girl scouts
of virginia skyline

2024 Girl Scout Cookie Program
Family Guide

Name: _____

Troop#: _____

Girl Scouts of Virginia Skyline Council, 5488 Yellow Mountain Rd, Roanoke, VA 24014 Phone: 540-777-5100 | Email: info@gsvsc.org

Important Dates to Remember

November 4:-Cookie College (Sweet Briar College)

December 11: Parents/Girls will have access to Digital Cookie and Order Card is open (please do not take orders before December 11)

December _____: Initial Order will be due to the Troop Cookie Product Program Manager (Troop order due to Council December 16)

January _____, 2024 (first week): Initial Delivery date and site depends on your location (Council dates January 8-12)

January 13: Booth Sales Start

January _____: Optional first reorder due to Troop Cookie Program Manager (9 weekly reorder options)

January _____: First reorder delivery date and site depends on your location

January _____: First payment date to troop

January 20: Annual Meeting

January 27: Annual Meeting (inclement weather/snow date)

February 9-11: Super Bowl Weekend (highest booth sales)

February 14 (9-11): Valentine's Day Weekend (2nd highest booth sales)

Feb. 16-18: National GS Cookie Weekend (3rd highest booth sales)

March 18: Booth Sales End

March 18: All sales end

March 21 _____: Final payment due to the troop and girl reward choices must be completed in eBudde (Troop may have an earlier deadline)

TBD-String of Pearls/String of Charms/ Fall & Cookie Program Top Achievers Celebration

2024 Cookie Program Basic Info

BASIC REQUIREMENTS	Girls must be a registered Girl Scout member in the current FY24 year. Parents/Guardians that participate in any Girl Scout activity with their daughter must have a volunteer role (Chaperone or other) and be registered in FY24 membership and have a Criminal Back Ground Check All products sold must be the FY24 product and must be sold at the council price. Money owed to the troop must be paid before any rewards or prizes will be distributed to the girl. Remember the Girl Scout Promise and Law throughout the program!
COST	$6.00 per package for all varieties
TROOP PROFIT	$1.05 per package if the troop chooses rewards; $1.15 for troops that OPT OUT of the rewards program. Other promotions can earn up to $.04 per package for the troop
VARIETIES	Nine cookie varieties: Lemon-Ups, Trefoils, Do-Si-Dos, Samoas, Tagalongs, Thin Mints, Girl Scout S'mores, Toffee-tastic (gluten free), Adventurefuls
BENEFITS	The cookie program provides each girl an opportunity to develop skills in goal setting, decision making, money management, people skills and business ethics. Additionally, girls gain confidence as they realize their goals and achieve success by participating in the cookie program.
GSVSC SERVICE PROJECT	**The Gift of Caring program for our council is called Cookies For A Cause—Local Heroes.** Customers can buy a virtual package of cookies to donate to the **Cookies For A Cause** program. Girls can get a special "Gift of Caring" patch for 50 packages sold.
BASIC COOKIE BOOTH GUIDELINES	Cookie Booths for an individual girl must be scheduled through the Troop Cookie Program Manager. The minimum attendees must be a girl and two adults. One adult must be a parent, one must be a female and one of the adults must be a FY24 registered Girl Scout with a clear background check. **(See separate sheet for details)**
DELIVERIES, PICKUPS & PAYMENTS	When you go to a delivery site, pickup cookies or exchange cookies with another parent please make sure you count the cookies, inspect them for damage, sign a delivery ticket or a receipt and retain a copy. When you make payments to the Troop Cookie Manager, please sign a receipt and retain a copy.
REWARDS	Help your daughter set her reward goals for the program — for example, patches, t-shirt, plush animal, pearl necklace, cookie dough. Refer to the back of the order card to see the entire list of rewards being offered. (Segment bars for certain levels can be purchased through the Skyline Shop in Roanoke.) The rewards are cumulative from 24 packages through our "String of Pearls" membership for the 1000+ participants and there is a Top Achiever reward of a Photo on next year's order card and an I-Pad with accessories.

SPECIAL NOTE ABOUT REWARDS	If the troop decides to OPT OUT of the rewards program, the girls will still be eligible to receive the patches, the pearl and the Top Achiever reward. A majority of the troop must vote to opt out and each girl and parent must sign the opt out form.
PARENTS NEED TO KNOW	Each parent must submit a signed parent permission slip per girl to the Troop Cookie Manager before participating in the program. Parents need to attend the troop's cookie program training session so that they can review their daughter's aspects of selling techniques, vital safety points, learn about the troop's goal for selling and other troop/girl decisions.
BASIC SOCIAL MEDIA GUIDELINES	➢ A girl must be 13 or older and has her parents' permission to post a private post with friends' or family with no sharing. ➢ A parent/guardian may place a post in a private group with no sharing ➢ No one is allowed to post on Craigslist, Marketplace or any Yard Sale Pages. ➢ The girl or parent must not include a photo of the girl or any reference to names, addresses or meeting arrangements • If you do not follow the guidelines for social media, there might be consequences that could include loss of rewards, loss of troop profit, and/or removal from the program **(See separate sheet for additional details)**
COMMUNICATIONS AND UPDATES	➢ Please make sure you are receiving the Girl Scout Connection, a weekly emailed newsletter from the council for general information and special product program promotions ➢ Specific and more time sensitive information will be sent to you via email through eBudde from the council during the program (see sender's email address later) ➢ Please maintain routine communication with your Troop Cookie Program Manager
RESOURCE LINKS	https://www.gsvsc.org/en/cookies/find-cookies.html https://www.littlebrowniebakers.com/ productsale@gsvsc.org info@gsvsc.org
CONTACT INFO	

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No Registration Email Received

In order to receive a Digital Cookie registration, your Girl Scout must be registered for the current Girl Scout year and your Girl Scout Council will need to have the correct email address on file for her parent/guardian. If you have opted out of receiving emails from the council, skip to Step 4.

Step 1: Check your junk/spam/promotions inbox one more time for an email from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "Register for the Digital Cookie Platform Today". If you do not see the email there, follow these steps to get registered for Digital Cookie.

Step 2: Go to digitalcookie.girlscouts.org and click the "Need help to log in" link.

(For best results, use the most up to date web browsers)
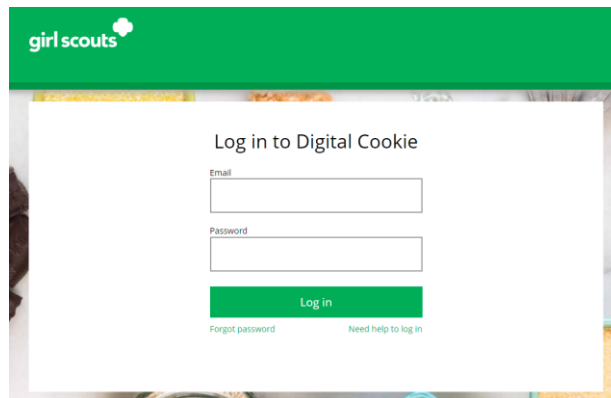
You will get a screen of steps you can use to try and get registered for Digital Cookie
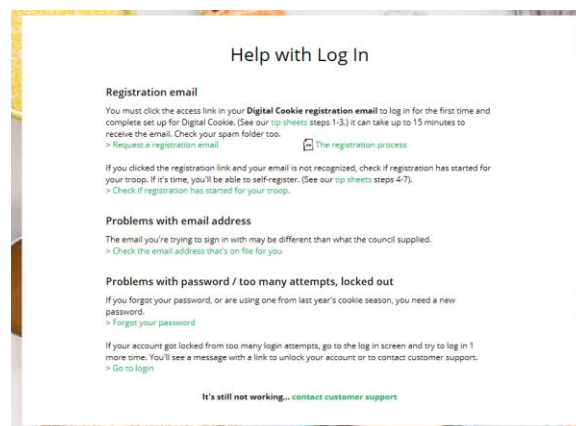
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Step 3: Start by clicking on the "Request a Registration Email" and enter the email address that you used to register your Girl Scout.

