link?

The site will provide a full URL and QR code. Girl Scouts would need to create their own tiny URL if desired.

How will the QR code be used?

The QR code is the equivalent of a link to a Girl Scout or troop's site.

Are the badges shown at the Girl Scout's level OR ALL badges are shown?

The Girl Scout will only see the Cookie Business badges for their particular level.

If a Girl Scout is in multiple troops, how will Digital Cookie know which group to assign her orders to?

Digital Cookie will assign the orders to whichever site the Girl Scout sold them under. If she has multiple troops, she would have multiple sites.

For the Girl Scout's story section, what is the character limit?

Girl Scouts can free text enter 200 characters in each section.

Who will they have access to "cheer"?

Girl Scouts can cheer other Girl Scouts in their troop. Leaders can send cheers to Girl Scouts (and not receive). Customers can send cheers to Girl Scouts (and not receive anything back).

Do Girl Scouts see the number of cheers other Girl Scouts receive?

Girl Scouts don't see the information about other Girl Scout's cheers.

Is there a way the troop goal can push down to the Girl Scout's site?

The Girl Scouts will see their troop's goal and how their troop is doing towards their goal.

Do rewards selections made by Girl Scouts in DC24 flow back to Smart Cookies™?

Leaders will need to pull a report of those selections and enter them into the baker software. There is not a feed of those selections currently.

Mobile App

What training tools are there for caregivers/Girl Scouts using the troop sales function in the DC app to process customer payments?

There will be a tip sheet and a video is planned.

Will the app have push notifications for cheers and orders? Can the app do push notifications to caregivers when they need to take action on orders?

The app is only for order taking and order management at this time. We are looking at how we can utilize push notifications in the future.

What are the options for entering credit cards when taking a payment on the mobile app? Is OCR an option?

OCR (Scanning) is an option on the mobile app. Additionally, Girl Scouts can enter the credit card number manually.

Can we partner with a hardware company so customers can dip their credit cards into mobile phones?

We have evaluated that in the past and been unable to find a solution that would work for hundreds of thousands of users but will continue to look at ways to more easily and quickly take payment from a customer.

Order Management

How long does the caregiver have to approve an in-person delivery order?

The caregiver has five days to approve or decline the order.

If the caregiver declines the order, is the order cancelled?

At checkout for the customer, the “Cancel” choice is pre-selected for the customer, but they have the option to change it to “Donate” if their order is not approved by the caregiver.

Does the parent see what the customer’s second choice is?

Yes, when they open the order to approve or decline it, they can see what the customer has selected if the order isn’t approved.

When Girl Scout delivery is declined by the parent, can there be an option to ship the cookies instead?

The customer receives an email letting them know the order was not approved and giving them a link with an encouragement to consider purchasing an order for shipping.

Does the parent only receive order notification via email or is there also a notification alert on the app?

Parents receive notification via email once a day for any unapproved In-Person Delivery orders. There is not currently a notification alert on the app however the dashboard shows if there are orders that need approving, and the Orders tab will list all orders that need approving.

What if the caregiver can’t find the order approval email?

The caregiver can go to DC24 at any time and view all orders that need to be approved and approve them in Digital Cookie. The order approval email is only a reminder to the parent that they need to check DC24 to approve outstanding orders.

Will an order auto cancel if not approved? Will the parent get reminders if they don’t approve in a timely manner?

Parents receive an email every day if there are unapproved In-Person Delivery orders. If the order is not approved after five days it is either cancelled or becomes a donation, depending on which option the customer selected at checkout.

Is it possible to approve part of an order for In-Person Delivery?

Only full orders can be approved.

If council turns off a variety, can a parent turn it back on?

No, a parent can’t override that council setting. However, cookies still appear on the mobile app for Cookies In Hand orders.

Is there any messaging, like an alert, that reminds the family to approve an order, and then communicates the need for product, for Girl Scout delivery orders?

An email is sent daily to the parent if an order for delivery is not approved, and they will see a reminder icon that there are orders to approve when they login to Digital Cookie. The approval process does have parents confirm that they have or can get the product for their Girl Scout delivery orders.

Additionally, troop volunteers can view Girl Scout orders that need approving. It is a desired future enhancement for the leader to have the ability to see the inventory for each Girl Scout in her troop.

The inventory section of the “My Cookies” tab will show parents if they need inventory to fill pending orders.

Can the parent enter the Girl Scout’s initial order and have it appear so the leader can see the initial order?

Caregivers can enter the Girl Scout’s initial order into Digital Cookie and the totals will appear in the baker software as an initial order for that Girl Scout.

Once the information is available from the baker, they will be sharing additional information on how that will appear in their system.

