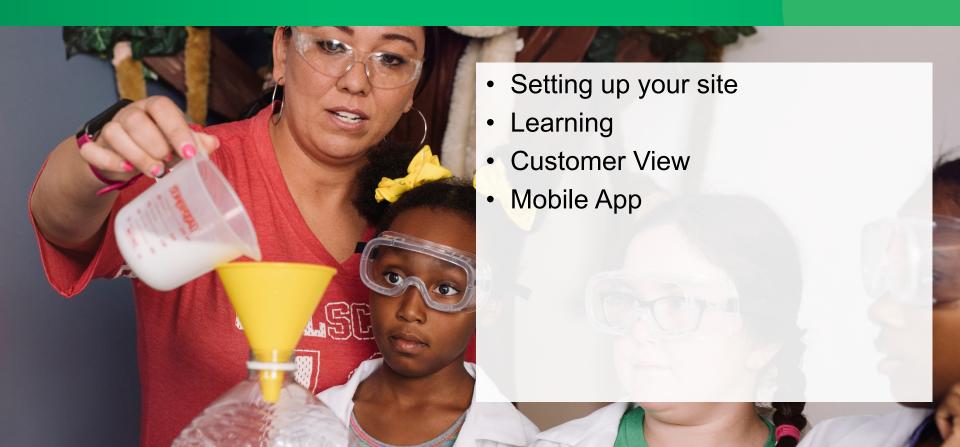


Welcome





4 Easy Steps



4 Easy Steps to Get Movin' with the Digital Cookie® Platform!

This cookie season superpower your sale by expanding your efforts from the booth to the web. Why? Because adding online and mobile channels to your sale can help you reach more cookie fans than you ever imagined. That's right! With the Digital Cookie® platform you can market everyone's favorite cookies-with-a-purpose to customers down the block or across the country from the comfort of your couch. AWESOME.

Here are 4 easy steps to jump into the fun, and slay those cookie sale goals like a true cookie boss!



Register

Sign up to use the Digital Cookie® platform, look for your Digital Cookie® registration email. If you can't find it, contact your council for details.



2

Set Up Your Site

In just a few minutes, you can set up your sale goal, share your cookie story, and upload a fun picture or video. Then you're ready to save, review, publish, and...done!



Georgle Play



3 Invite Customers

Manage your cookie customer list and easily send ready-touse emails inviting people to
support your sale. You can also
promote your personalized
cookie site link on Facebook
with friends and family.





Track Your Goal

See how close you are to reaching your goal by tracking the number of boxes sold and orders placed, as well as sales by delivery type and cookie variety. You can even include offline sales to see your total progress—yum!





Sell on the go with the Digital Cookie Mobile App!

Download is FREE.



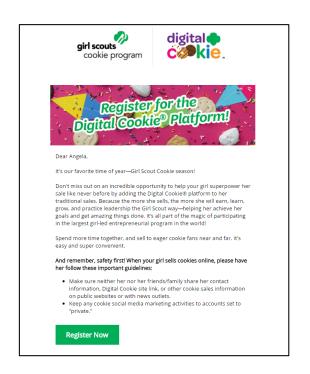






Step 1-Register

12/19-Parent Registration email



Sender: "Girl Scout Cookies" <email@email.girlscouts.org>

Subject: Register for the Digital Cookie platform today

Create Password/Login with password

Create your New Digital Cookie Password	Log in to Digital Cookie
When you create your password, a confirmation email will be sent.	Email
New Password:	Password
Confern Passwerd: Galant	LOG IN Fraged password f Need a registration email

View Safety Video/Approve Terms and Conditions/Safety

Pledge_





Select View/Register Girls







Step 2-Setup Your Site

2a. Sales Target/Offline Sales



2b. Cookie Story



2c. Photo/Video



2d. Approve and Publish

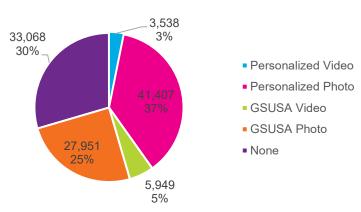






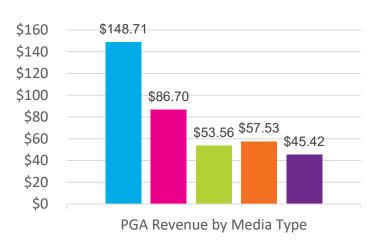
We saw a correlation between the type of media girls used on their sites and average sales.