Be sure to add email@email.girlscouts.org to your address book so you get your email!

Request a Digital Cookie Registration Email

Enter the email address you have on file at Girl Scouts and we'll send you a Digital Cookie registration email. It can take up to 15 minutes to receive the email.

Email

[ ]

Cancel   Submit

Your reset email should be delivered within 15 minutes, but some email providers may take a few hours. If you have checked your spam folder and still don't have your email, Contact customer support

Step 4: If your email is in the system, you will get a message letting you know that you have been sent a registration email and you will receive it within 15 minutes.

If you get a red message:

Email

testdc512@girlscouts.org

The email you entered is not recognized.
Parents, check the email address that's on file for you.
For others, click here for help.

and you think your Girl Scout is a registered Girl Scout member with your council, you can choose "check the email address that's on file for you"

Step 5: You will select your Girl Scout Council

Verify your Digital Cookie Information

Cookie season timelines vary by council. Check to see if Digital Cookie registration is open. The list below shows councils that are currently getting set-up for Digital Cookie.

What council is your Girl Scout's troop assigned to?   [▼]

I don't see my council listed

Submit

Contact Customer Support

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Step 6: Then enter your Girl Scout's First, Last Name and her Troop Number.

Verify your Digital Cookie Information

Look up the parent contact information that's on file for your Girl Scout. If you don't know the troop number, please contact your Troop Leader or council for assistance.

All fields required

What council is your Girl Scout's troop assigned to:	Louisiana East
Girl Scout First Name	Joanne
Girl Scout Last Name	Smith
Girl Scout Troop Number	12352

Cancel   Search

Contact Customer Support

If your Girl Scout's information is not in the system or not in the system the way you entered it, you will get a message letting you know you will need to contact your council, Troop Leader or Customer Support for assistance.

The information you entered could not be matched in the Council's Digital Cookie records. Please check the data and try again.

If the problem continues, contact your council, Troop Leader or customer support for assistance.

Close
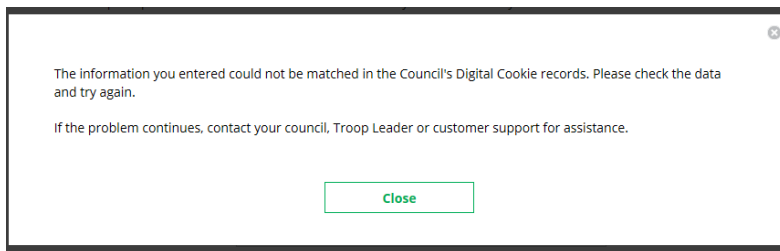
Step 7: If your Girl Scout and her parent information are loaded into the Digital Cookie system, you will see the information in order to verify that it is correct.

Verify your Digital Cookie Information

Here's the Digital Cookie contact information that's on file for your Girl Scout.

Girl Scout First Name:	Joanne
Girl Scout Last Name:	Smith
Girl Scout Troop:	12352
Parent First Name:	Crystal
Parent Last Name:	Smith
Parent Email:	dc_***@girlscouts.org

Send Registration Email   Update Details

If the information is correct, you can send yourself a registration email knowing what email address you should use to look for the email.

If the Parent information is incorrect, click on the "Update Details" button. NOTE: If you are, also a Cookie Volunteer you will need to update your email address in eBudde.

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Step 8: To update your information, you will need to enter your Girl Scout's Date of Birth as a security measure, and then you can update your name and/or email address.

You will get a success message once you submit your changes.
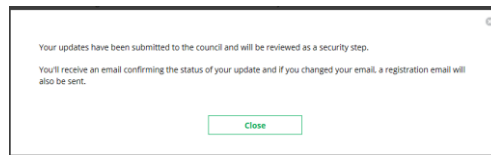
Your council will then review the updates and approve or reject the updates. You will receive an email notification when they have completed that step.

Step 9: If the Girl Scout is imported but her parent information is not on file, you can add the parent information.

As in step 8, the information will need to be reviewed by the council before your Digital Cookie account will be activated. Once approved, you will receive a registration email and can begin accessing Digital Cookie

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Forgot Password/Reset Password

Step 1: Go to digitalcookie.girlscouts.org and click the "Forgot password" link.
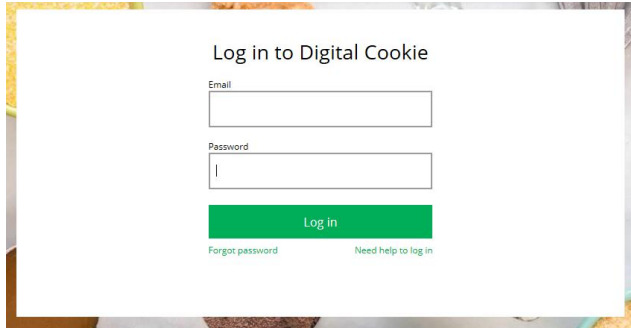
Step 2: Enter the email address associated with your Girl Scout's Digital Cookie™ registration.
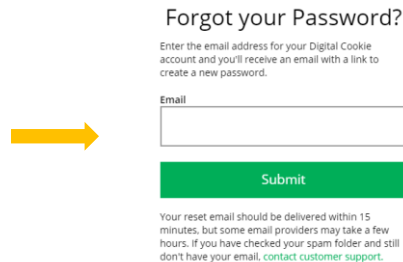
Step 3: You will be sent an email with the subject: "Your Digital Cookie password change" from "Girl Scout Cookies" (email@email.girlscouts.org) in about 15 minutes. Check your junk/spam/promotions if you don't receive it and be sure to add email@email.girlscouts.org to your "safe sender" list.

Click on the most recent email you received if you have requested multiples.

Open the email and click on the "Reset Password" link.

Step 4: You will be taken to a page to reset your password.
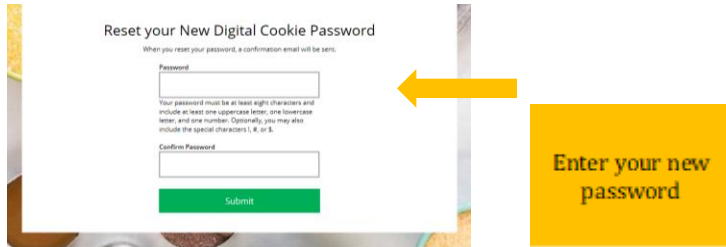
Step 5: If you do not receive an email to reset your password in 15 minutes, return to the login page in step 1 again, click "forgot password" and this time select "Contact Customer Support" to be taken to a customer service form.
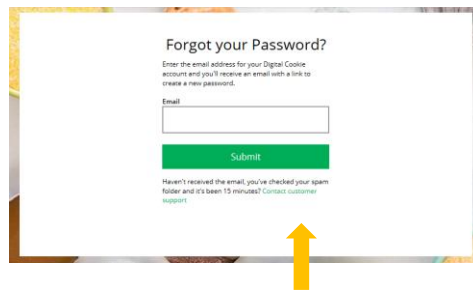
Step 6: Select "Password Reset" to be complete information so we can assist you.
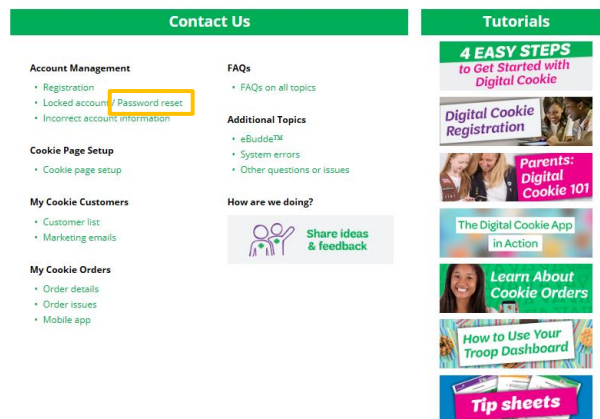
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Unlock Account

