

Order Received (In-Person Delivery)

1

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!



Dear Erin,

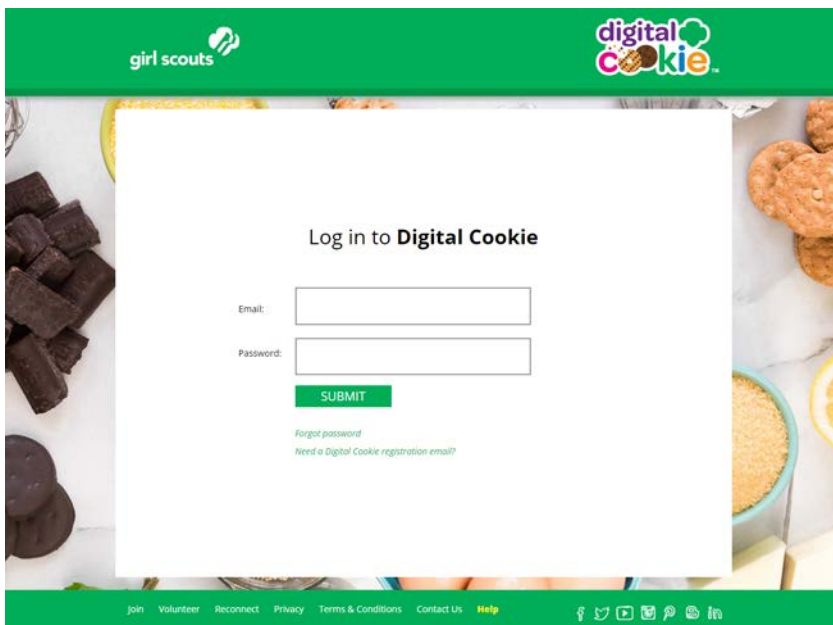
Your girl has a new cookie order(s) pending approval for in-person delivery—sweet! Here's what you need to know:

- **You have ten days to approve the order** before it automatically switches to either a donation or cancellation, depending on what the customer specified as the secondary option when placing the order.
- **Before you approve the order**, please ensure:
 - The person you're delivering to is a trusted contact.
 - You and your girl are able to deliver to the required location.
 - You and your girl have cookies or can get them within the next ten weeks.
 - You and your girl can deliver the cookies as soon as you receive them—the faster, the better!
- **You will receive a confirmation email**—this is your green light to deliver the order.



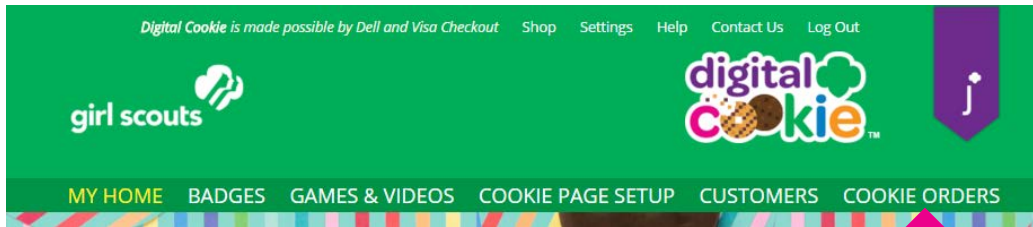
2

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.



