

Digital Cookie[®]

Mobile App for Caregivers and Girl Scouts

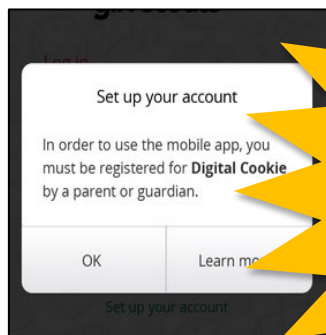
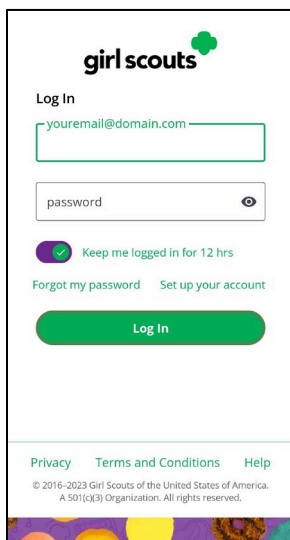
Girl Scouts can use the Digital Cookie Mobile App to process and review orders placed through the Girl Scout's individual site.

Step 1: Download the app

Users will start by downloading the Digital Cookie Mobile App from the iTunes or Google Play store. The app is free and can be found by searching for "Digital Cookie Mobile app." Users should download a new version or update their app every year.

Step 2: Logging in to the App

The email and password used to access Digital Cookie is the same to log in to the mobile app.

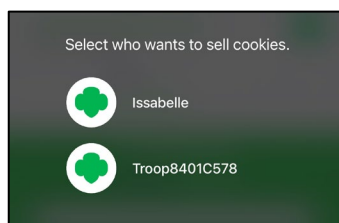


The app will only work if the Girl Scout's Digital Cookie site is set up and approved, and the council mobile app access date has started.

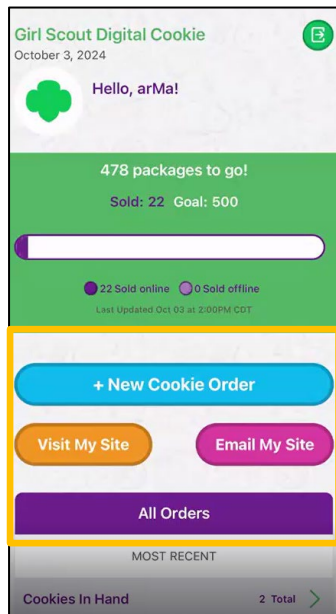
Step 3: Selecting the Girl Scout Role

Once a user is logged into the app they may see different accounts available for their Girl Scout(s) and troop account(s). This tip sheet will cover the Girl Scout role. To view steps on the Troop role, which will be used at cookie booths, please see the [Mobile App Booths tip sheet](#).

Select the Girl Scout name to get started.



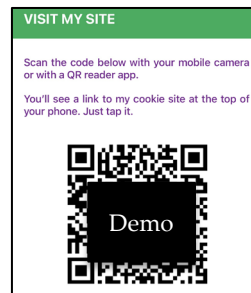
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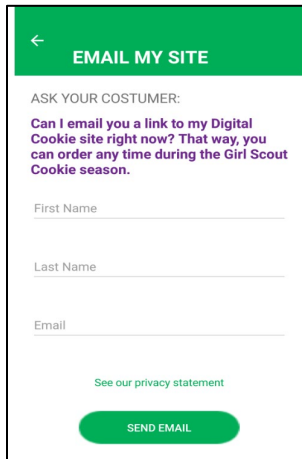
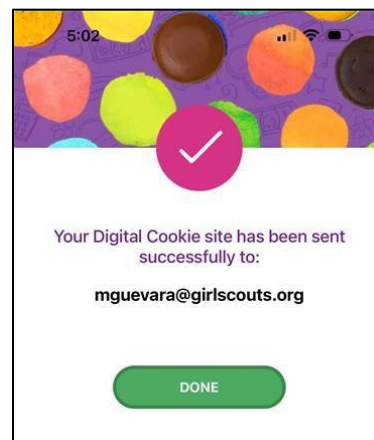
From the home page, the user can select:

- **New Cookie Order**
- **Visit My Site**
- **Email My Site**
- **All Orders**

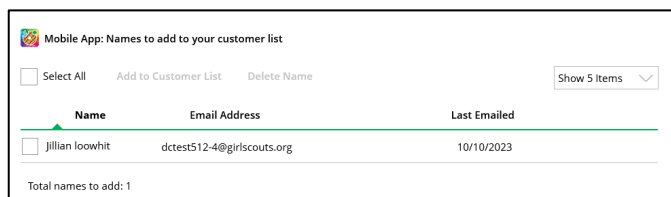
Visit My Site shows the Girl Scout's cookie site QR code. The Girl Scout can show a customer the phone to scan which will take them directly to the Girl Scout's site purchase cookies.



Email My Site is used to send the cookie link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email. The customer will receive an email to purchase cookies.

The customer's information will populate into the Girl Scout's Customer tab in Digital Cookie under the Mobile App section. The Girl Scout will need to add the customer to their list prior to sending additional emails or to keep the customer for future seasons.

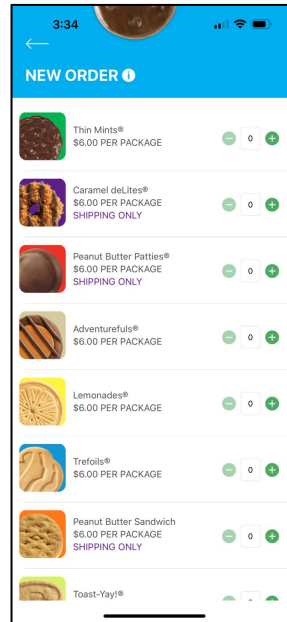
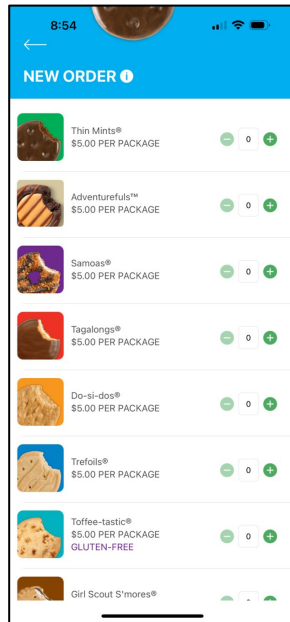


Name	Email Address	Last Emailed
Jillian loowhit	dctest512-4@girlscouts.org	10/10/2023

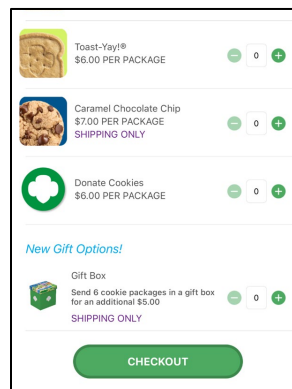
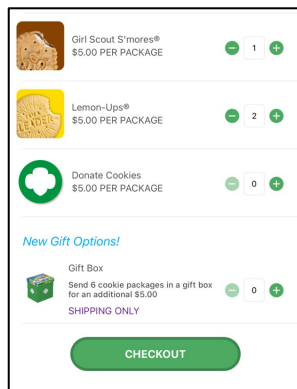
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New Cookie Order is used to take cookie orders directly through the app.

Step 1: Click the New Cookie Order button to be taken to the order screen to enter which cookies the customer wants to order by using the “+” and “–” buttons.



Once the correct number of cookies have been selected the Girl Scout will click the “CHECKOUT” button.



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Step 2: Select how the customer would like to receive their cookies. Options may vary based on what your council has available. After marking the selection, click continue.

ASK YOUR CUSTOMER:

How would you like to get your cookies?

Give cookies to customer now 1

FREE

Deliver in person later 1

FREE

- Subject to parent / guardian approval.
- Delivery will occur within a few weeks.

Ship cookies to customer 1

\$12.99

- Minimum order is 4 packages.
- Estimated arrival is 2-15 business days.