Step 1: If you have attempted multiple times to login at digitalcookie.girlscouts.org and did not successfully input your password, you may find yourself locked yourself out. You can contact Customer Support or Unlock your account.
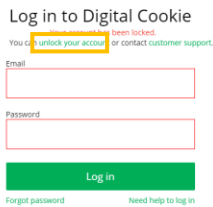
Step 2: If you click the "Unlock Your Account" link, you will be asked to validate the email address you use for Digital Cookie, then click the "Send Email" button

Step 3: You will be sent an email with the subject: "Your Pin Code" from "Girl Scout Cookies" (email@email.girlscouts.org). Check your junk/spam/promotions if you don't receive it and be sure to add email@email.girlscouts.org to your "safe sender" list.

You will have a Pin Code in the email.
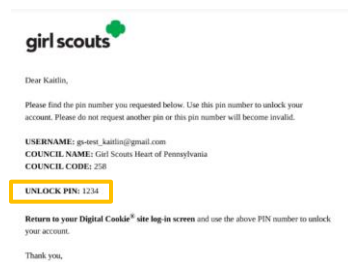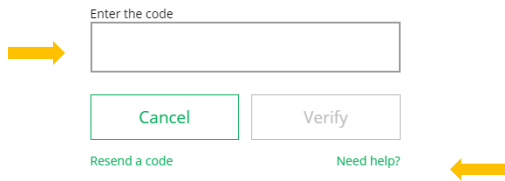
Step 4: Enter that Pin Code back in Digital Cookie on the unlock screen, then click on "Verify".

Unlock Your Digital Cookie Account

A code was sent to your email dct...@... The code expires in 20 minutes. Keep this page open to enter the code.

Enter the code

[Cancel] [Verify]
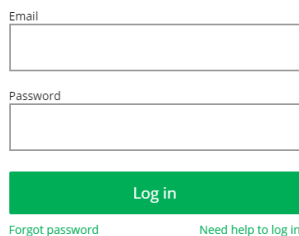
Resend a code   Need help?

Step 5: You will be taken back to the Digital Cookie login screen with your account unlocked and ready for you to attempt to login again. If you are unsuccessful logging in, consider resetting your password using the "Forgot Password" link.

Otherwise, login and get started with your Digital Cookie experience.

Log in to Digital Cookie

Email

Password

[Log in]

Forgot password   Need help to log in

Digital Cookie®

My Account tab

Use this tab to update your email address or password, or girl information.

Step 1: While logged into Digital Cookie, click on the "My Account" at the top of the page.
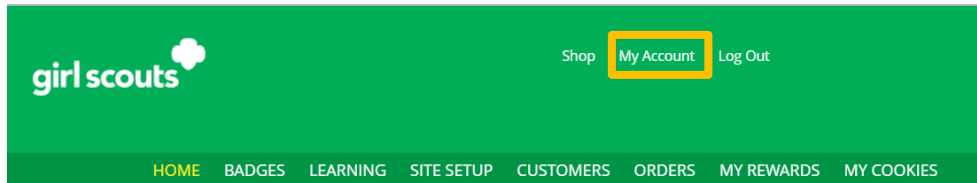
Step 2: You can either change your email or password OR click on the "Girl Account" to change her name or email address (if she is 13 or over)
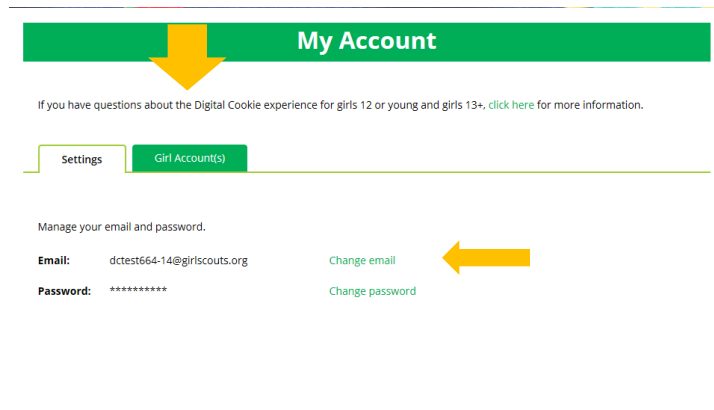
Step 3: Clicking on the "Change Email" will give you a screen to update your email address to a new one.
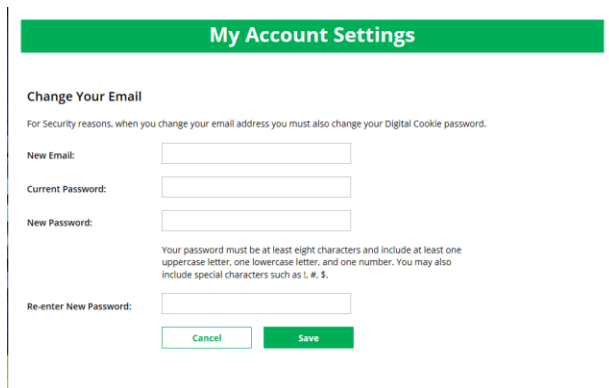
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Step 4: If you are also a Troop or Service Unit Volunteer, you will be unable to change your email address here. You will need to update your email address in eBudde instead.
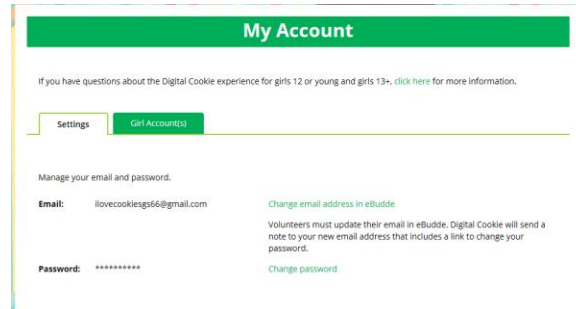
Step 5: Clicking on the "Change Password" will give you the opportunity to update your password
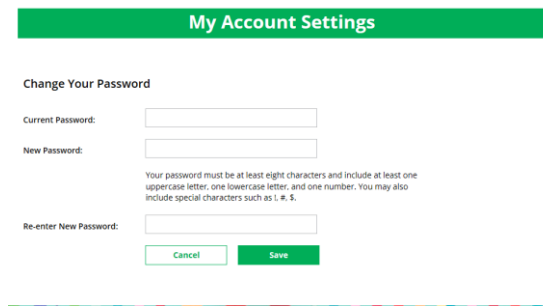
Step 6: Clicking on the "Girl Account" tab will allow you to update the girl preferred first name and girl email address if she is 13 or over.
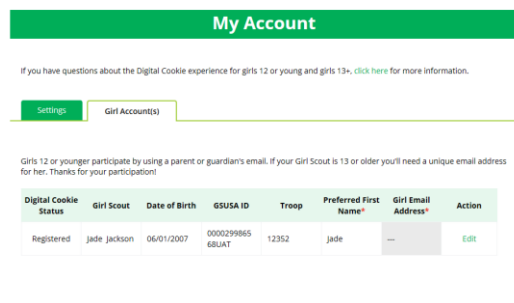
NOTE: Updating your email in Digital Cookie does not mean it will be updated in your council membership system. Please login to MyGS to update your email there as well.

