

Digital Cookie®

Troop Booth Pickup Orders

Your troop can offer customers a pre-payment option for orders to be picked up at your scheduled cookie booths. Let customers know that if they choose that option, you are sure to have the cookies they want and it speeds up their cookie buying process-no waiting outside in the cold and rain to make an order.

To activate that for your troop customers, there are just a few steps to set it up using the cookie booths you have signed up for in your baker software

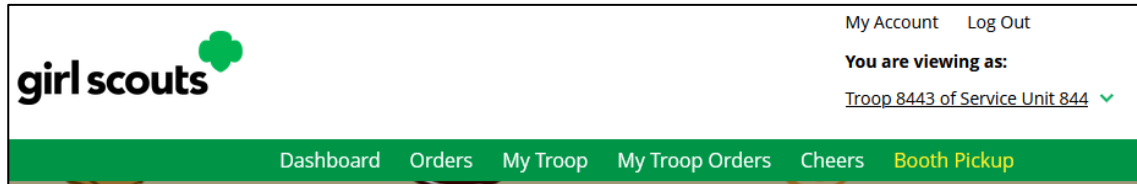
[Setup](#)

[Customer View](#)

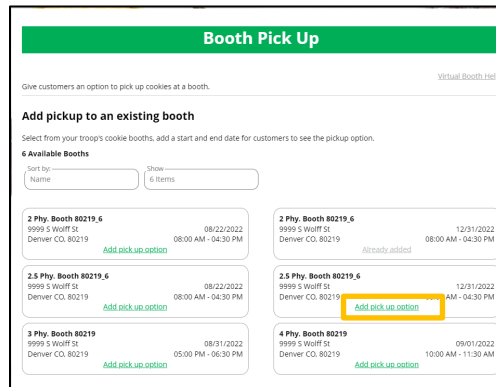
[Orders](#)

Setup

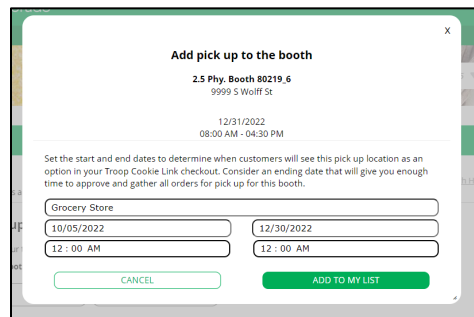
Step 1: Start by navigating to the Booth Pickup tab on your troop dashboard.



Then select an existing cookie booth from your list by clicking on “Add Pick-Up Option”



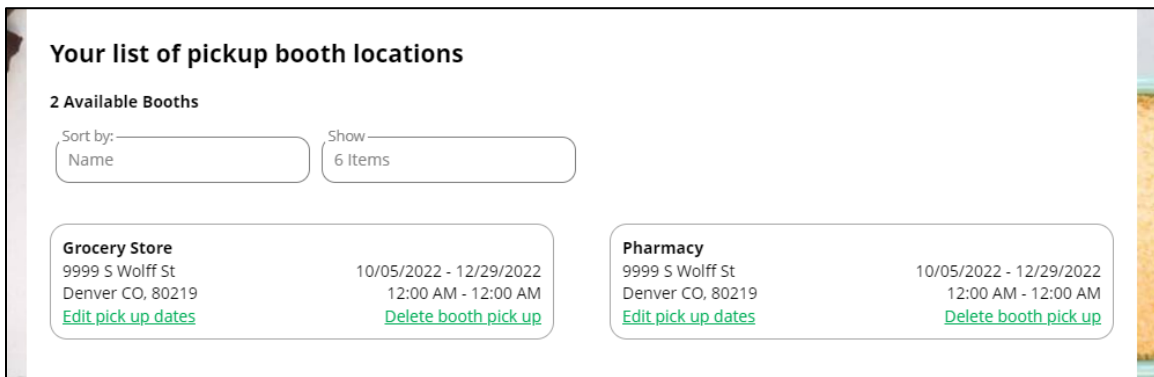
Step 2: Once you have selected a booth to add a pickup option for customers to, you will need to enter a few details about when the customer will see that pickup location as an option.



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NOTE! Consider ending that option 12-24 hours before the booth sale will begin so you have time to review and approve all orders. If you have concerns about inventory for pickup orders, consider ending the option even earlier so you can secure the necessary product for the orders.

Step 3: If you need to edit or delete your pickup locations, you can view your list of pickup locations and edit or delete them.

