

Digital Cookie[®]

Mobile App – In-Hand Payment Processing

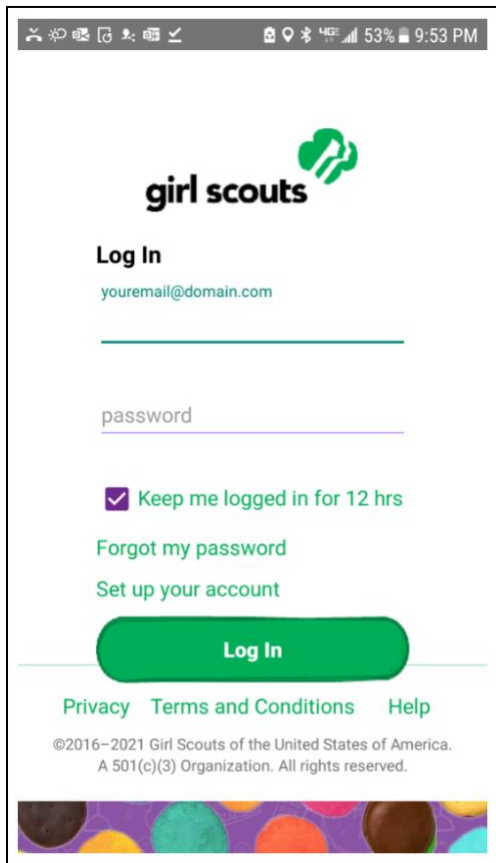
In-Hand payments can be utilized when a Girl Scout has cookies physically on-hand and available to hand to the customer upon processing their payment

Step 1: Girl Scout sets up their Digital Cookie site through the link provided in the registration email sent to their primary guardian.

Before attempting to use the In-Hand payment options at a booth, check in with your Troop Product Manager to ensure the troop is using this functionality and has set up the troop’s Digital Cookie link that enables this option.

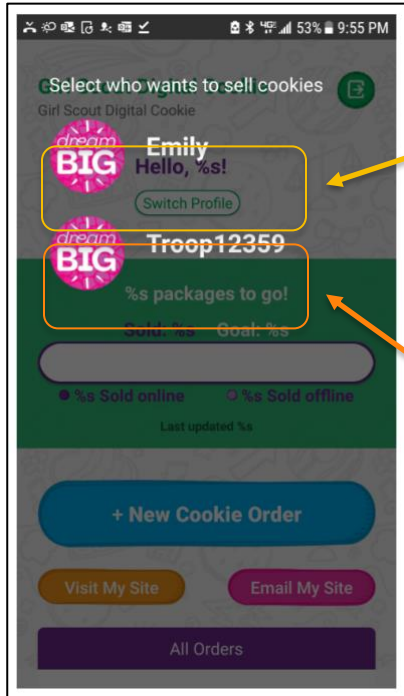
Step 2: Once the Girl Scout’s Digital Cookie site has been approved, download the Digital Cookie Mobile App from the iTunes or Google Play store. The app is free and can be found by searching for “Digital Cookie Mobile app.”

Step 3: Once the app is installed and opened on your phone, you will use the same login and password that you use to access digitalcookie.girlscouts.org. **NOTE** that the app will only work once the program has launched and if the Girl Scout’s website is set up and approved.



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Step 4: You can then select one of the accounts that you want to use for the transaction.

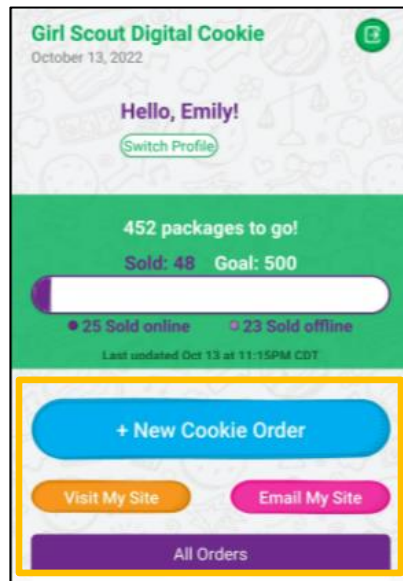


For sales that should be recorded for the Girl Scout, such as for family/friend sales or going door-to-door, select the Girl Scout's name.

For sales that should be recorded for the troop, such as at booth sales, select the troop number.