NEXT STEPS: Site Registration

Site Setup

Digital Cookie®

Site Registration

Previous Steps:

Step 1: After agreeing to Terms and Conditions, you will be prompted to register all girls associated with your email address. Enter their preferred first names.

If the girl is over 13, you have the option to also enter an email address for that girl so she can manage her digital cookie site herself.

If your Girl Scout over 13 doesn't have her own email address, you can create one and not share the password with her—simply use it to access the registration emails for the Digital Cookie site. It can't be the same email address used for anyone else, such as a parent or another girl.

Digital Cookie Registration

Register your Girl Scout to participate in Digital Cookie. She'll get access to the Digital Cookie Platform where each Girl Scout can set up her cookie site and goals, manage orders and learn marketing business skills.

Girls 13 and older can add their own email address. This allows them to manage details for their cookie site.

Click to Activate

Digital Cookie Status	Girl Scout	Date of Birth	GSUSA ID	Troop	Preferred First Name*	Girl Email Address	Action
Register	Victoria Roy	07/01/2004	9999998990	12361	---	---	---

ACCESS SITE

Girl Account

Victoria Roy

Enter Girl Email

Address

(optional)

Preferred First Name:*
(or use a nickname)   Victoria

Girl Email Address:
(optional)

Cancel   Save

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Step 2: The girl will then need to check her email inbox for an email from "Girl Scout Cookies". Girls should be sure to add email@email.girlscouts.org to their "safe senders" list so that this email goes to their inboxes and not to junk/spam/promotions email folders.

When she gets the email, she simply clicks on the green button to be sent to the Digital Cookie website where she will be able to set her password.
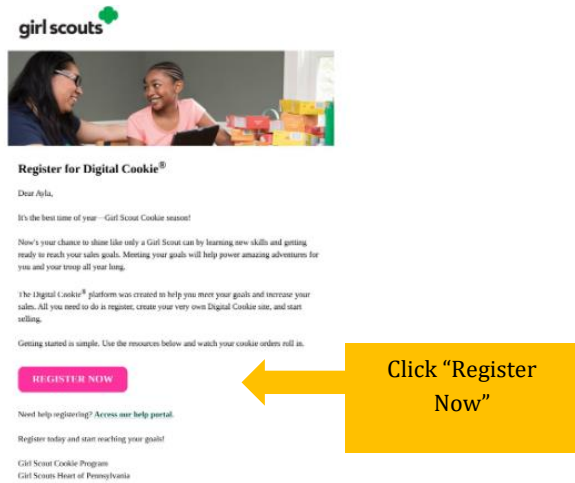
If she does not get the registration email within 15 minutes of you adding her email address, girls can follow the steps on the "No Registration Email" Tip Sheet

Step 3: The Girl Scout will need to complete the same steps to set up a password that her parent completed. Once she has set her password, she will be taken to the *Safe Selling for Smart Cookies* video. She can't proceed further until the full video has been viewed.
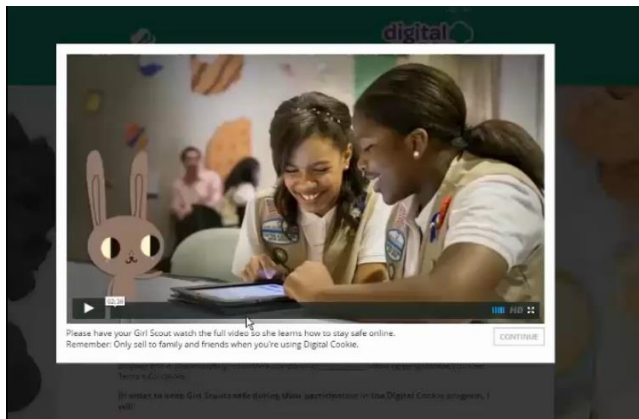
Step 4: Then, read the "Girl Scout Safety Pledge."

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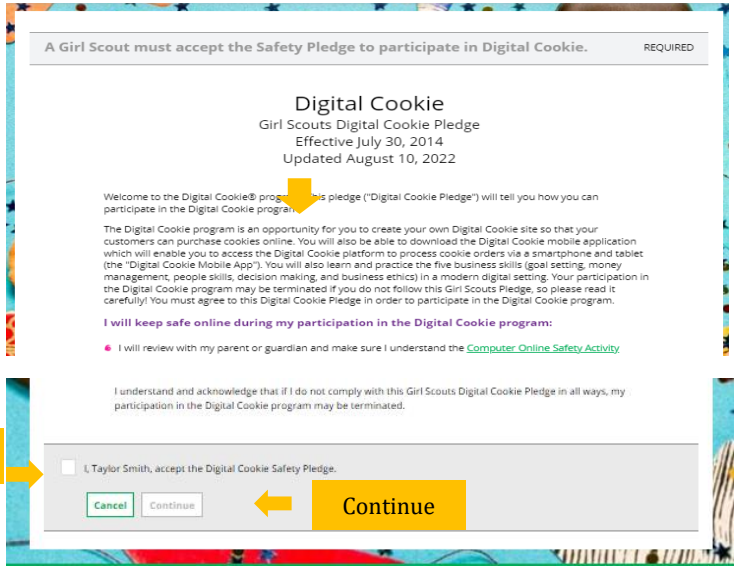
After she has read the pledge, she can click the box to accept it and then click "Continue" be taken to the home page of her site to set it up.

Steps 2, 3 and 4 above applies for Parents/Girls under 13

Parent will watch for your registration email* from "Girl Scout Cookies" (email@email.girlscouts.org) with the subject "Register for the Digital Cookie Platform Today". Your council will let you know the approximate date you can expect to see that email. Search your "Promotions/Clutter/Spam" folder too.

*If you did not receive a registration email, see the "No Registration Email" Tip Sheet.

In the email is a green button to take you to the Digital Cookie registration site. Simply click that button!

(For best results, use the most recent version of your web browser)

Once you click the link you'll be on the Digital Cookie platform.

You'll need to create a password.

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Use your new password to log in. Remember to use the same email address where you received your registration email-that's the one your Girl Scout Council has on file for you.

Parents/Girls under 13

You will then be taken to a screen to activate your girl or girls for the Digital Cookie program and update their preferred name if necessary.

Next steps: [Site Setup-Girl 13 and Older](#)

[Marketing to Customers](#)

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Girl Site Setup-Girl 13 or Older

