

Digital Cookie FAQs and Known Issues

- **What if I didn't receive a registration email?**
 - Page 7 of the Family Guide has the answer. Page 24 and 25 of the Cookie 101 Guide also has the answer.
- **The Sales Progress on my DOC account is not updating.**
 - This is a known problem with GSUSA, they are working on a fix.
 - Sales in Digital Cookie can take over 24 hours currently to update on the progress bar.
 - In the meantime, girls should still be able to see all their online sales through Digital Cookie. Volunteers can see sales in eBudde. If the sales are there, please give DOC the time to update.
 - BEST ADVICE: IGNORE THE PROGRESS BAR!!
- **Marketing emails are not being sent out.**
 - This is a known problem with GSUSA, they are working on a fix. It seems to not work for the those who had customer lists from previous seasons.
 - Here is the workaround for getting marketing emails sent:
 - Customers Tab
 - Select the customer name
 - Click Edit Customer
 - Click Update Customer
 - Back to Customer List
 - Click the box next to the customer name
 - Send Marketing email
 - This should then show the email status as queued and then sent.
 - Please do not wait for GSUSA to fix the email problem, as this has now been going on for a couple weeks with no resolution from them.
- **Unable to complete an order.**
 - Some are facing problems with not being able to complete an order. This has also been brought to GSUSA's attention and we are waiting on a fix.
 - This seems to be affecting mainly links that were sent through email to customers.
 - In the meantime, try sending the link through text/social media for the customer to use.
 - Try a different web browser.
 - Help the customer by placing an order through your Digital Cookie app.
- **Orders not showing in Digital Cookie.**
 - Some have reported that they know customers have placed an order, but it is not showing in their Digital Cookie site.
 - This has been brought to GSUSA's attention.
 - In order for Council and GSUSA to better assist, please provide all possible details on these missing orders. IE Order number, was an email order confirmation received from the customer?, Customer Name, type of order (girl delivery, in hand, direct shipped).
 - Send to customercare@gssofsi.org