CONTINUE

If “Deliver in person later” is selected, the Girl Scout will need to ask the customer what they would like to do if their order can’t be approved by the parent within five days. Once the selection is made, continue with the checkout process.

CHECKOUT 1

\$20.00

ASK YOUR CUSTOMER:

How would you like to get your cookies?

Give cookies to customer now 1

FREE

Deliver in person later 1

FREE

What would your customer like to do if their order is not approved within 5 days?

☐ Donate their cookies

☐ Cancel their order

- Subject to parent / guardian approval.
- Delivery will occur within a few weeks.

Ship cookies to customer 1

\$12.99

- Minimum order is 4 packages.
- Estimated arrival is 2-15 business days.

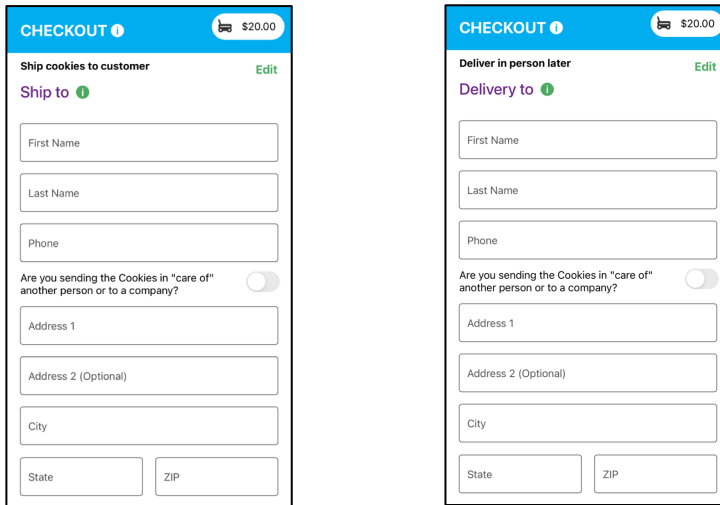
CONTINUE

Orders placed for in person delivery through the app still need to be approved by the caregiver.

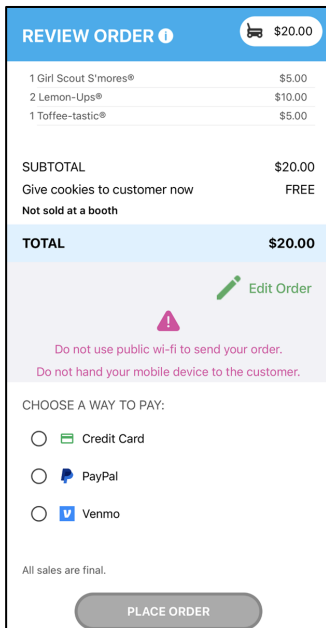
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Step 3: Review order and enter customer and payment details. Girl Scout's can review the order with the customer and gather the customer's information including payment details.

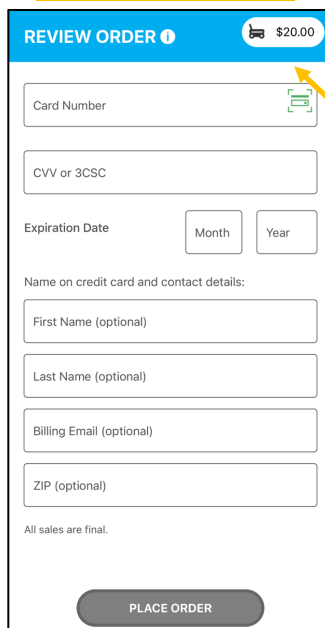
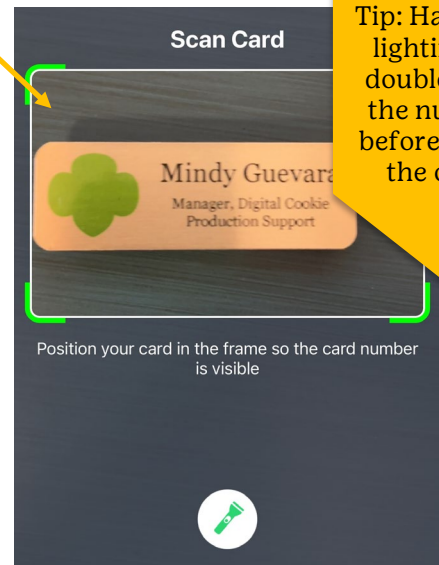
If the order is shipped or delivery, the Girl Scout will then complete the customer information for where the cookies will be shipped/delivered to. For in hand orders (give cookies to customer now), customer information is optional.