Previous steps: Site Registration Girl 13 and over

Step 1: Once in the digital cookie site, the setup functions just like the Girl Under 13 Site Setup. The difference is that "Step 3>See Your Cookie Site and Publish" will have a button at the bottom of the page instructing the girl to: "See your site and submit for approval"
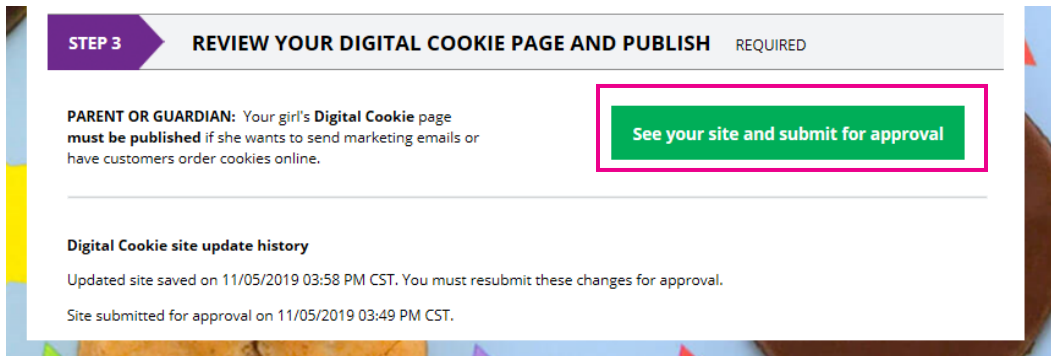
Step 2: A preview of her site will display and she can either make additional edits or submit it for parent approval.
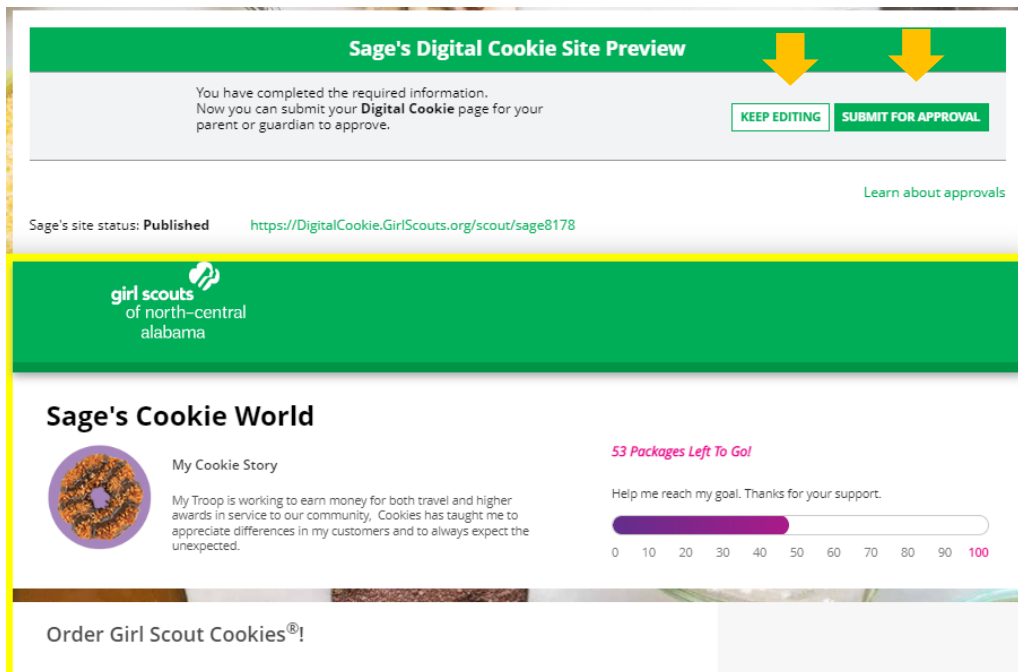
Digital Cookie®

Step 3: Once she has submitted the site for approval, you will receive an email that your Girl Scout's site needs approving.
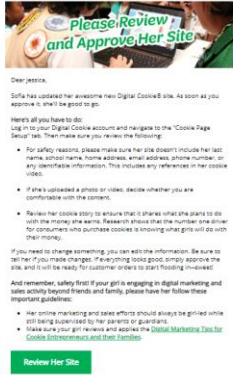
Step 4: When you click the green button in the email, you will login and be sent to your Girl Scout's site preview.

From there you can review it and either "Approve and Publish" to have her site go live, or click the "Edit' button to make changes.

If you make changes, when they are complete, click "Approve and Publish". Make sure to let your Girl Scout know you made changes.
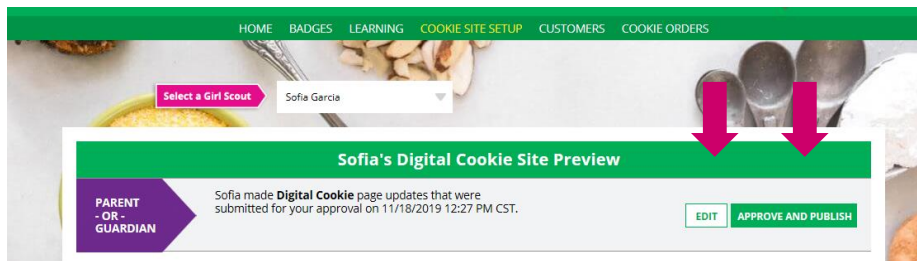
Step 5: The girl will receive an email confirmation that her parent has approved her site. Now she is ready to send marketing email to customers once the council's digital cookie sale is open.
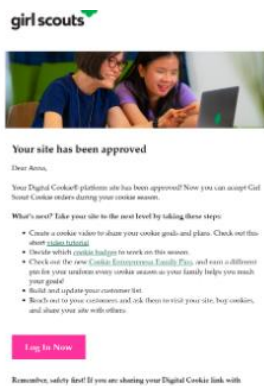
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Girl Under 13-Site Setup

Previous Steps: Site Registration

Step 1: Log in to digitalcookie.girlscouts.org

To help your Girl Scout set up her business for customers, click on the "Set up your Digital Cookie site…" link in the "My Cookie Site" section, or the "Site Setup" at the top.
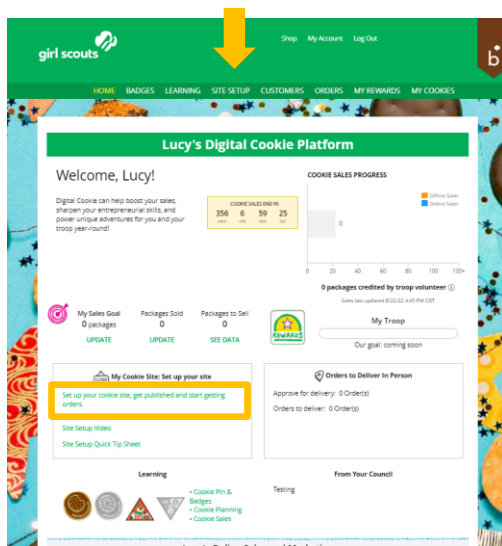
Step 2: There are several different sections to her home page. Click on the headings to be taken to the instructions for that section.
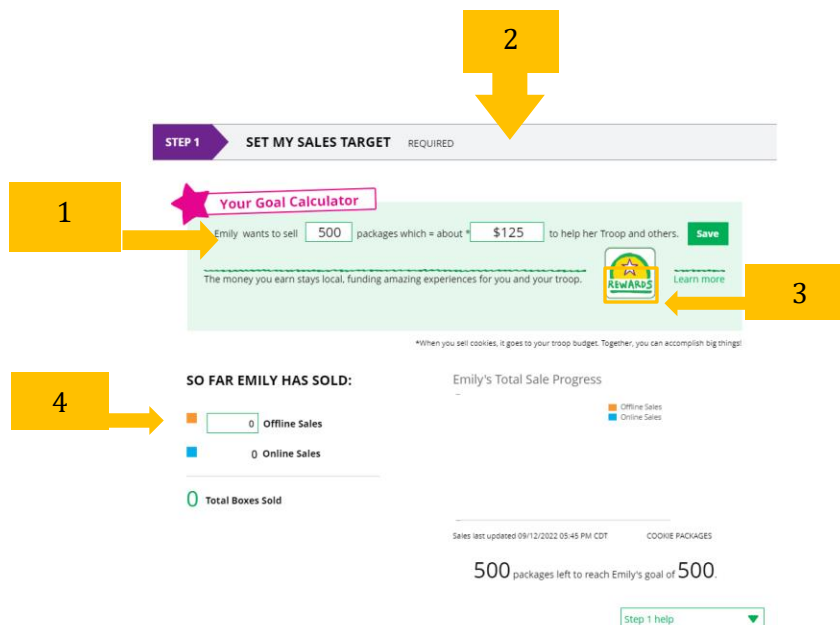
- Goal Setting: "Set My Sales Target"

- "My Cookie Story"

- Photo/Video Upload

- "Preview and Publish Your Site"

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Step 1>My Sales Target

1. Girl Scouts enter how many boxes of cookies they are working to sell this year through online and offline sales.

2. When the information is entered, the calculator will show how much money the troop will get from her hard work.

3. Clicking on "Rewards" will take you to your council's rewards tab (if available) to see what rewards the girl might want to work towards.

