

# Girl Scout Cookie Program

## Digital Cookie® Frequently Asked Questions

Visit our council website  
for more information!



### How do I find out if I have orders?

Log into your Girl Scout's Digital Cookie® account and click on the Sales Report. This will tell you if you have any girl delivery or shipped orders. If you have girl delivery orders, you must contact the customer to schedule delivery of the cookies and ask the troop for inventory if you need it to fulfill the order. If it's a shipped order, you don't have to do anything, as it will be shipped from the bakery directly to the customer and payment has already been collected.



### What does "girl delivery" mean?

Girl delivery orders mean that the Girl Scout is going to deliver the order to the customer. We suggest contacting the customer to arrange a time to deliver the cookies. The Girl Scout can leave the cookies on the customer's doorstep for a contactless delivery and call or text the customer to let them know that the cookies are there. Payment has already been collected when the customer placed the order.

### How do I get cookies to fulfill the girl delivery orders?

If you need cookies to fulfill girl delivery orders, let your Troop Cookie Manager know what you need and arrange to pick up the cookies from them.

### Who ships the shipped orders and how long do they take?

The shipped orders are shipped by the bakery and are shipped within 3-5 business days.

### How do customers pay for their online orders?

Customers pay for their Digital Cookie® orders with a credit card/debit card at the time that they place the order, whether it's a shipped or girl delivered order.

### How do customers pay for their in-person orders?

Customers can pay for their in-person orders with a credit card/debit card in Digital Cookie—® no swiper needed. The Girl Scout logs into her Digital Cookie® account and clicks on the Take a Customer Payment button. She enters the customer's card information and gives them the cookies.

### What if I can't or don't want to deliver cookies for online orders?

There is an option to uncheck the Girl Delivery box when sending an email to a customer, which will make girl delivery unavailable to that customer. Please note that this is not an option when sharing a Digital Cookie® link on social media.

### Have questions about using Digital Cookie®?

Contact: [productprogram@girlscoutsgcnwi.org](mailto:productprogram@girlscoutsgcnwi.org)

**girl scouts**   
of greater chicago  
and northwest  
indiana