

Digital Cookie®

Order Received (Shipped/Donated)

Congratulations! Your Girl Scout received an order that is being shipped directly to the customer and/or donated. There isn't anything you need to do (except remind your Girl Scout to send a Thank-You email), but here are things you will want to know.

Step 1: Once you are in the Digital Cookie site, click the "Orders" tab to see what orders you received.



Step 2: On the cookie orders page, you can see all of the orders that have been received. Girl Scouts can see who purchased the cookies, how many, when, and if they had them shipped or donated.

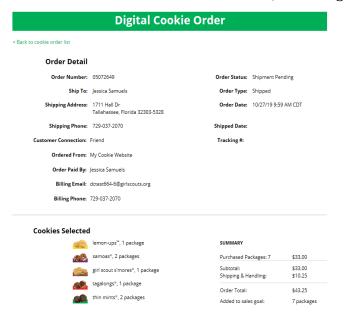
Digital Cookie Online Orders 3 Completed Digital Cookie Online Orders Add to Customer List Export \checkmark Select all Show 10 Items Paid by Order # Order Date (i) Order Type In Customer List Cookie pkgs 00112249 10 6/26/2023 Shipped Nina Smith 00112247 6/26/2023 In Person Jasmin Winter 00112245 6/26/2023 Shipped Iane-Anne Cathcart Need Help? Grow your customer list! Select checkboxes for the names you want to add.

While you're in the site checking on sales, it's a great time for your Girl Scout to add customers, send follow-up emails, complete badge work, or explore the great tools on the website. Your Girl Scout will probably pick up some good cookie program tips along the way!



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Step 3: Clicking on the customer's name for any of the orders will bring up details about what that customer ordered, including any donated boxes.



Your troop volunteer has instructions on how these sales get credited to the Girl Scout's account automatically. But rest assured it is an automatic process and she gets credit for digital sales the same as any other cookie sale.

Don't forget to have your Girl Scout send thank-you messages to make sure the customer becomes a repeat customer!

Step 4: 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 Customer List." Then, the customer will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

