

Digital Cookie Order Management & Responsibility

Let's take a closer look at the management steps for each type of customer order and who is responsible for those actions:

Shipped Orders Management

- Do not require any additional action or approval by the caregiver or the troop. They are sent to the Girl Orders tab automatically throughout the entire Cookie Program.
- It may be nice to simply send a Thank You email to the customer who ordered from the Girl Scout's site.
 - Girls get credit for shipped orders placed during the Initial Order period and during the rest of the cookie program; it just shows up on the Girl Orders tab instead of the Initial Order tab.

Donated Orders Management

- Do not require any additional action or approval by the caregiver or the troop. They are sent to the Girl Orders tab automatically throughout the entire Cookie Program.
- It may be nice to simply send a Thank You email to the customer who ordered from the Girl Scout's site.
 - Girls get credit for donation orders placed during the initial order period and during the rest of the cookie program; it just shows up on the Girl Orders tab instead of the Initial Order tab.

Caregiver: Girl-Delivery Orders Management

Caregivers will always be required to approve or decline girl-delivery orders that are placed in their girl's Digital Cookie account.

If a girl-delivery order is not approved or declined in the first 24 hours the order is placed, the Digital Cookie system will send an email to the user to let them know they have an order that needs to be approved or declined.

The Digital Cookie system only allows five days for a user to approve or decline their girl-delivery orders. If an order is not approved or declined before that period, the order will default to the customer's second choice of either "Cancel" or "Donate."

- Don't risk a lost sale and a disappointed customer – approve or decline orders within five days.

If a caregiver declines an order, the order will default to the customer's second choice (made during the checkout process) of "Cancel" or "Donate."

When caregivers are determining whether to decline an order for girl-delivery, they should ask themselves:

- 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 four – five weeks?
- Do you have, or will you have, the cookie inventory available to provide the order to the customer within that time?

If they are unwilling, or unable to fulfill the customer's order, they should decline the order and the order will default to the customer's second choice made during their checkout.

The caregiver will approve or decline the orders that come in for girl-delivery in their Digital Cookie account in the "Orders" tab and can be done in a multitude of ways on this tab.

By opening a single order at a time, by checking the box in front of the order they want to decide for, or by checking multiple orders at the same time (if they want to approve all or decline all at the same time). The system also allows the caregiver to select all orders open to approve or decline at the same time.

No matter which way they choose, approve or decline orders, the system will give them a pop-up box to confirm the action.

Once the action is completed, however, they will NOT be able to undo the action.

The caregiver should communicate delivery timing to their customers (whichever way they choose, email, phone etc.) upon approving the order and a Thank You!

- Girl-delivery orders placed by customers during the initial order period should be informed that cookies do not arrive for in-person delivery until February 2023.
- GSCB highly recommends delivering cookies to customers as soon as they have cookies in-hand and within two to three weeks of the order placement.
- Communicating with cookie customers will limit the number of unhappy customers who don't know when they'll receive their order, and this is a great way for girls to get first-hand customer service experience (with the help of their caregiver, of course).

If the order comes in during the initial order period for girl-delivery and is approved by the caregiver, they will receive the exact packages ordered during the troop pickup period (communicated to the caregivers by the TCC).

If the order comes in after the initial order period for girl-delivery and is approved by the

caregiver, they will likely need to pickup additional packages of cookies to fulfill their orders from their troop.

Remember, anyone who orders cookies from a cookie cupboard is financially responsible for them, and anyone who orders cookies from their troop is financially responsible for them.

Digital Cookie payments are ALWAYS sent to eBudde – it's the allocation of cookie packages in eBudde that can be tricky and throw off numbers and inventory quickly.

*GSCB does not allow cookie returns to any cupboards.

Troop Cookie Champion: Girl-Delivery Orders Management

Before the direct sale period begins in February 2023, troop volunteers will need to decide on the best way to receive orders for girl-delivery from their troop families.

It could be the same process they have in-place to receive paper order card orders such as a google form, texts or the troop may make themselves responsible for pulling the report of girl-delivery orders and arrange pickup with the caregivers.

The decision should be made with troop caregivers, a way that works best for everyone and communicate the plans with everyone the process they wish to use with their families.