Leaders can also print/view a report of the initial orders entered by parents.

How long does it take for an order to appear in the baker software?

Once the payment for the order is captured, the order is sent to the baker software on a periodic basis.

Note: the payment is captured after the caregiver (or volunteer for troop orders) approves the In-Person Delivery or booth pick up order

OR

After the fulfillment vendor acknowledges they have the product for shipping.

Cookies In Hand and Donation only orders have their payment captured at the time the order is placed.

Registration

How are girls and troops added to DC24?

They are first added to the baker software and the baker software sends the records to DC24.

If the parent/guardian accidentally disagrees to the terms and conditions on DC24, who would they contact? Would they be able to go back to accept?

If they disagree, they will be exited out of the system and need to go back in through the process and accept in order to continue.

Does the upload of a Girl Scout into the baker software trigger an email to the parent to allow them to login?

Adding a Girl Scout to the baker software will send the record to Digital Cookie and if parent registration is open, she will automatically be sent an email within a few hours. If the Girl Scout was newly added to the membership system, her information may take until the following day to populate in DC24 Cloud.

Troop

Troops have their own QR code and link and sometimes get online orders. How will this work?

Troops will get two links to their Troop Site. One only allows for shipped and donated orders and is the link that is sent to the Cookie Finder. The other link also allows for In-Person Delivery and booth pick-up orders. Troops can use either of those links for online sales and both links have a QR code available in the system to share.

When a parent enters their initial order in DC24 Cloud, what does the troop leader see? Is she notified?

The order will be sent to the baker software for the leaders to view each initial order for each Girl Scout. More specifics around this will be coming as each baker develops the experience in their system.

Can the troop/Girl Scout view be in a different color or have a banner so volunteers don't set up their Girl Scout as the troop?

We have added this to our future enhancement list.

Can troop volunteers send cheers and do the cheers appear for customers?

The troop volunteer can send cheers to Girl Scouts. Customers don't see cheers the Girl Scout has received.

Can we add a thermometer for the troop goal and the SU goal, so everyone knows how close they are?

We do have a troop goal progress bar. We will look at an SU progress bar for the future.

Is there an option for troop volunteers to approve Girl Scout delivery orders after the parent

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approves it?

We would not want to complicate the process for parents, Girl Scouts, and volunteers. The volunteer does have visibility into a Girl Scout's pending orders but can't approve or decline them.

Is there a connection between Digital Cookie sales and credited packages that the troop sees?

The leader can see inventory for each of the Girl Scouts in her troop and if she desires, keep an eye on the Girl Scout's sales she is making in relation to the packages assigned to her.

Can the troop volunteer turn off In-Person Delivery for the whole troop?

The leader cannot turn off In Person Delivery for the entire troop. Council thought partners had concerns about leaders making that decision for Girl Scouts when she may still have cookies to sell and not want it turned off.

Can troop volunteers trigger an "order approval" reminder email to caregivers?

The volunteer can't trigger a reminder. However, the caregiver is already receiving a daily email reminder for any order(s) that need approving. Families do not need to have received an email in order to approve the order.

Can troop volunteers approve In-Person Delivery orders?

No. Only the caregiver associated to the girl can approve orders for the Girl Scout.

Does a volunteer only need one login to access all roles to include her daughters?

Correct. One login for all roles and all Girl Scouts the volunteer is the caregiver for.

Will the reward choices carry over to baker software or will troop volunteers still need to enter rewards?

Volunteers will have the ability to pull a report of the rewards selected by Girl Scouts but will need to use that report to enter the selections into the baker software.

Enhancements

Is customer texting being built into the strategy, as emails are quickly becoming obsolete? During payment processing, will there be the ability to text receipts instead of email?

We are starting to investigate texting capabilities with a goal of looking to see if/how it can be leveraged for Digital Cookie in the future.

Could orders from out of state or a certain distance away be flagged before caregivers approve them?

Not at this time. For some areas, out of state or many miles away is not a reason to decline an order. For other areas, 15 miles might be too great of a distance. We are investigating the possibility of the troop lead or parent being allowed to set a radius of how far they can deliver in the future.

Are Girl Scouts limited to having only one caregiver managing their account? Challenges with divorced parents/custodial issues or separate emails instead of household email and both want to be involved.

Currently only one caregiver can manage a Girl Scout's Digital Cookie account. We are looking at how we can help multiple caregivers for one Girl Scouts be accommodated in the future.

Is there an ability to tie siblings together to combine sales?

We are mindful that many Girl Scouts are siblings, and some parents would like to handle them as one entity. There are several challenges associated with that, but we can evaluate that for the future.