After completing the required info, click review or place order depending on the order type to select the payment type. The mobile app has three different payment types. **Please Note: PayPal/Venmo is only available when “Give cookies to customer now” has been selected.**



Credit Card

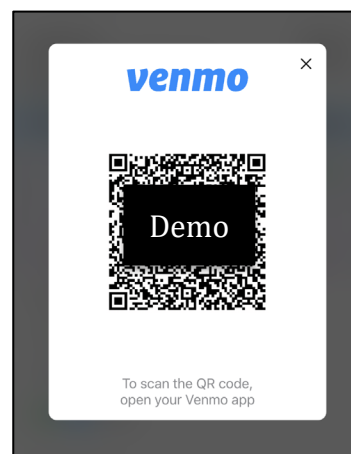
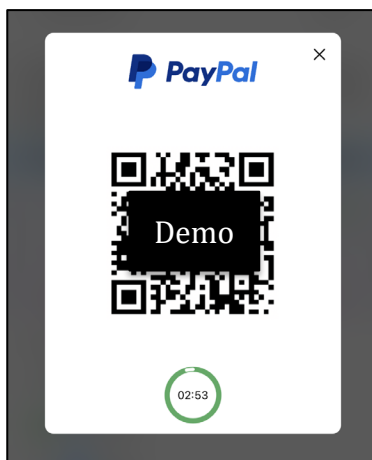
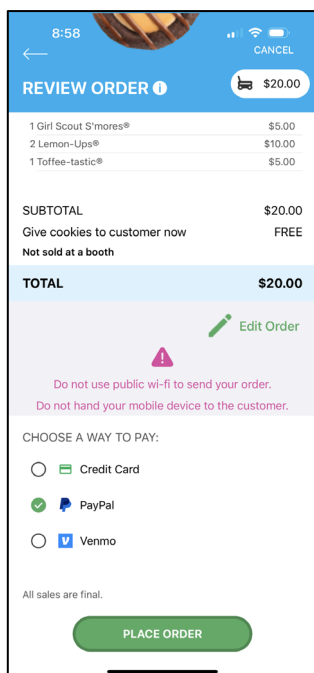
Use Scan Card feature instead of typing all the details.

Tip: Have good lighting and double check the numbers before placing the order.

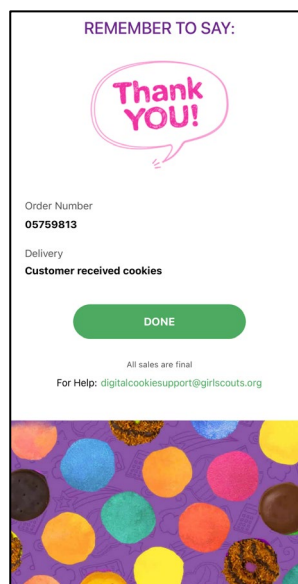
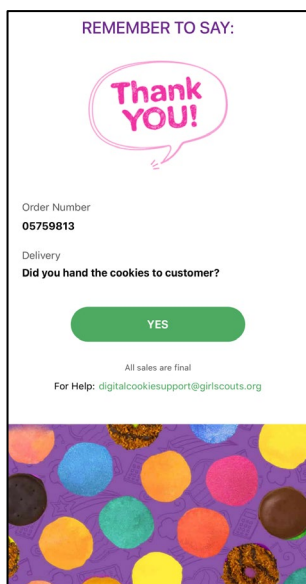
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PayPal and Venmo

When the PayPal or Venmo option is selected and after clicking the Place Order button, a QR code will pop up on the screen. The Girl Scout/Caregiver can turn the phone around for the customer to scan the QR code and continue the payment process on their end.