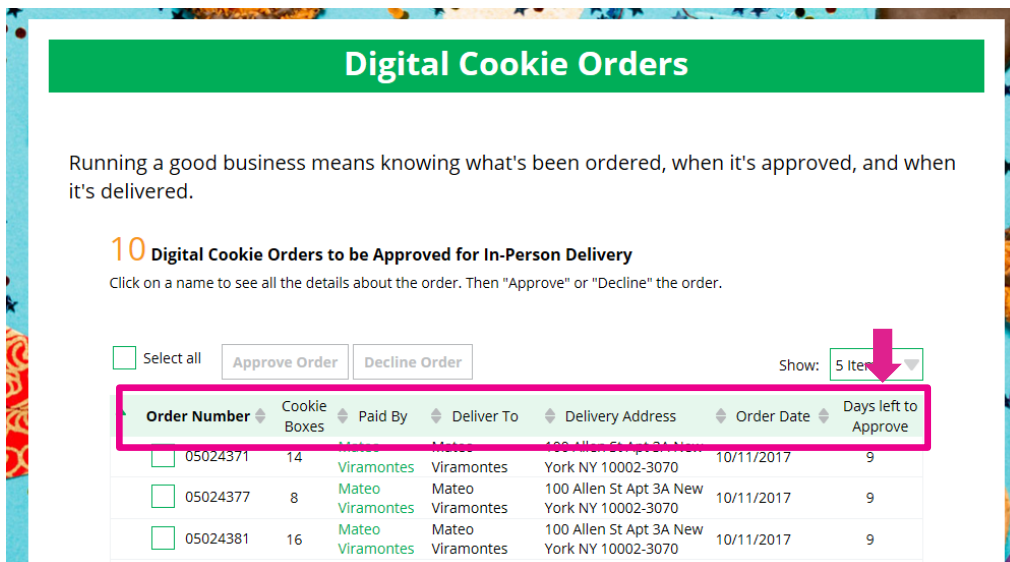
3

Click on the “Cookie Orders” tab and see what orders are pending your approval.



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



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- 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."

6

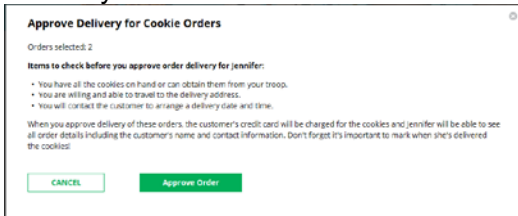
There are multiple ways to approve and decline orders for delivery.

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

Select all **Approve Order** **Decline Order** Show: 5 Items

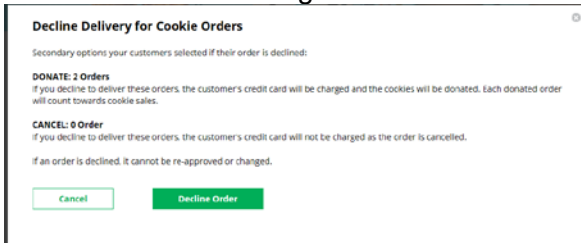
Order Number	Cookie Boxes	Paid By	Deliver To	Delivery Address	Order Date	Days left to Approve
<input checked="" type="checkbox"/> 05024371	14	Mateo Viramontes	Mateo Viramontes	100 Allen St Apt 3A New York NY 10002-3070	10/11/2017	9
<input type="checkbox"/> 05024377	8	Mateo Viramontes	Mateo Viramontes	100 Allen St Apt 3A New York NY 10002-3070	10/11/2017	9
<input checked="" type="checkbox"/> 05024381	16	Mateo Viramontes	Mateo Viramontes	100 Allen St Apt 3A New York NY 10002-3070	10/11/2017	9
<input type="checkbox"/>				1725 Otis Dr Alameda C		

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 customer.

Or that you want to decline all of the orders you selected and understand if the orders are being cancelled or donated:





- 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”.

10 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.



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:

Digital Cookie Order

< Back to cookie order list

ACTION ITEM: Check your cookie inventory and delivery address before you approve delivery.

Order Details Approve for Delivery

<p>Order Number: 05024371</p> <p>Deliver To: Mateo Viramontes</p> <p>Delivery Address:</p> <p>Delivery Phone: 510-142-3546</p> <p>Customer Connection: CookieBooth</p> <p>Ordered From: My Cookie Website</p> <p>Order Paid By: Mateo Viramontes</p> <p>Billing Email: jjang@girlscouts.org</p> <p>Billing Phone: 510-142-3546</p>	<p>Order Status: Needs Approval</p> <p>Order Type: In-Person Delivery</p> <p>Order Date: 10/11/17 3:49 PM CDT</p> <p>Secondary Delivery Option: Donation</p> <p>Approved to Deliver: Pen</p> <p>Order Delivered:</p>
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Cookies Selected