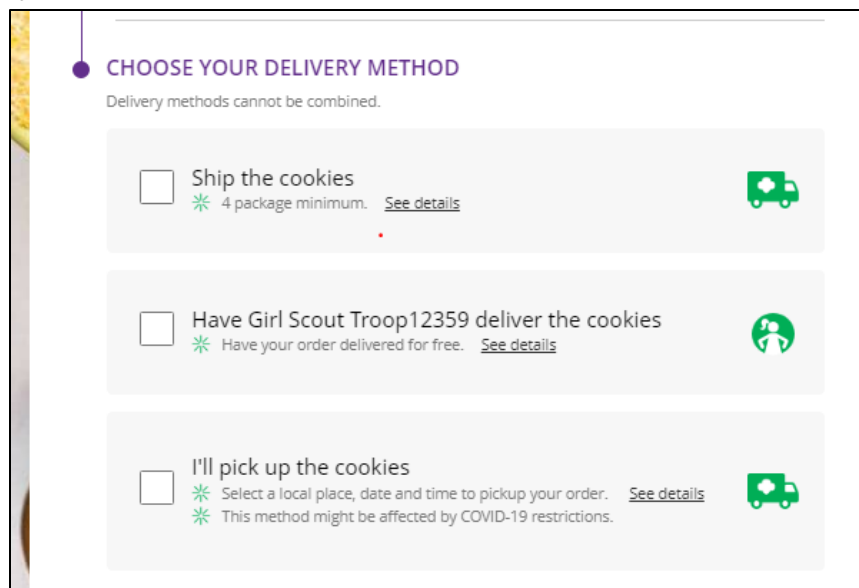


Important! If you cancel a booth in the bakers system, you must delete the booth from here so customers can no longer select it as a pick-up option. Check your orders tab for any orders that were scheduled to be picked up and make alternate arrangements or cancel and refund them

Customer View

When the customer gets your troop link and wishes to make a pickup order, here is what it will look like for them.

Step 1: They select “I’ll pick up the cookies” as an option at checkout



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Step 2: They will be asked for a zip code and see your booths with pick up options closest to that zip code. They will select which booth location and date/time they want to pick up those cookies.

Step 3: The checkout screen will automatically populate the address as the pickup location.

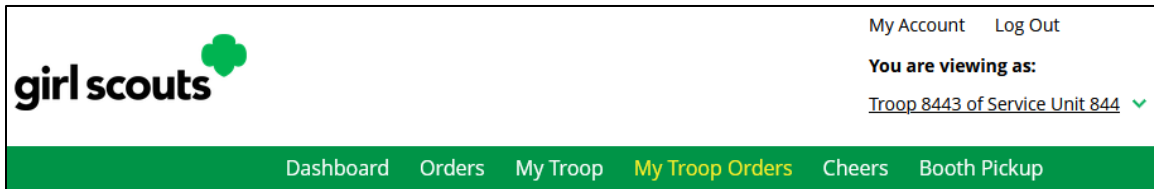
Customers will receive an email letting them know their order needs to be approved and letting them know if it was approved or not after you review it. If it was approved, it will also remind them of when/where they are picking up their cookies.

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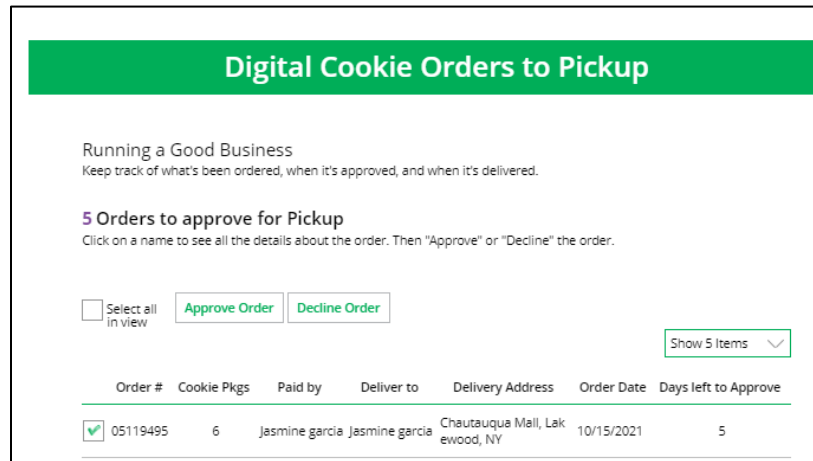
Orders

As customers order cookies to be picked up at your cookie booth, those orders will need to be reviewed and approved within 5 days of the order being placed.

Step 1: To review the orders, navigate to your “My Troop Orders”

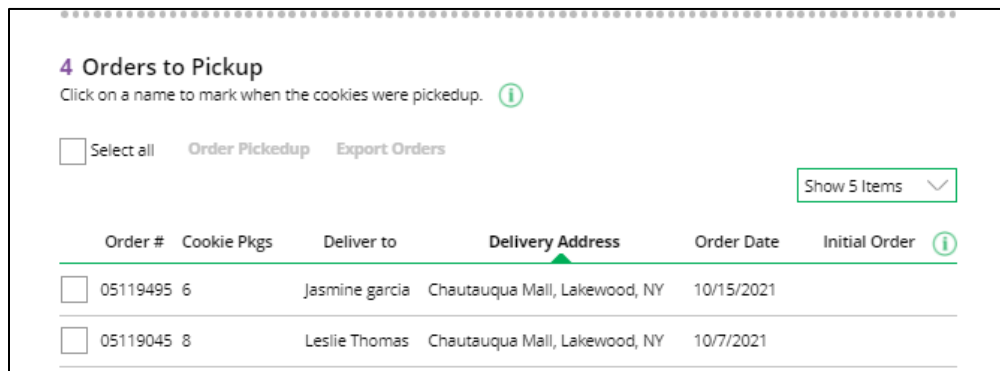


Step 2: Scroll down until you see the pickup orders section, below the delivery section.



You can check the box in front of the customer order to approve or decline it. If you approve it, it will move into the “orders to pickup” section.

In the “orders to pickup” you can click on any of the column headers to sort the orders. You can also check the boxes in front of the orders to select some or all of the orders to export to get a list of orders to prepare for your booth sale,



When the customer has picked up their order, be sure to mark the order as “Order Picked Up” so that it will clear out of your list of orders that need attention.