

Frequently Asked Questions: Digital Cookie – Troop Links

TROOP LINK - SHIPPED/DONATED:

What is a Troop Cookie Link?

This is a link created for the troops to be placed into GSUSA's Cookie Finder.

When does the Troop Link become active in the Cookie Finder?

GSUSA Cookie Finder will be active starting February 11, 2022.

Who will receive a Troop Link?

Each troop that has turned in all paperwork (TCC and ACH eforms) by February 11 will have access to a troop link that will be entered into the Cookie Finder.

Will we receive a copy of the Troop Link?

Yes, you will receive an email with the Troop Link and login information for your use on or before February 11. This email will be coming from Digital Cookie and sent to your Troop Cookie Chair.

What if I turned in my paperwork after February 11?

After February 11, links will be created by the end of each week; Troop Cookie Chairs will receive an email from Digital Cookie with the Troop Link and login information once it is active in Cookie Finder.

How will Cookie Finder work?

A customer will enter their zip code into Cookie Finder; the Cookie Finder will then show all the Troop Links that are in that zip code area.

In what order will the Troop Link show up in Cookie Finder?

The order is randomized to provide different troops the top slot on the search page. This way it will be fair for all troops in each area.

What can a customer purchase?

Customers can purchase cookies to donate or to have shipped; girl delivery is not an option with this link.

Why is there only Shipped and Donation available for the customer to purchase?

This is per GSUSA requirements. (However, there is another version of the link to include a Girl Delivery option, which we cover below).

How will the troop link work in eBudde?

Your Troop Link will show as a girl named, for example, "Troop99995 Site" (see the [Digital Cookie – Troop Links](#) tip sheet.)

How will the order appear in eBudde?

All Troop Link orders will appear as either a SHIP, DON, or SHIP+ on the Girl Order tab for the "Troop99995 Site" row. (SHIP+ are orders that include both Shipped and Donated items.) (see the [Digital Cookie – Troop Links](#) tip sheet.)

How do we allocate these cookies to girls in the troop?

See the [Troop Link – Allocating Product in eBudde](#) tip sheet for a detailed how-to. In short, however:

- From the Girl Order tab, you would select the “TroopXXXXX Site” “girl”
- Then click on **Add Trans.**
- In the row that appears at the bottom, you will “minus out” each flavor by entering negative numbers (e.g., -6, -3, etc.), and the amount paid (e.g., -25) until the total item and dollars are both zero.
- Click **OK**
- Click **Save**

This will put these cookies into the troop inventory in eBudde and can be allocated to girls. When reallocating, be sure to enter the applicable dollar amount because these items are already paid for.

Who should these cookies be allocated to?

This Troop Link acts as a booth sale so all sales should be allocated fairly to all the girls in the troop.

Will this affect my troop PGA?

This will **not** affect your PGA since “TroopXXXXX Site” will have a 0 total and will not count as a girl selling. So, you must zero out cookies first – then you can allocate to the girls so they may receive credit for them.

Who can use this Troop Link?

This link is to be used for troop activities and not to be given to girls to use for personal sales. All sales will come in under the “TroopXXXXX Site” and it would be impossible to know which girl they belong to.

Will I need to set up “TroopXXXXX Site” in Digital Cookie?

No, but you *can* log in and change the avatar and/or add a troop video so customers can see the troop. Customers will love that you have customized the site.

How do I log in to my Troop link?

You will receive an email with Login user ID/password information that will be easy to use, on (or before) February 11, from Digital Cookie.

How will the Troop Link sales look in Digital Cookie?

Sales from the Troop Link will appear in Digital Cookie as “TroopXXXXX Site” just as it appears in eBudde.

When I remove the cookies from “TroopXXXXX Site” and allocate to the girls will this appear in Digital Cookie?

Not removing the cookies from “TroopXXXXX Site” in eBudde will not appear in Digital Cookie, just as cookies being allocated to the girls will not appear as well.

What can we do with the Troop Link?

This link is like a booth site

- You can do Virtual Booths
- Facebook live Troop Booths
- Use this in a workplace booth with a virtual troop pitch.
- Give it to a customer who wants to do a large C4C order meant for multiple girls.

TROOP LINK – GIRL DELIVERY, SHIPPED AND DONATED:

What is a Troop Link with Girl Delivery?

An option for a troop link that offers girl delivery as well as direct ship and donation.

How will I get my Troop link?

An email will be sent to your Troop Cookie Chair with the Troop Link and login information from Digital Cookie.

How do I find this Troop Link with Girl Delivery?

Once you log in to the Troop Link, you will see the Troop Link dashboard. Click on the pink button that says, “View Your Digital Cookie Site.” The storefront landing page with both girl delivery and direct shipped options will come up. Highlight the URL, copy it and you’ll then be able to paste it to share on social media and with potential customers via email or text. (see the Digital Cookie – Troop Links tip sheet for more information.)

What happens when someone clicks the link?

Everyone that clicks the link will have both girl delivery and direct shipped to choose from.

How will I know what needs to be delivered and to whom?

Log in to your Digital Cookie Troop Link on the dashboard click on “TroopXXXXXX Sales Report”, where the Xs are the digits of your troop number.

Click on **Online Cookies Girl Delivered**. This is where you will see the customer’s information and what cookies they have ordered.

(see the [Digital Cookie – Troop Links](#) tip sheet for more information.)

Where will the cookies come from to deliver to the customer?

These cookies will come from the troop’s inventory.

How will the Troop Link with Girl Delivery look in eBudde?

Your Troop Link with Girl Delivery will show as a girl named, for example, “TroopXXXXXX Site” Just the same as the Troop Link with Shipping and Donation only.

How will the order appear in eBudde?

All Troop Link orders will now appear as either a SHIP, DON, DLVR or SHIP+ on the Girl Order tab for the “TroopXXXXXX Site” row. (SHIP+ are orders that include both Shipped and Donated items.)

How do we allocate the Troop Link Girl Delivered cookies to girls in the troop?

See the [Troop Link – Allocating Product in eBudde](#) tip sheet for a detailed how-tos.

In short, however:

- From the Girl Order tab, click on “TroopXXXXXX Site.”
- Then click on **Add Payment**.
- On the new row that appears, “minus out” the amount paid (i.e., -20) until there are 0 dollars.
- Click **OK**.
- Click **Save**.

There will **not** be any cookies listed since these cookies came from the troop inventory. You need to allocate the cookies that are girl delivered. **Reminder: Provide receipts when distributing cookies to girls/parent/guardians.** When allocating, be sure to enter the applicable dollar amount because these items are already paid for, the same as you would if you were allocating booth sale cookies.

What can I do with this Troop Link with Girl Delivery?

You could have a Virtual Troop Booth. Post this link on any of the Social Media sites to let customers know you are doing girl delivery locally only. This will help move your on-hand cookie inventory.

Make a troop video with the girls explaining local delivery and place on this Troop page.

Be sure to follow computer/online use guidelines which can be found in:

- [Digital Marketing Tips for Entrepreneurs](#)
- [Cookie Online Marketing Guidelines](#)

Visit girlscoutsla.org for complete safety guidelines.