Order Received (In-Person Delivery)

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You will receive an email from email@email.girlscouts.org with the subject “You have a Digital Cookie in-person delivery approval request!” letting you know your Girl Scout has received an order for delivery. Hooray!

![Email with in-person delivery approval request](image)

Dear [Parent First Name],

Hooray! You have a new cookie order pending in-person delivery approval. You have 10 days to approve before this order automatically changes to secondary delivery options selected by the customer at the time of ordering, which could be to donate or cancel the order.

Before you approve, review each order to ensure that:

a) The person you’re delivering to is a trusted contact.
b) You are able to deliver to the required location.
c) You have cookies, or can get them within 1–10 weeks.
d) You can deliver the cookies as soon as you receive them—the faster the better!

Cookie layers are anxious to know if they can get their favorite Girl Scout Cookies, so, again, please make your decision within 10 days. You will receive a confirmation email once payment is successfully processed.

Click the green button “View Orders Awaiting Approval” 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.

![Digital Cookie login page](image)
Click on the “Cookie Orders” tab and see what orders are pending your approval.

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 ten days.
- Be sure to approve the order before delivering it to make sure the customer’s payment is accepted.
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.”

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

a) 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:

Or decline all of the orders you selected:

Once you approve or decline you can’t change the action and an email is deployed to the customer.
b) 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”.

3 Digital Cookie Orders to be Approved for In-Person Delivery
Click on a name to see all the details about the order. Then “Approve” or “Decline” the order.

-select all- Approve Order 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.

c) Click on the individual customer to bring up that person’s order details:

And click “Approve Order” or “Decline Order” at the bottom.
If you have approved the order, it will move down to the section “Digital Cookie Orders to be Delivered In-Person.”

Click on a name below to mark when these cookies were delivered.

<table>
<thead>
<tr>
<th>Name</th>
<th>Order Number</th>
<th># of Boxes</th>
<th>Order Date</th>
<th>Transaction Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jenny Tang</td>
<td>0078875</td>
<td>5</td>
<td>09/21/2016</td>
<td>Website</td>
</tr>
<tr>
<td>Jenny Tang</td>
<td>00788737</td>
<td>9</td>
<td>09/19/2016</td>
<td>Website</td>
</tr>
</tbody>
</table>

You will receive an email letting you know payment for those cookies was received, a copy of the order and some safety tips and reminders about delivering cookies.
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 box in front of any orders you have delivered, and then click “Order Delivered.”
2. Check the “Select All” box to select all of the orders on the page; they will all be marked “Order Delivered” at once.

When they are marked as delivered, they will move down into the third section on the page as a completed order.
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 will be in her records for sending thank-you emails this year and marketing emails next year for repeat business. This only applies to delivered orders.

Make sure you follow through and deliver those cookies. When you approve the order, the customer will be charged. Your leader 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 probably pick up some good cookie program tips!