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Mobile App for Troop Volunteer
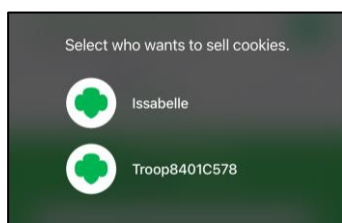
Troop volunteers can use the Digital Cookie Mobile App to help Girl Scouts process and review orders placed through the troop's digital site.

Step 1: Log in to the Mobile App
The email and password used to access Digital Cookie is the same to log into the mobile app. If the troop site is not set up, users will not abe able to log into the troop account on mobile app. See the Troop Site Setup tip sheet for help on setting up the troop site.

**Step 2: Selecting the Troop Role**
Once a user is logged into the app they may see different accounts available for their Girl Scout(s) if they are a caregiver and they will see their troop account. The troop role is available once the council troop site and mobile app access dates have started.

Volunteers without a Girl Scout will still have access to the mobile app as the troop volunteer.

From the home page, the user can select:

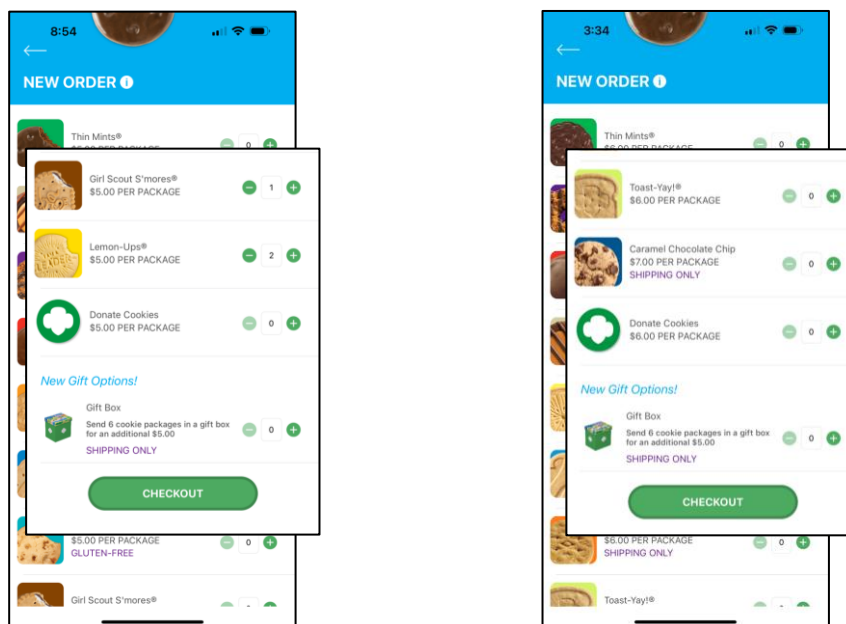- New Cookie Order
- Visit My Site
- Email My Site
- All Orders
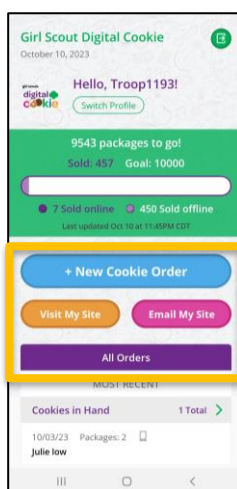
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New Cookie Order
Allows users to take cookie orders directly through the app.

Step 1: Select Cookie Varieties
Select "New Cookie Order" from the dashboard. The user will be taken to the order screen to enter which cookies the customer wants to order by using the "+" and " – " buttons.
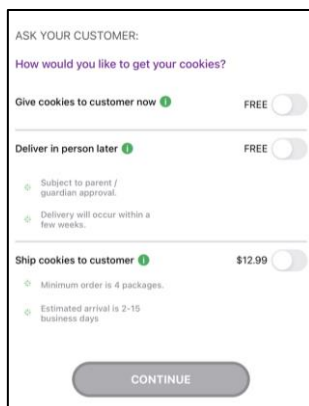