Troop management for girl-delivery orders will be done in eBudde and depends on the timing the orders are placed.

There are two different periods that a girl-delivery order may come into a girl's Digital Cookie account:

1. During the initial order period.
2. After the initial order is placed, during the rest of the Cookie Program.

Girl-delivery Orders placed during the initial order period:

During the initial order period, all orders paid by customers in Digital Cookie automatically are sent to the troop's eBudde account.

Girl-delivery orders during the initial order period will appear on the Initial Order tab and become part of the girl's initial order delivery to the troop.

Once the troop's initial order is placed, the orders will also show up on the Girl Orders tab (they are not duplicated, they're just tracked there for the remainder of the program).

All the girl's initial order Digital Cookie orders will appear in the troop's Girl Orders tab for each girl with an order number, the packages sold by variety, and the payment.

No action needs to be taken for girl-delivery orders placed before January 24, 2023, at noon.

- This is one day earlier than the troop initial order deadline so that the systems can finalize the troop initial order PGA and finish updating orders coming in from Digital Cookie correctly.

Girl-delivery Orders placed after the initial order period:

After the initial order period ends, troops will be required to assign cookies manually in eBudde for any girl-delivery orders and in-hand orders placed during the booth period.

Girl-delivery orders that come in after the initial order period will appear in eBudde with ONLY the order number and payment listed*.

- *eBudde does not know whether the troop gave physical packages of cookies to the girls who received orders for girl-delivery after the initial order period or not. Only the troop and the caregiver know if they get cookies in-person.

This is when the troop's decision on the best way to receive orders for girl-delivery will come into play.

If the TCC has taken responsibility for all Digital Cookie Orders, they can pull a quick report to get all the orders for girl-delivery in eBudde from the Reports tab. The excel report called "Girl Delivery – Varieties Only – By Girl" which will give the TCC ALL the girls' girl-delivery orders which can be sorted as necessary to look for those placed AFTER the initial order (there's a handy column that tells the TCC if they were part of the initial order or not).

If the troop elects that caregivers report the packages needed to fill orders after the initial order, they will report that to their TCC to be entered in eBudde on the girl orders tab and if necessary, given physical packages from either remaining troop inventory on-hand, or the troop can place an order for pickup at a council cupboard.

- This could be done for each order that comes into their account for girl-delivery or whatever way works best for the caregiver to order additional cookies from their troop.

When a TCC is ready to add orders in eBudde's Girl Orders tab, they will ONLY add the physical packages being picked up from the troop/cupboard – no payment needs to be

added because it's already been sent to the Girl Orders tab. The TCC can add Digital Cookie girl-delivery orders individually, or group them together.

GSCB does recommend keeping track outside the eBudde system in a way that works best for the TCC to keep track of what orders were already entered for girl-delivery to eBudde, especially if they do multiple entries and lump the orders together.

If the troop enters girl-delivery orders individually in eBudde, the TCC can add the Digital Cookie girl-delivery order number to the eBudde transaction's notes column for future reference that the order was entered already.

To sum up this section simply:

Before the initial order submission, all Digital Cookie orders, payments and packages are sent to eBudde.

After the initial order, Digital Cookie orders for girl-delivery will need the physical packages ONLY entered in eBudde's Girl Orders tab. Payments and order numbers are already sent to eBudde.

Digital Cookie Reports for Distributing Girl Delivery & In-Hand Orders

Troop Volunteers can see the individual packages sold a few different ways in eBudde or Digital Cookie.

1. In eBudde, go to the "Reports" tab, scroll to the "DOC Reports" section, and pull a "Girl Delivery - Varieties Only -By Girl" report.*

*This will show the troop volunteer all the girl orders by package - be sure NOT to enter any of the Initial Order packages as they've already been added in the "Initial Order" row of the girl orders tab for each girl.

2. In eBudde, go to the "Girl Orders" tab, and click on a girl's account to open her orders. Change the right-side drop-down box from "All Orders" to "Girl Del. (after IO)" to see all her orders by package count.

3. In digital cookie troop account, pull a report of your troop's sales to review the packages sold by girl for distribution in eBudde.

Again, remember **NOT** to add any of the Initial Order Digital Cookie Orders or they will be duplicates – they were already sent to eBudde's Girl Orders tab for that period.