4. Girls can enter any offline packages they have sold so their customers will see their total sales, not just their digital sales.

Don't forget to save your goal before moving on.

Step 2a>Her Cookie Story

1. Girl Scouts tell their customers about a troop goal and why it's important.
2. Girl Scouts share what they've learned from the cookie program.
3. Save their story. They can make edits to it at any time.

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Step 2b>Photo/Video Upload

1. Girls can choose to upload a photo of themselves <u>or</u> use a picture from the gallery.
   OR
2. Girls can upload a video of themselves <u>or</u> use the "Cookie Boss" video.
3. Bonus! Girls can get tips on how to make a great video.

Girls who uploaded a photo or video of themselves sold more than double the boxes on average than girls who did not.

Step 3a>See Your Cookie Site and Publish

Almost there! Simply click the button to see how the site appears to customers and publish it.

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> If your button only says "see your site" you may be missing some required fields, or didn't make any changes. Go back and check that everything has been completed.

Step 3b>Preview Her Site and Approve

You will see what the customer will see. Some things to check:

- Is the spelling and grammar correct and does it tell a story?
- Make sure the photo or video are displaying correctly.
- Are the goals accurate?
- If you need to change anything, click *Edit* and make changes, then go back to Step 2a.
- If it looks good, *approve and publish it.*

Your Girl Scout's cookie store now has it's own website! If your council's digital cookie sale hasn't started, the link will not be active yet.

Next Steps: Marketing to Customers

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Marketing to Customers

A Digital Cookie site isn't any good without customers! Learn how you can:

- Enter customer information
- Send marketing emails

Step 1: On the Digital Cookie dashboard, click the "Customers" tab.
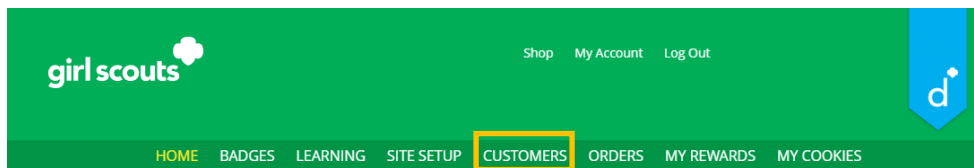
Step 2: The Customers page is broken into two section -

- "My Cookie Customers" for entering customer lists
- "Connect with Customers" to learn more about marketing to customers

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Step 3: My Cookie Customers

Girls can add or import customers they want to send marketing emails to - and keep all of their customers in Digital Cookie for referencing in future cookie seasons.

Encourage Girls to add a "nickname" for their contacts like Grandma" or "Uncle"

Clicking on a customer's name brings up more information about the customer, including details about any orders.

3aSend Marketing Emails

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To send emails to your customers, simply check the box in front of all the customers you want to reach, then click "Send Marketing Emails."

Next, select which of the three emails you would like to send at this time:

"Open for business," "There's still time to order cookies," or "Thanks for your support."

To find out more about each of those emails and see a preview, go to the "Connect with Customers" section.

You can select different customers and send different emails to them or send the same email to all your customers at the same time.

When you have made your selection, check the box next to the email you are going to send and then click "Send Email" at the bottom.

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3b   Add Customer

To add customers manually (instead of importing), click the "Add Customers" button and you will get a screen for entering information.

The only required field is name. However, to maximize your marketing, you should complete as many of the fields as possible. If you enter data in the "Nickname" field, the customer will receive their email addressed to the nickname instead of their first name.

When you are finished entering information, click "Add Customer". The customer information will be stored.

If a girl attempts to add a customer that already has an email address in her customer list, the system will alert her that it is a potential duplicate and ask her what information should be maintained between the two records.


You can also add customers who have made a purchase and aren't in your customer list. See the Parent Orders Tip Sheet for details.

3c <u>Delete Customer</u>

We recommend keeping customer lists from year to year, but there may be times when you will need to delete one or more. To do that, select the box in front of the customer(s) you want to delete, then click on the "more" dropdown menu and select "Delete Customer".

You will get a pop-up warning that deletion is permanent and confirming how many customers you are attempting to delete. To continue with deletion, click "yes"
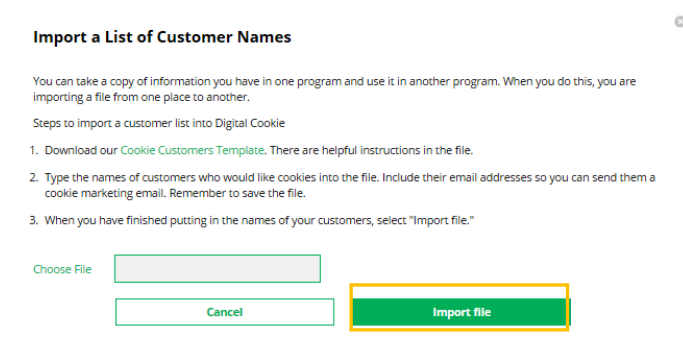
Delete Customer

You want to delete 1 name from your customer list.
If deleted, this cannot be undone.

| Cancel | Yes |
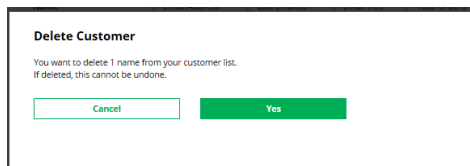
3d <u>Import</u>

Clicking on the "More" drop down menu gives you the option to import a customer list.

The screen has instructions on how to import contacts. It also includes the template that you will need for importing. The template is on the second tab in the spreadsheet, titled "Import_Customer."

	A	B	C	D	E	F	G	H	I	J	K
1	First Name	Last Name	Nickname	Street Address	City	State	Zipcode	Phone Number	Email Address	Notes	
2	Jane	Dow	Aunt Jane	123 Main St	Rolling Hills	OK	23902		dctest664-14@girlscouts.org		
3											
4											

Import a List of Customer Names

You can take a copy of information you have in one program and use it in another program. When you do this, you are importing a file from one place to another.

Steps to import a customer list into Digital Cookie

1. Download our Cookie Customers Template. There are helpful instructions in the file.

2. Type the names of customers who would like cookies into the file. Include their email addresses so you can send them a cookie marketing email. Remember to save the file.

3. When you have finished putting in the names of your customers, select "Import file."

Choose File

| Cancel | Import file |

When the list is prepared and saved, use the "Choose File" button to select your file from where you saved it. Then click the green "Import File" button at the bottom. When it has successfully imported you can send marketing emails to those customers.

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3e <u>Export</u>

The "More" drop down menu also gives you the option to export your customer list. When you choose "Export" a screen will pop up with instructions on how to export your customer list and save it to your computer.

Simply click the green "Export File" button and you will be asked where you want to save the file on your computer.


Export Your Customer List

Saving a copy of your customer list is easy. When you select the "Export file" button, a file will download to your computer with the name "DigitalCookieCustomers". You can rename the file, if you wish, and save it on your computer.