Most girls chose to upload their own personal photo, though many used GSUSA provided photos.



Digital Cookie Sellers Using Each Media Type

Girls with personalized media had significantly higher average sales totals.



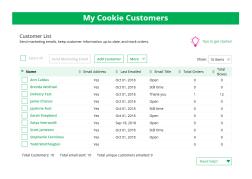
There is a clear correlation between having a personal video on a girl's site and higher sales. However, causation is not clear. Girls who make the effort to upload personalized assets would be more inclined to share these. This does suggest that getting girls more engaged in the set-up of their Digital Cookie site will boost sales.



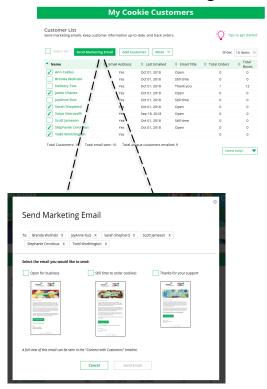


Step 3-Invite Customers (when cookie sales start)

Add or import customers



Send one of three marketing emails



Copy URL and email or share link (friends and family only)

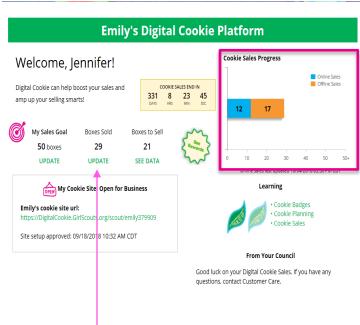
OR



0



Step 4-Track Your Goal



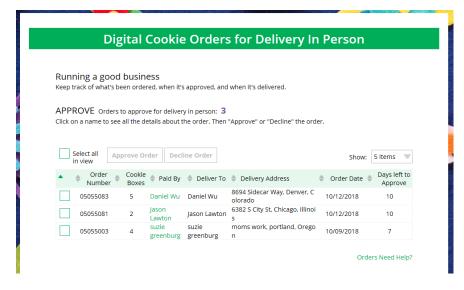
Don't forget to update offline sales!



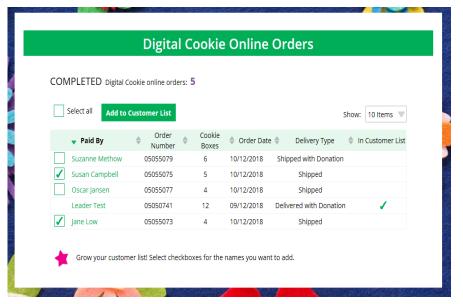


See the Results: Cookie Orders Tab

Approve In-Person Delivery Orders



All Orders





Digital Order Card-Appendix:Badges

My JUNIOR Badges



Find out everything you can about your customers so you can come up with new ideas about how to sell cookies to them!

Purpose: When you've earned this badge, you'll know more about what your customers want, which will help you improve your cookie business.

Steps to complete "Customer Insights"



✓ STEP 2 Do some research at the grocery store

✓ STEP 3 Find out who buys cookies and why

✓ STEP 4 Learn from people who don't buy

✓ STEP 5 Listen for clues



Congratulations!

Yee-haw! You've earned your Customer Insights badge! Your cookie business is about to blast off. Be sure to tell your troop leader so you can get your badge or buy it here!



Running your cookie sale-from setting goals to tracking salesis great practice for jobs you might have in the future.

Purpose: When you've earned this badge, you'll know all about running your cookie business.

Steps to complete "Cookie CEO"



✓ STEP 2 Explore how a small business works

✓ STEP 3 Create a cookie sale job list

✓ STEP 4 Learn to make a good impression

✓ STEP 5 Track your sales

badge or buy it here!