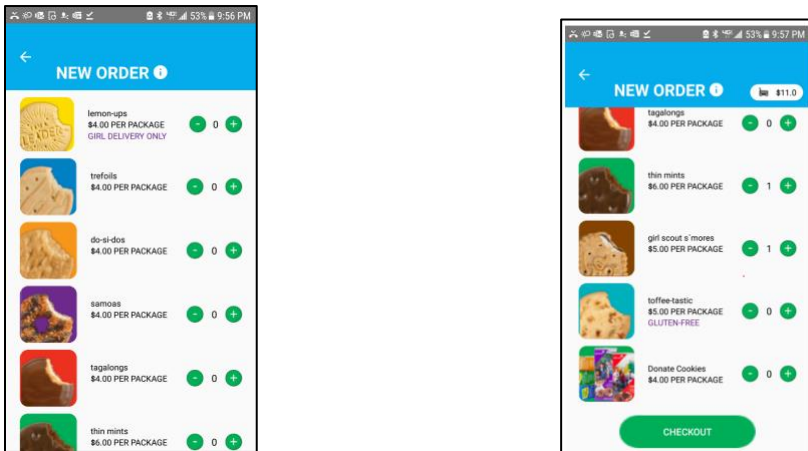
Note: Sales credited to the troop will be moved to Cookie Sellers by the Troop Product Manager.

Step 5: Once you have selected an account, you will arrive at the home page. From there, your Girl Scout can select "New Cookie Order", "Visit My Site," "Email My Site," or "All Orders."



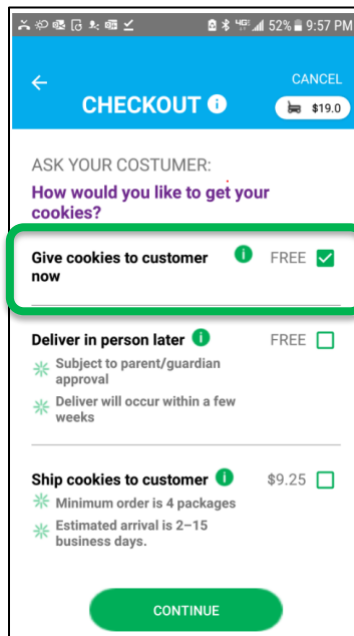
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Step 6: To begin an In-Hand order, the Girl Scout clicks the “New Cookie Order” button on the app, and they will be taken to the order screen. They can scroll down through the cookie varieties and enter the quantity of cookies the customer wants to order by using the “+” and “-” buttons.



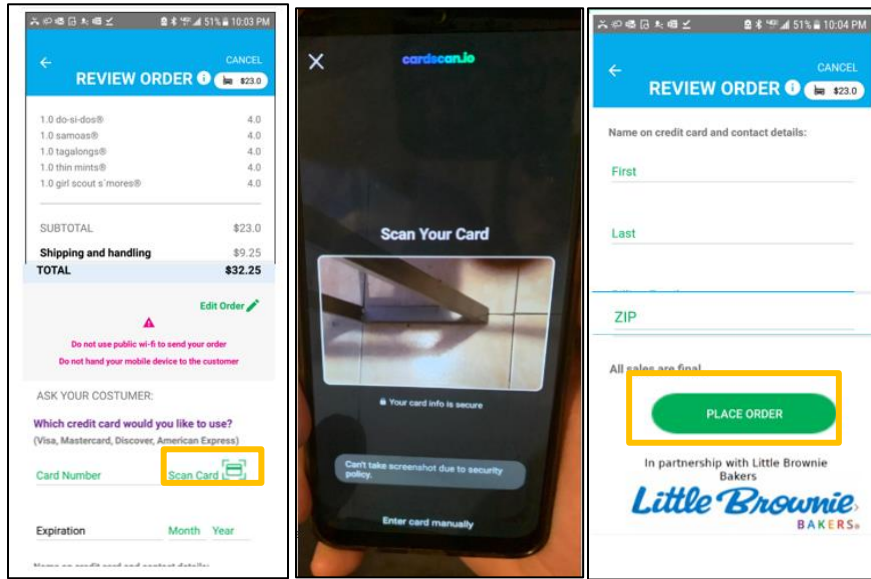
When the customer has made a selection and the seller clicks “Checkout,” the app moves to a checkout screen.

Step 7: The Girl Scout will select “Give cookies to customer now” to process the In-Hand Payment and click the “Continue” button.



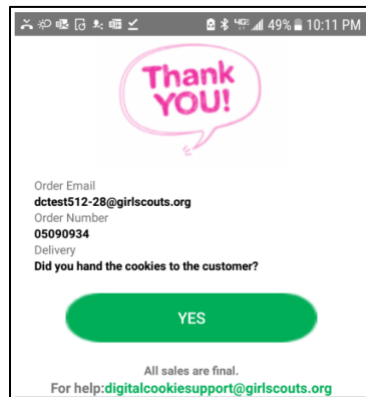
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Step 8: The Girl Scout will then view the “Review Order” page where they can confirm the order with the customer. When they scroll down, they can input the payment information for the customer by typing in the card number or clicking the “Scan Card” and letting the phone input the numbers from the customer’s card.



Remember not to use public Wi-Fi to send your order and not to give your phone to the customer.

Step 9: When seller clicks the “Place Order” button, they will receive an order confirmation screen and a reminder to thank the customer for the order! Cookies can now be handed to the customer.



Step 10: Girl Scouts can now view that order, and any other order using the “All Orders” section of their app. Tapping on the “All Orders” or scrolling down will make all of your orders visible by delivery method.