Cancel   Export file

Step 4: Connect with Customers

Learning about marketing to your cookie customers is a great skill that can increase cookie sales. In this section you can see the three different emails to send to your customers - and get suggestions for when to use them.
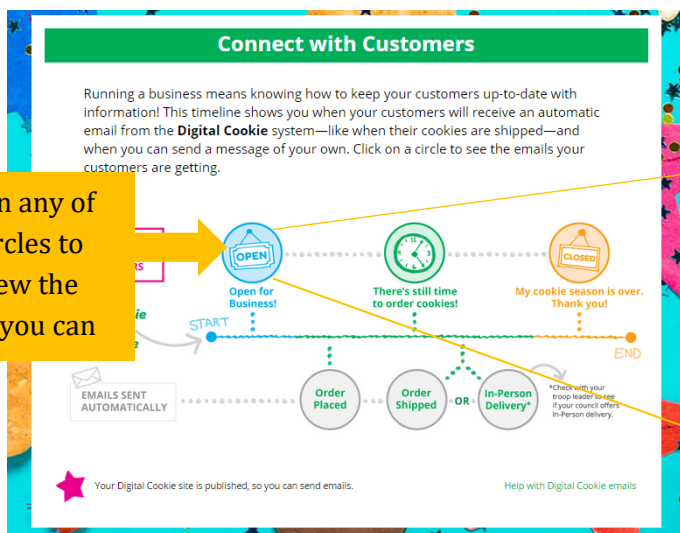
.
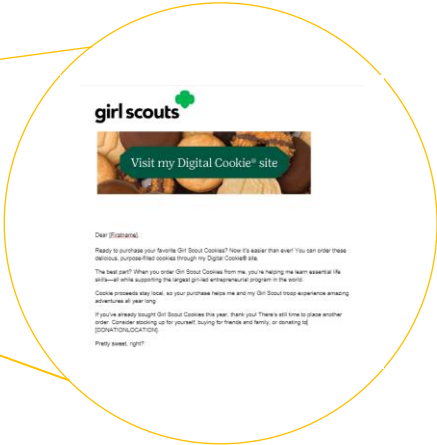
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Step 5: You can also send customers a link to your Digital Cookie Website OR generate a QR code for them to use directly from your home page.


Customers who purchase directly from a link won't be reflected as an email sent in your totals. But their orders are treated the same no matter how they reached your website.
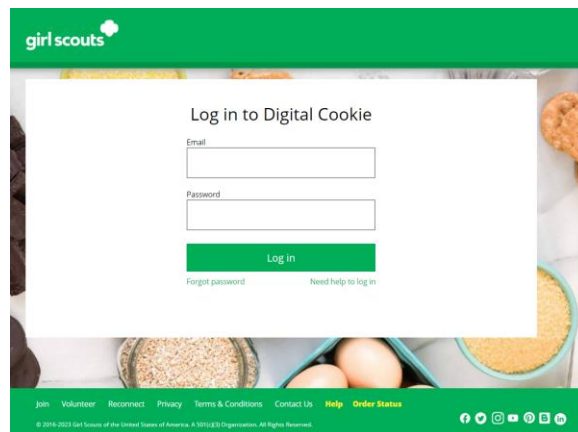
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Order Received (In-Person Delivery)

Step 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!
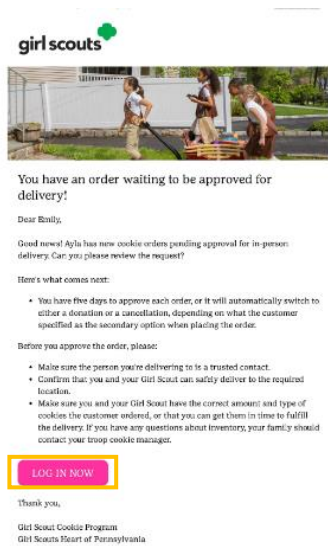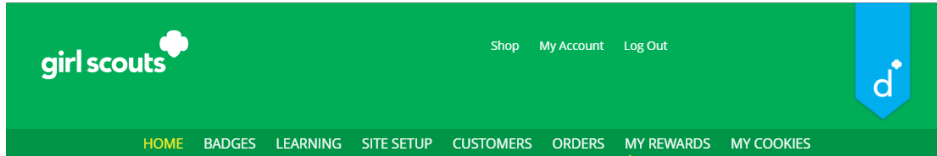

Step 2: Click the green button "Log In Now" in the email. That will take you to the Digital Order Card website where you can log in. Or, go to the Digital Cookie website and log in.

Step 3: Click on the "Orders" tab and see what orders are pending your approval.

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Step 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.

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

Step 5: 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?
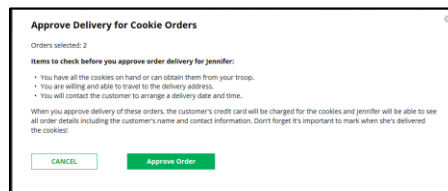
If so, "**Approve Order**."

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."

Step 6: There are multiple ways to approve and decline orders for delivery.

Check the boxes in front of the orders you want to approve or decline and then click "Approve Order" or "Decline Order"
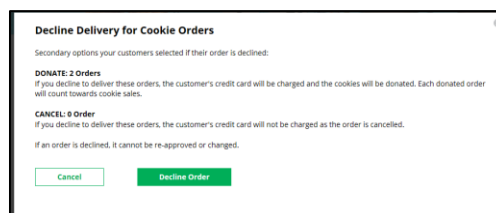

You will get a pop-up message confirming you want to approve all of the orders you selected and can deliver them to the customer:

Once you approve or decline you can't change the action and an email is deployed to the

Or that you want to decline all of the orders you selected and understand if the orders are being cancelled or donated:
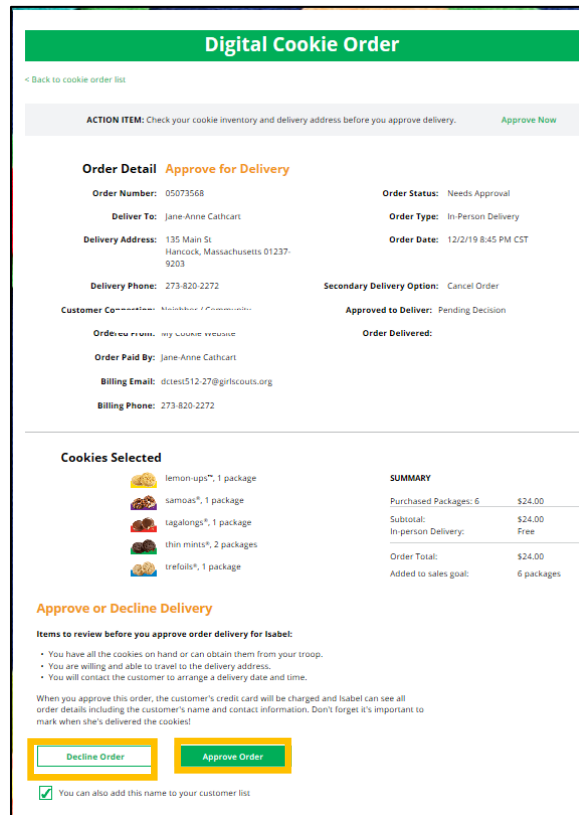
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Click the "Select All" box, which will select all of the orders on that page that need approval, then click "Approve Order" or "Decline Order".

You will also get a pop-up message confirming your batch approval or your declining of the orders selected, as above in option a.

Click on the individual customer to bring up that person's order details:

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

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Step 7: If you have approved the order, it will move down to the section "Orders to Deliver", below the "Approve" section.

Step 8: 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."

When they are marked as delivered, they will move down into the third section on the page as a completed order.

Step 9: 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

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will be in her records for sending thank-you emails this year and marketing emails next year for repeat business.

Make sure the Girl Scout follows through and delivers those cookies. When you approve the order, the customer will be charged.