Congratulations!

Sweet! You've earned your Cookie CEO badge! You're a real go-getter. Be sure to tell your troop leader so you can get your



Digital Order Card-Appendix: Games and Videos

Games and Videos

All the fun in one place! Games, videos, and a whole lot more.



Cookie Booth Bounce



Cookie Crave



The Cookie Song Full Video



Travel Video: Girl Scouts of Eastern Pennsylvania



Cookie Booth Theater for Daisies



My Take Action Planner





Appendix: Customer View-Email

Support my success, and help power amazing experiences for me and my troop all year long. Order now.







Dear Suzie,

Craving your favorite Girl Scout Cookies? I've got you! Now you can order the most delicious cookies right from the comfort of your living room through my Digital Cookie® site. You'll be supporting my success; helping me learn essential skills; and powering new, unique, and amazing experiences for me and my troop all year long. (You're the best!)

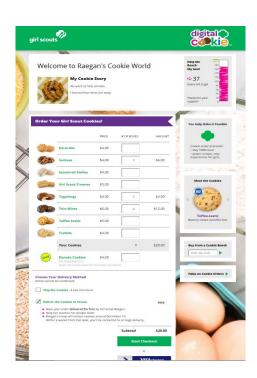
And if you've already bought Girl Scout Cookies this year, that's OK! Maybe you'd like to buy a few more to stock up for yourself, give to family and friends, or donate to Gift of Caring. Any way you slice it, it's a sweet deal.

Buy Cookies Online

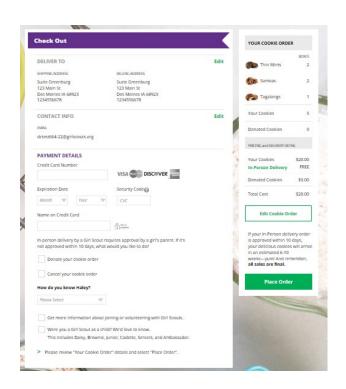
Thank you! Thank you! Thank you!

Raegan Girl Scout Cookie Program Oregon and SW Washington

Customer View



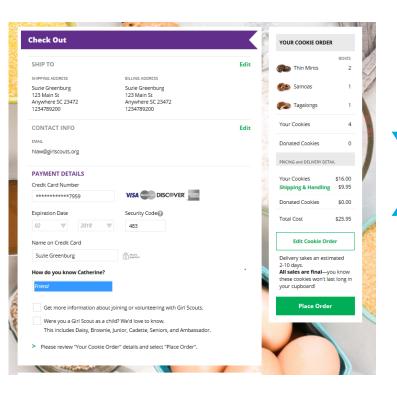


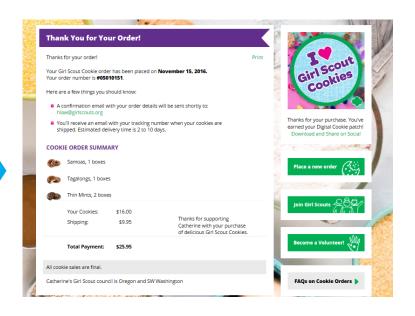






Appendix: Customer View







Digital Cookie Shipping

Package Bracket	DOC 5.0 Consumer Charged Flat Fee
4-6	\$9.25
7-8	\$10.25
9-10	\$12.25
11-12	\$14.25

For 13+ pkgs, the flat rate will start over. (eg, 16 packages = \$14.25 + \$9.25)

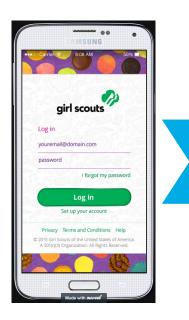
\$5.00 surcharge to orders shipping to Hawaii, Alaska, Puerto Rico, APO/FPO, and US Virgin Islands

- Don't make the decision for your customers, the answer is always no unless you ask.
- Customers want the cookies and are willing to pay shipping
- They have the option to not purchase shipped and still donate-that is more sales than not asking