Once the correct number of cookies have been selected click the "CHECKOUT" button.
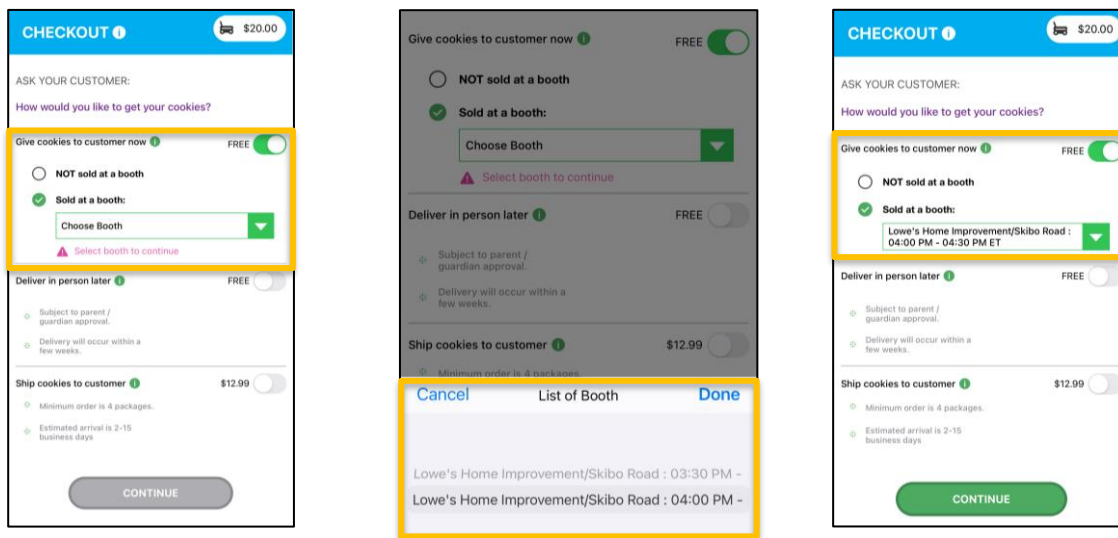
Step 2:

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Select how the customer would like to receive their cookies ("Give cookies to customer now", "Deliver in person later", "Ship cookies to customer.") Options may vary based on what your council has available. After marking the selection, click continue.

Give cookies to customer now: (This will be the most used option.)
Depending on the council's settings, if the troop is making a sale at a booth, once the user has selected "Sold at a booth" they may be able to select that specific booth. This option is not available when using the Girl Scout role. Depending on your phone type, viewing the troops could be different from the below image.
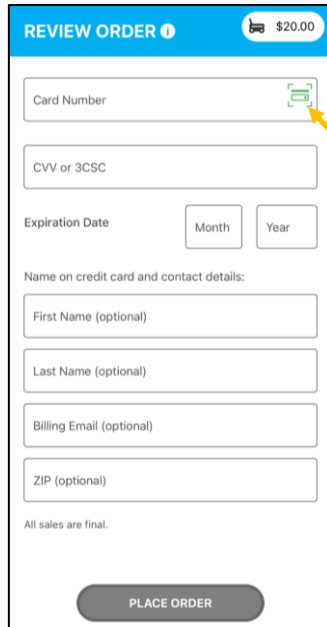

After selecting the booth, users will go through the same checkout steps as if using the Girl Scout role. When reviewing the order users can see which booth was selected and select how the customer would like to pay.

There are three ways a customer can pay (credit card, PayPal, or Venmo). The user will select the payment type and then click the Place Order button.

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If the customer chooses to pay with a **credit card,** the user will enter the credit card information or use the scan feature to enter the card number. Contact details are optional, but helpful if there is a payment issue. Email address is great if a customer would like a receipt or thank you email.
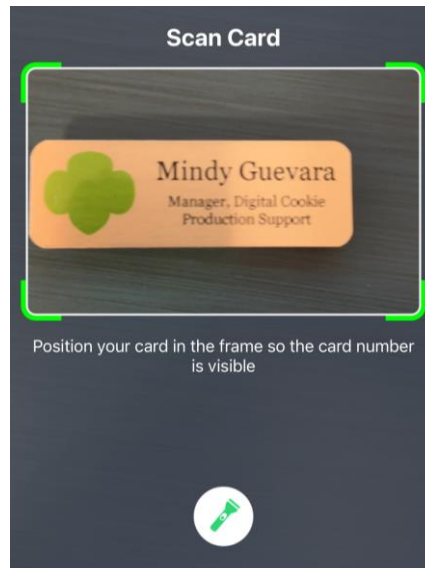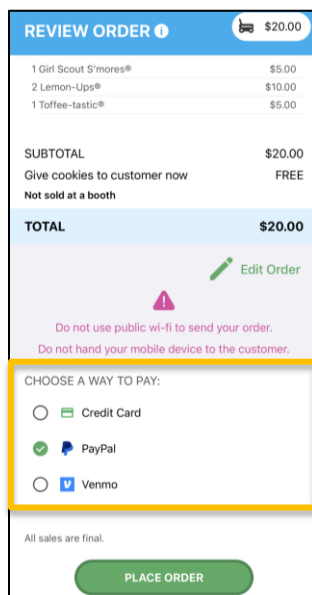

Use Scan Card feature instead of typing all the details. Tip: Have good lighting and double check the numbers before placing the order.