<ul style="list-style-type: none"> Girl Scout S'mores, 4 boxes Toffee-tastic, 4 boxes Trefoils, 6 boxes 	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Purchased Boxes:</td> <td style="text-align: right;">14</td> </tr> <tr> <td></td> <td style="text-align: right;">\$78.00</td> </tr> <tr> <td>Subtotal:</td> <td style="text-align: right;">\$78.00</td> </tr> <tr> <td>In-person Delivery:</td> <td style="text-align: right;">Free</td> </tr> <tr> <td>Order Total:</td> <td style="text-align: right;">\$78.00</td> </tr> </table>	Purchased Boxes:	14		\$78.00	Subtotal:	\$78.00	In-person Delivery:	Free	Order Total:	\$78.00
Purchased Boxes:	14										
	\$78.00										
Subtotal:	\$78.00										
In-person Delivery:	Free										
Order Total:	\$78.00										

Approve or Decline Delivery

Items to check before you approve order delivery for Jennifer:

- You have all the cookies on hand or can obtain them from your troop.
- You are willing and able to travel to the delivery address.
- You will contact the customer to arrange a delivery date and time.

When you approve delivery of this order, the customer's credit card will be charged for the cookies and Jennifer will be able to see all order details including the customer's name and contact information. Don't forget it's important to mark when she's delivered the cookies!

Decline Order
Approve Order

And click “Approve Order” or “Decline Order” at the bottom.



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If you have approved the order, it will move down to the section “Digital Cookie Orders to be Delivered In-Person.”

3 Digital Cookie Orders to be **Delivered In Person**

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

Select all **Order Delivered** Export Show: 5 Items ▼

Order Number	Cookie Boxes	Deliver To	Delivery Address	Order Date
<input type="checkbox"/> 05020289	6	Suzie Greenburg	123 E Main St Oklahoma City OK 73104-2407	09/21/2017
<input type="checkbox"/> 05020291	3	Jane Dow	123 Main St Tampa FL 34567	09/21/2017
<input type="checkbox"/> 05024371	14	Mateo Viramontes	100 Allen St Apt 3A New York NY 10002-3070	10/11/2017

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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”.

3 Digital Cookie Orders to be Delivered In Person

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

Select all → Select all **Order Delivered** Export Show: 5 Items ▼

OR

Select a customer → 05024371 14 Mateo Viramontes 100 Allen St Apt 3A New York NY 10002-3070 10/11/2017

Order Number	Cookie Boxes	Deliver To	Delivery Address	Order Date
<input type="checkbox"/> 05020289	6	Suzie Greenburg	123 E Main St Oklahoma City OK 73104-2407	09/21/2017
<input type="checkbox"/> 05020291	3	Jane Dow	123 Main St Tampa FL 34567	09/21/2017
<input checked="" type="checkbox"/> 05024371	14	Mateo Viramontes	100 Allen St Apt 3A New York NY 10002-3070	10/11/2017



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

All Digital Cookie Orders

5 Digital Cookie Orders Completed

Select all names on this page [Add to Customer List](#) Show: 10 Items

Paid By	Order Number	Cookie Boxes	Order Date	Delivery Type	In Customer List
<input type="checkbox"/> Jenny T.	05024460	8	10/12/2017	Shipped	
<input type="checkbox"/> Jenny T.	05024471	12	10/12/2017	Shipped	
<input type="checkbox"/> Jenny T.	05024476	11	10/12/2017	Shipped with Donation	
<input type="checkbox"/> Jenny S.	05024454	13	10/12/2017	Shipped with Donation	
<input type="checkbox"/> Emilio V.	05024470	10	10/12/2017	Shipped	

★ Grow your customer list! Select checkboxes for the names you want to add.



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.

5 Digital Cookie Orders Completed

Select all names on this page [Add to Customer List](#) Show: 10 Items

Paid By	Order Number	Cookie Boxes	Order Date	Delivery Type	In Customer List
<input type="checkbox"/> Jenny T.	05024460	8	10/12/2017	Shipped	
<input type="checkbox"/> Jenny T.	05024471	12	10/12/2017	Shipped	
<input checked="" type="checkbox"/> Jenny T.	05024476	11	10/12/2017	Shipped with Donation	

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 pick up some good cookie program tips!