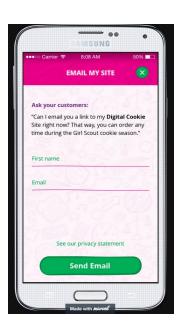




Mobile App-Share My Site







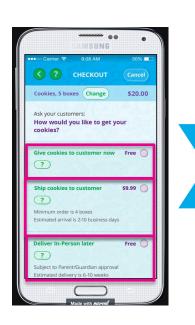


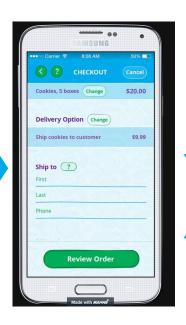


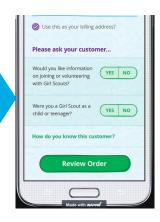
Mobile App-Sales/checkout





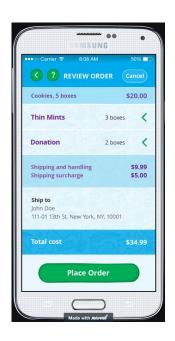


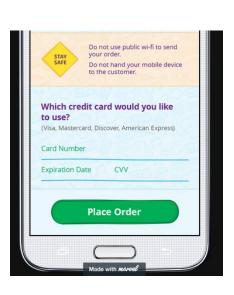


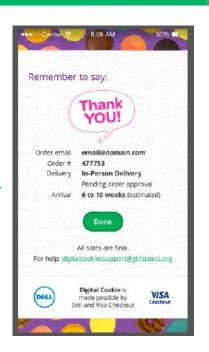




Mobile App-Checkout













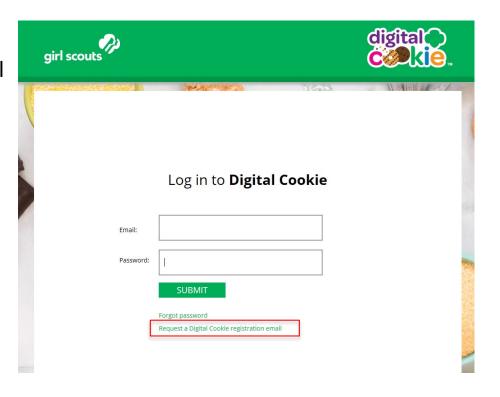
THANK YOU for making a difference for girls.



Registration Issues-Self Help



- 1. Check Spam/Junk/Promotions
- 2. User requests a registration email





If that doesn't work, user should go to "check the email address that's on file for you"

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. Be sure to check your spam folder.

Email:

suzie@test.com

The email you entered is not recognized.

Parents, <u>check the email address that's on file for you.</u>

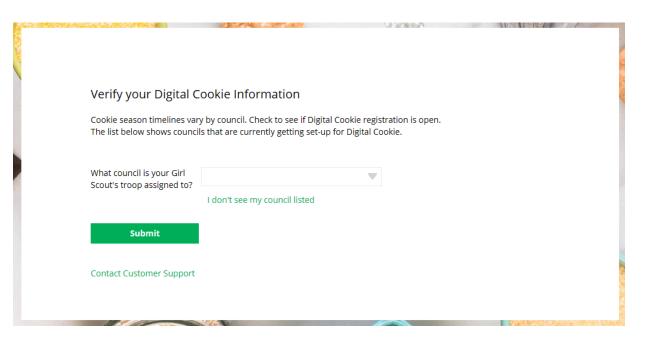
For others, <u>click here for help</u>.

SUBMIT

Haven't received the registration email and it's been 15 minutes?

If you're the parent of a Girl Scout, **get help here**. For others, **click here** for support.