Once the order is placed, the Girl Scout will receive an order confirmation screen and a reminder to thank the customer for the order!

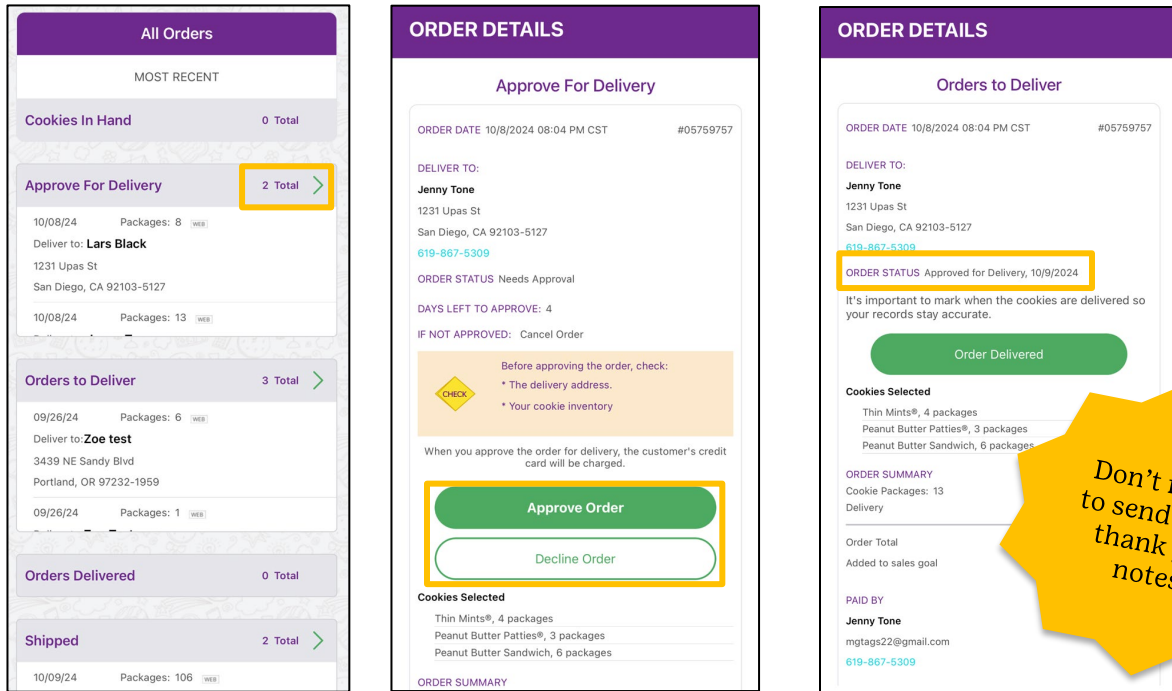


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All Orders is used to view all of the orders visible by delivery method.

Step 1: Click the green arrow to view all orders under that specific delivery method.

Step 2: See order details. Click the green arrow next to the order, the details will appear. Users can then review the order, see the status and depending on the type of order and status the user can approve/decline the order or mark it as delivered.



The screenshots illustrate the workflow for managing orders in the Digital Cookie app:

- All Orders:** Shows a list of orders categorized by status: Cookies In Hand (0 Total), Approve For Delivery (2 Total), Orders to Deliver (3 Total), Orders Delivered (0 Total), and Shipped (2 Total). A green arrow next to the 'Approve For Delivery' count indicates where to click to view details.
- Approve For Delivery:** Displays order details for a specific order (10/08/24, Packages: 8, Deliver to: Lars Black). It includes a 'CHECK' icon and a list of items to verify before approving. At the bottom, there are buttons for 'Approve Order' and 'Decline Order'.
- Orders to Deliver:** Shows the 'Orders to Deliver' section with a list of orders (09/26/24, Packages: 6, Deliver to: Zoe test). It includes a green 'Order Delivered' button and a list of 'Cookies Selected'.

Don't forget to send those thank you notes!