

Order Reference Guide for Troop Cookie Coordinators and Caregivers

Ways to Sell (Source)		Delivery Method (Type)		Cookies Available (Status)		Payment Method (Paid)		
Source	Use	Direct Ship	Girl Delivery	Girl Delivery - Now	Girl Delivery - Later	Pay Now (pre-pay)	Pay Later	Direct Ship
<p>Girl Manual Entry</p> <p>Source: Keyed Keyed - Direct Ship (no action) Keyed - Girl Delivered (action required)</p>	<p>Friends & Family or Booth</p>	<p>Smart Cookies</p> <ol style="list-style-type: none"> 1. My Orders 2. <i>Take Direct Ship Order</i> 3. Collect Customer information and payment at time of order. <p><u>Note:</u> All orders with Direct Ship are Automatically Credited to the Girl.</p>	<p>Smart Cookies</p> <ol style="list-style-type: none"> 1. My Orders 2. <i>Take Cookie Order</i> 3. Follow next steps for Girl Delivery & Payment <p><u>Note:</u> All orders for Girl Delivery need to be included in the Troop's Planned Order(s). Make sure your troop volunteer is aware of cookie inventory needs or if your Girl Scout has received any orders for donation cookies (Cookie Share)</p>	<p>When girls have cookies on hand to fill customers order:</p> <ol style="list-style-type: none"> 4. Use Status: <u>Delivered</u> 5. Mark Paid: Yes 6. Collect Payment & Save 	<p>When an order for cookies is needed to fill order:</p> <ol style="list-style-type: none"> 4. Use Status: <u>Ordered</u> 5. Mark Paid: <u>Yes</u> or <u>No</u> to collect payment during Delivery 6. Save <p>When Delivered:</p> <ol style="list-style-type: none"> 1. My Orders 2. Manage My Orders 3. Find (<i>keyed</i>) order sates: <u>Ordered</u> 4. Edit (pencil icon) 5. Update status to <u>Delivered</u> & Save 	<p>Collecting Payment at time of order:</p> <p>Paid Status: <u>Yes</u></p> <p>Recommended for all orders, including those for Girl Delivery</p>	<p>Collecting Payment upon delivery:</p> <p>Paid status: <u>No</u></p> <p>During Delivery - in Smart Cookies</p> <ol style="list-style-type: none"> 1. My Orders 2. Manage My Orders. 3. Edit Delivery and Payment Details for keyed - Girl Delivered order 4. Update Status to <u>Delivered</u> 5. Paid: <u>Yes</u> to collect payment info & Save 	<p>Paid at time of order (always)</p> <p>Paid status: <u>Yes</u></p> <p>Smart Cookies: Direct Ship orders show status: <u>Delivered</u> (always) and are shipped directly to Customer</p>

Ways to Sell (Source)		Delivery Method (Type)		Cookies Available (Status)		Payment Method (Paid)		
Source	Use	Direct Ship	Girl Delivery	Girl Delivery - Now	Girl Delivery - Later	Pay Now (pre-pay)	Pay Later	Direct Ship
Girl e-card Source: ecard ecard - Direct Ship (no action) ecard - Girl Delivered (action required)	Friends & Family	Smart Cookies 1. My Orders 2. <i>Send e-Card</i> 3. Default to Direct Ship if girl delivery checkbox is not checked Note: All orders with Direct Ship are Automatically Credited to the Girl.	Smart Cookies 1. My Orders 2. <i>Send e-Card</i> 3. Check box to allow Girl Delivery Note: All orders for <u>Girl Delivery need to be included in the Troop's Planned Order(s). Make sure your troop volunteer is aware of cookie inventory needs or if your Girl Scout has received any orders for donation cookies (Cookie Share)</u>	Girl Delivery Girls can select who receives the Girl Delivery option. No parent approval needed. To complete these orders follow steps for Girl Delivery - Later	Smart Cookies shows <i>Keyed Order</i> status: <u>Ordered</u> When Delivered: 1. My Orders 2. Manage My Orders 3. Find (<i>ecard</i>) order status: <u>Ordered</u> 4. Edit (pencil icon) 5. Update order status: <u>Delivered</u> & Save	Customer selects Pay Now at time of order: Paid Status: Yes Recommended ! Customer selects Pay Now and payment is completed	Customer selects Pay on Delivery . Paid status: <u>No</u> Keyed orders show Paid: <u>No</u> When Delivered: Smart Cookies 1. My Orders 2. Manage My Orders. 3. Edit <u>Paid:</u> Yes to enter payment info 4. Save	Paid at time of order (always) Smart Cookies: Direct Ship orders show status: <u>Delivered</u> (always) and are shipped directly to Customer
Girl Social Link Orders for Girl Delivery require parent/guardian approval within 5 days of order using the link provided via email. Failure to approve results is an irreversible cancellation of order. Source: Social Social - Direct Ship (no action) Social - Girl	Social Media Link	Smart Cookies Direct Ship default 1. My Orders 2. Share my Cookie Link 3. Copy Link and Share Online Note: All orders with Direct Ship are Automatically Credited to the Girl.	Smart Cookies 1. Opt in or out in Girl Profile for girl delivery 2. My Orders 3. Share my Cookie Link 4. Copy Link and Share Online Note: All orders for Girl Delivery need to be included in the Troop's Planned Order(s). Make sure your troop volunteer is aware	Girl Delivery Must be Opt-in for Customer to have the option to select Girl Delivery. To complete these orders follow steps for Girl Delivery - Later ☺	Smart Cookies shows Social Order status: Pending Approval Email: Approve (or cancel) Orders via the link provided. Approved Social Order show status: Ordered in Smart Cookies. When Delivered: Smart Cookies 1. My Orders 2. Manage My Orders 3. Find (social)order status: Ordered 4. Edit (pencil icon)	Girl Delivery Orders are Always prepaid by Customer, but payment is not completed until the order is approved by the Parent/Guardian. Once approved Customer payment will be completed and they will receive an email	Not available	Paid at time of order (always) Smart Cookies: Direct Ship orders show status: Delivered (always) and are shipped directly to Customer

Delivered (action required)			of cookie inventory needs or if your Girl Scout has received any orders for donation cookies (Cookie Share)		5. Update order status: Delivered & Save	confirming their order has been accepted (or cancelled)		
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