The Troop Volunteer 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!
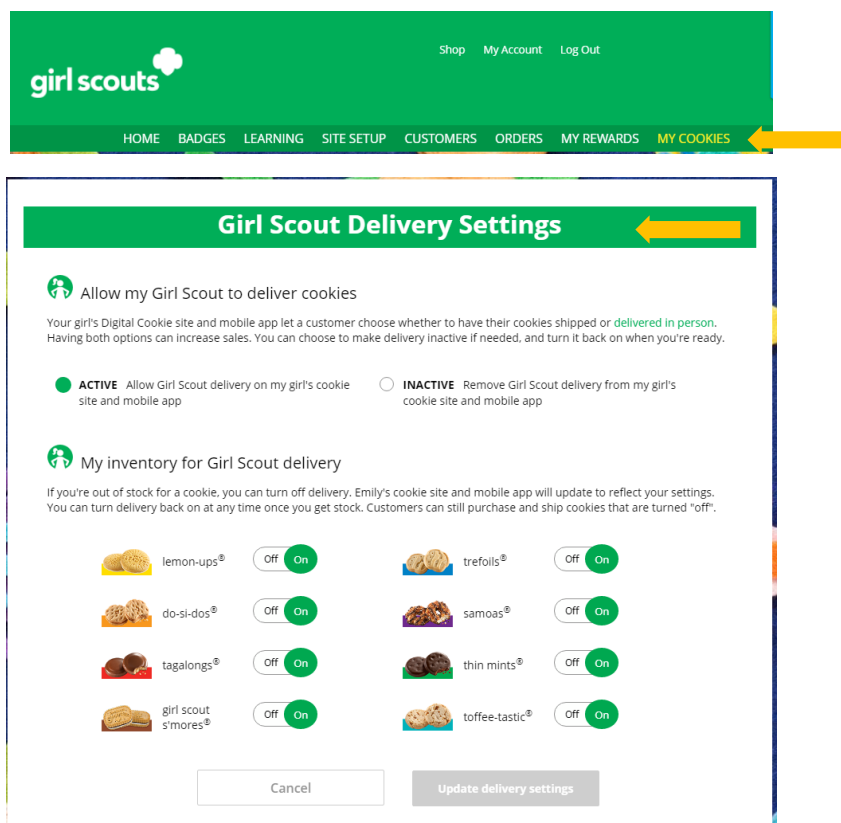
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My Cookies: Delivery Settings

The "My Cookies" tab contains a number of different functions for parents. This sheet explains the "Delivery Settings" portion.

If enabled by your council, the Delivery Settings function gives you the opportunity to turn off girl delivery and off varieties of cookies. This might be useful if you run out of a variety of cookie and can't get any more to fill customer orders, or are entirely out of cookies for delivering to customers or otherwise are unable to deliver cookies to customers.

If you are worried about your inventory, always check with your troop cookie manager first to see if you can get more cookies before turning a off a variety. Turning it off means a customer doesn't have the option to purchase it for delivery so you don't have to decline their order and disappoint them if they can't get a variety they ordered.

When you know you need to turn off delivery or a variety(ies), go to the bottom of your "My Cookies" tab and find the Girl Scout Delivery Settings section.

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Step 2: When you select "inactive" to turn off the girl delivery option for your customer, you will get a warning message. If you want to turn them off, click "Update delivery settings".
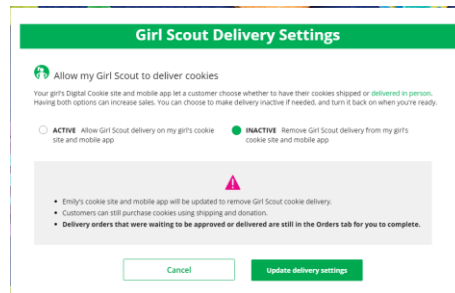

Once you have turned it to inactive, the varieties section will be removed and is superseded by the active/inactive setting. You do not need to turn off each of the varieties individually if you set it to inactive.
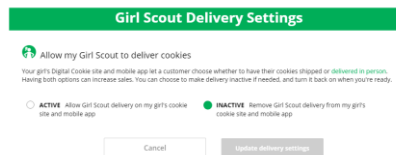
Should you wish to turn delivery back on, simply click "active" and your customers will see delivery as an option again.

Step 3: If you wish to offer delivery but are out of a variety of cookie and can't get more inventory, you can turn off just that variety of cookie for delivery and customers can only purchase those for shipping and not delivery.
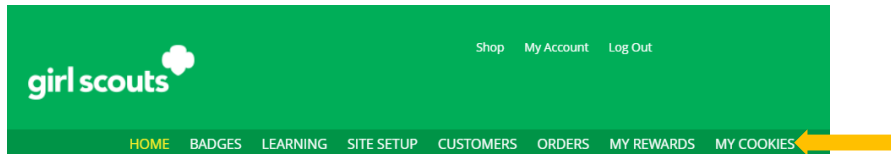
To do that, simply click the "off" button and it will remove that variety from delivery option. If you are able to offer that to customers again, return to this section and click the "on" slider to turn that variety back on.
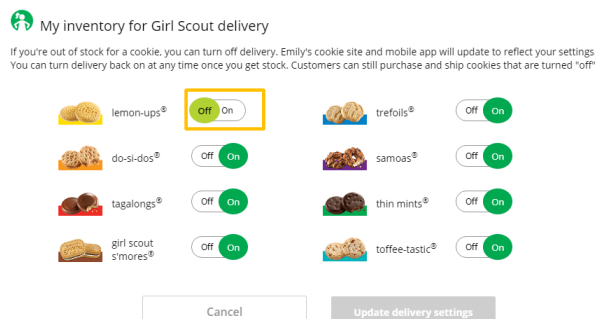
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My Cookies: Initial Order

A tab labeled "My Cookies" exists on your Digital Cookie Dashboard.

On that tab, your council may be offering the ability for you to enter your Girl Scout's **Initial Cookie Order** if you are accessing the tab prior to the initial order deadline.

Step 1: When you select the "My Cookies" tab, your screen will display a place to enter your Girl Scout's Initial Order. Simply enter the cookies your Girl Scout needs to fill the orders from her paper order card (and any extras you may want). Do NOT include any in-person delivery orders received online. Prior to the initial order, those are already ordered for you.

This will need to be completed prior to the Parents Due Date noted in the upper right hand corner of the section. After the due date, you can't make edits to the numbers on this section and it will only appear at the top of your "My Cookies" dashboard to view.
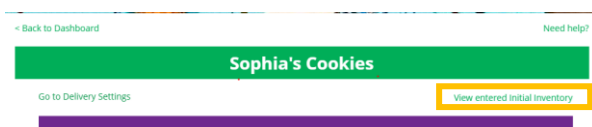
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NOTE: The package totals entered here do not automatically transmit to the Troop Cookie Manager's order entry system. Please confirm with the Cookie Manager that she has received and viewed your order.

If you approved a digital order near the end of the initial order period and want to be sure it was included in the cookies you will be receiving on your initial order pickup, you can navigate to the "Orders" tab and check "Included in Initial Order". This won't be updated until after the initial order has been placed by your troop.

Order #	Cookie Pkgs	Deliver to	Delivery Address	Order Date	Initial Order	ⓘ
05119512	2	Jasmine garcia	1602 Kepner Dr, Anchorage, AK	10/20/2021		

No checkmark means it was not included in your initial order and you will need to be sure to get the cookies to fill that customer's order.

Girl Delivery

All orders placed for girl delivery are paid when ordered online. The girls must fill orders and deliver to the customer. You will need to communicate what cookies they need to fill on the Digital Order Card with their troop cookie manager after the initial order. Parent/Girl has five days to approve girl delivery.

Communication Feature:

Parents will be able to receive communication from eBudde, from their Troop, Service Unit and Council (Council will mainly use this to inform you on updates and promos) Please check your spam folder on occasion for emails from eBudde

eBudde <do_not_reply@littlebrowniebakers.com>

NOTE: Updating your email in Digital Cookie does not mean it will be updated in your council membership system. Please login to MyGS to update your email there as well.