When the **PayPal or Venmo** option is selected and after clicking the Place Order button, a QR code will pop up on the screen. The Girl Scout/Caregiver can turn the phone around for the customer to scan the QR code and continue the payment process on their end. **Please note, PayPal/Venmo is only available when "Give cookies to customer now" has been selected.**
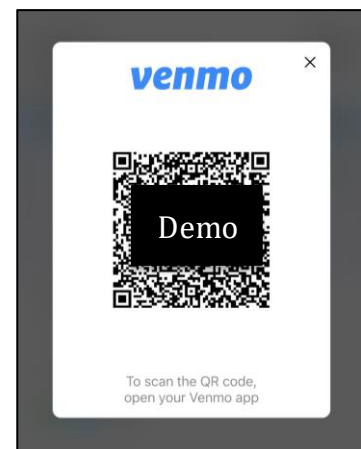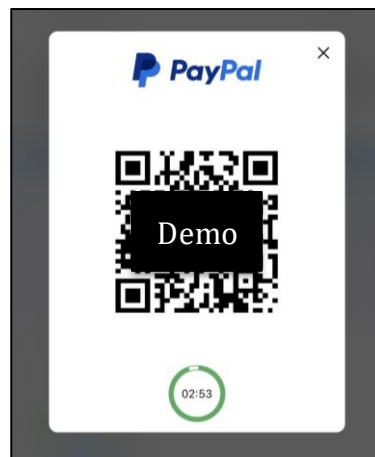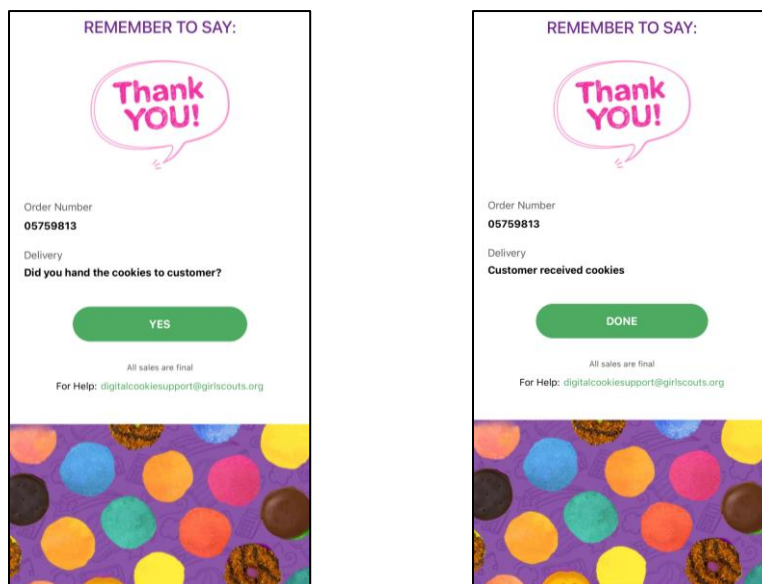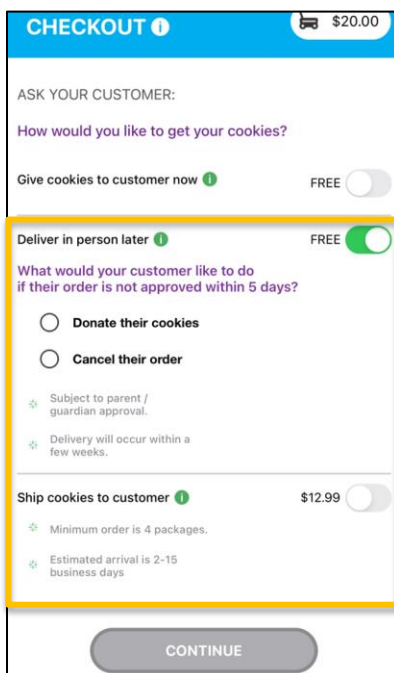
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Once the order is placed, the Girl Scout will receive an order confirmation screen and a reminder to thank the customer for the order!

