

Hello Girl Scouts!

As we prepare for another exciting weekend of Cookie Booths – a weekend of girls practicing their entrepreneurship skills, having fun with friends, and crushing their goals – I want to acknowledge the challenges some troops experienced with booth scheduling and the new Digital Cookie platform last weekend. Below is a summary of the challenges we worked to address over the last several days, and how to get support from GSCCS if you need assistance this weekend.

Digital Cookie Questions and Answers

While girls are having fun and seeing a lot of success in setting up their online cookie stores on the new Digital Cookie platform, there are also growing pains with this change. Below are the most common challenges we heard about from parents and volunteers, the status of any issues, and how to get support moving forward.

1. Digital Cookie-Smart Cookie Inventory Sync Issue
 - Status: Following a cookie booth, some troops see differences between Digital Cookie and Smart Cookie in total packages sold. This is a known issue and top priority for the GSUSA Digital Cookie team. Note: The Digital Cookie mobile app will only display packages sold through Digital Cookie. *Total* packages sold through direct sales, online orders, and booths will be available online 24 hours after a Cookie Booth.
 - Solution: In almost all cases, this sync issue is resolved within 24 hours. If you experience this issue, please wait 24 hours for all sales to sync.
 - Receiving Support: If you continue experiencing the issue, email CustomerCare@girlscoutscs.org with details on the inventory differences between both systems.
2. Digital Cookie Access or Roster Issue
 - Status: A girl, parent, or troop cannot access one or all of their expected Digital Cookie accounts, or, a troop's roster does not display all girl members.
 - Solution: Ensure the Digital Cookie Registration Email has been activated for *all* accounts. Each individual user must be registered separately.
 - Receiving Support: If you continue experiencing roster discrepancies or need support accessing your Digital Cookie account, email CustomerCare@girlscoutscs.org.
3. Digital Cookie Maintenance Screen or App Shutdown
 - Status: When a user sees a maintenance screen or is kicked out of Digital Cookie unexpectedly, the system has experienced a temporary error. This is a known issue.
 - Solution: In most cases, if the user logs out of Digital Cookie and logs back in, the issue is resolved. If you are receiving this message frequently after attempting to resolve, please contact customer care.
 - Receiving Support: If logging out of the system does not resolve the issue within a few minutes, please email CustomerCare@girlscoutscs.org with details on the action you're trying to take and the device being used.
4. Splitting Credit Card Payments among Multiple Booths
 - Status: When a large troop is hosting multiple booths over one weekend, the Digital Cookie sales report does not currently list total sales by booth – the Booth Name / Location = *null*. This is a known issue with the Digital Cookie team at GSUSA.
 - Solution: Troop coordinator can run the from ABC the Booth Sales Credit Card Transactions Export, located in current reports. The export includes all booths for the season, so sorting by date and time is needed. Please note that the sync is not complete for at least 24 hours after the booth closes.
 - Receiving Support: Email CustomerCare@girlscoutscs.org for assistance in updating your weekend sales report.

Cookie Booth Questions and Answers

The Cookie Booth experience is a quintessential aspect of the Girl Scout Cookie Program, as girls learn hands-on, real-time business skills like public speaking, money management, and teamwork. Our team is working quickly to address a few challenges that occurred last weekend.

1. Onsite Booth Approval Issues
 - Status: A small number of troops arrived at their scheduled Cookie Booth last weekend and store owners did not have the required paperwork to allow the Cookie Booth.
 - Solution: All booths have been confirmed this weekend, so this should not take place.
 - Receiving Support: If you do have an issue with a store manager or owner, please call the Customer Care line and follow prompts to call the emergency line at 1(800)490-9653.
2. Booth Times Overlapping
 - Status: A small number of troops arrived at their scheduled Cookie Booths last weekend to find their timeslot overlapped with another approved booth.
 - Solution: All booths have been confirmed this weekend, so this should not take place.
 - Receiving Support: If you have an issue with a booth timeslot, please call the Customer Care line and follow prompts to call the emergency line at 1(800)490-9653.

General Support

Emergency Line Support: If you are experiencing critical issues that prevent your troop from conducting a Cookie Booth, like the inability to process payments, please call our Customer Care team at 1(800)490-9653 and follow the prompts to classify the message as an “emergency”. This emergency line will be staffed with a member of our team between 8:00 AM and 10:00 PM ready to provide troubleshooting assistance.

Non-Emergency Email Support: If you experience other issues that does not hinder your ability to conduct a Cookie Booth, or have a past issue to report, please still email our Customer Care team at customer-care@girlscoutscs.org with specific examples so our product team can use your feedback and experience to address key issues and identify solutions.

Weekly Workshops: All adults involved in the Girl Scout Cookie Program are invited to attend our weekly Cookie Workshop to ask questions of our Product Team in real-time. These workshops are hosted virtually every Monday during the Cookie Program from 6:30 PM - 8:00 PM and attendees can drop in as their schedule allows for timely support. [Register for next week's workshop here.](#)

I cannot understate my gratitude for our membership persevering through these challenges as true Girl Scouts with courage, confidence, and most of all, character. Thank you for making the world a better place for our girls.

Yours in Girl Scouting,



Dr. Russel Statham
Chief Executive Officer
Girl Scouts of Central California South



Have a question? Don't be shy!
[Contact us](#) for more information.

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