User selects the council

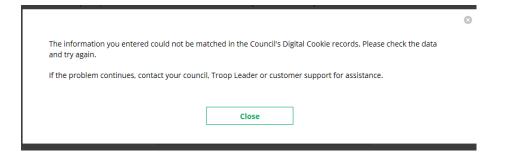




Then fills out the info of the girl she is trying to get registered

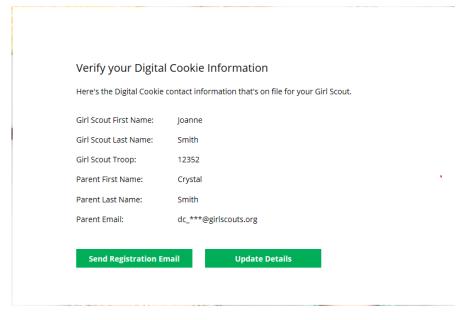
If it doesn't match anything on file, a message pops up

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 Louisiana East Scout's troop assigned to: Girl Scout First Name Ioanne Smith Girl Scout Last Name 12352 × Girl Scout Troop Number Cancel Search

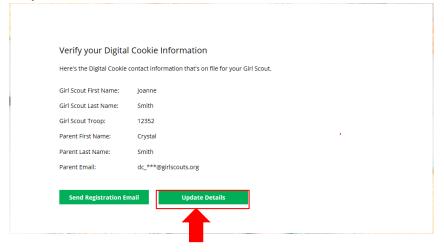


Contact Customer Support

If the girl and parent info is in DOC, the information appears



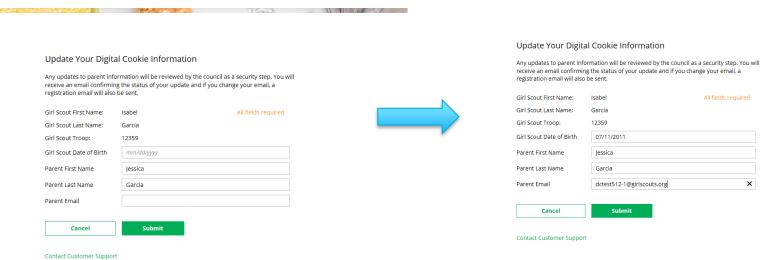
If the details aren't correct, parent can update the details



Note! If user is also a volunteer, they can not update their details here

	8
The email address listed has Volunteer access and can only be updated in eBudde. Please make your changes there.	
ок	

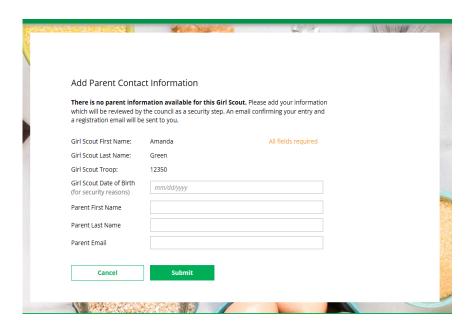
Parent updates and submits the changes. Council needs to approve the updates.



Warning if more than one girl will be updated



If the girl is in DOC, but the parent isn't, the parent can add the information. Council needs to approve the details.





Appendix

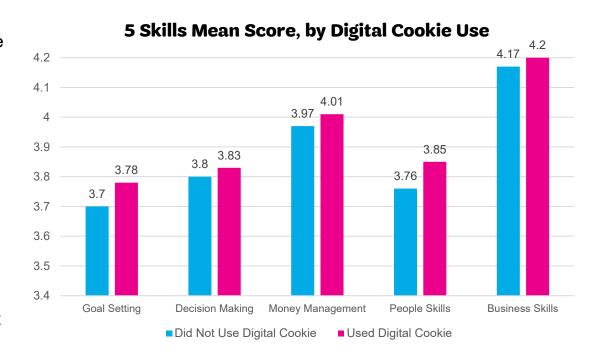






Digital Cookie users gain the 5 Skills at greater rates than non-users.

- GSRI conducted surveys of girls from DC councils at the end of the season.
- Girls answered questions about the 5 skills on a five-point scale.
- On average, girls who participate in the cookie sale are developing the 5 Skills.
- Mean scores for Digital Cookie users are higher for all 5 skills, with statistical significance for People Skills and Goal Setting – girls are developing these skills at slightly greater rates.











The average digital order size was 6.5 boxes, compared to 4.0 for traditional sales.

Average Order Size was greatest for Shipped and Donated orders on DC 3.0





Order sizes include donated boxes combined with each delivery type.