Deliver in person later/Ship cookies to customer:
Similar to placing an order through a Girl Scout's online store, the customer will need to let the Girl Scout know what they would like to do with the order if the troop is unable to deliver the order.

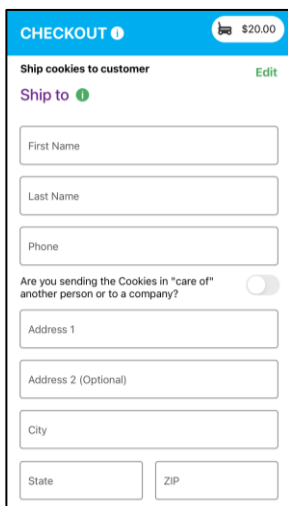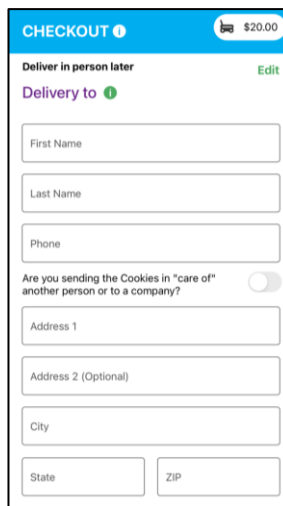Once the delivery method selection is made, continue with the checkout process.

Orders placed for in person delivery through the app still need to be approved.

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Next, review order and enter customer and payment details. Girl Scout's can review the order with the customer and gather the customer's information including payment details.

If the order is shipped or delivery, the Girl Scout will then complete the customer information for where the cookies will be shipped/delivered to. After completing the required info, click review or place order depending on the order type to select the payment type. The mobile app has three different payment types (see above for processing the payment).

Visit My Site

View the troop's QR code and show a customer the phone to scan which will take them directly to the troop's site to make a purchase for shipped or in-person delivery.
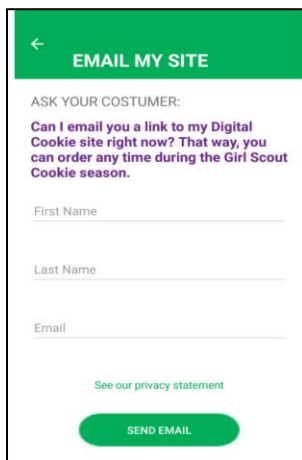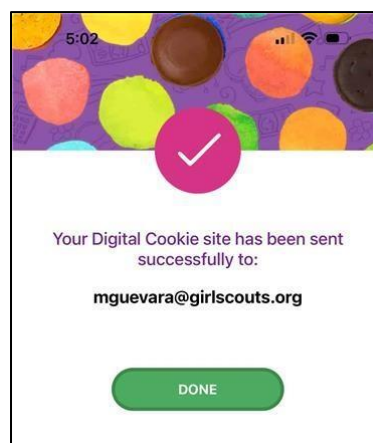
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Email My Site

Send the troop's cookie site link to a potential customer who doesn't want to continue the transaction at the immediate time. The Girl Scout will ask for the customer's contact information, enter it in the app, and send the email.
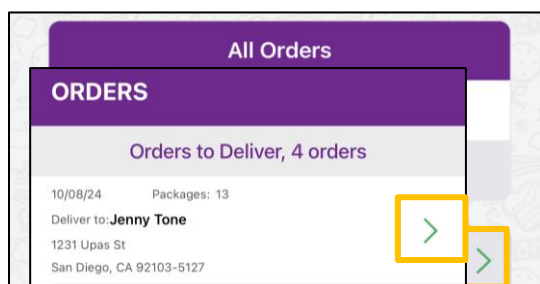The customer will receive an email to purchase cookies.

All Orders

View all of the orders visible by delivery method.

Step 1: Click the green arrow to view all orders under that specific delivery method.

Step 2: See order details. Click the green arrow to the right of the order details.

Users can then review the order, see the status, approve, decline, or mark the order as delivered if applicable.

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Note: All users when logged in as the troop will be able to view, approve/decline orders the same way Girl Scouts can from their account. Troop volunteers should discuss with family members how they want the troop orders to be handled prior to using the app.