

Digital Cookie®

Troop Booth Pickup Orders

The images in this tip sheet show the mobile view. If you're using a desktop computer, refer to the [desktop version](#) for a view that matches your experience. A [video walkthrough](#) is also available.

Your troop can offer customers a pre-payment option for orders to be picked up at your scheduled cookie booths. This ensures:

- Customers get the cookies they want.
- Faster transactions—no waiting outside in bad weather to place an order.

To enable this option, follow these steps using the cookie booths you've signed up for in your baker software.

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Setup

Step 1: Navigate to Booth Pickup

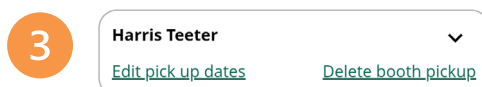
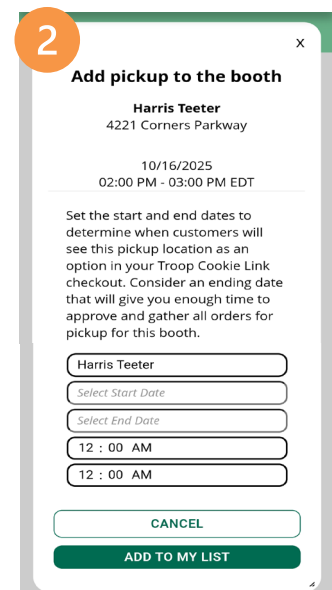
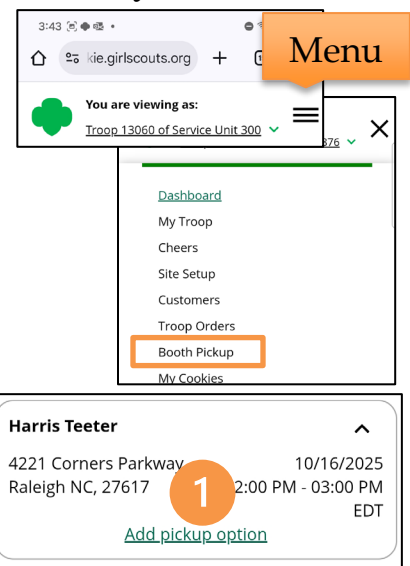
- Go to the Booth Pickup page from the menu.
- Select an existing cookie booth from your list and click "Add Pick-Up Option."

Step 2: Configure Pickup Details

- Enter details for when customers can see this booth as a pickup option. Then tap Add to My List to enable the pickup option for customers.
- *Tip:* End the option 12–24 hours before the booth sale begins to allow time for review and approval.
- If inventory is a concern, end the option earlier to secure product for orders.

Step 3: Manage Pickup Locations

- View your list of pickup locations to edit or delete as needed.
- *Important:* If you cancel a booth in the baker system, delete it here so customers cannot select it.
- Check your Orders page for any scheduled pickups and make alternate arrangements. Cancel/refund orders on Orders Search page if applicable.

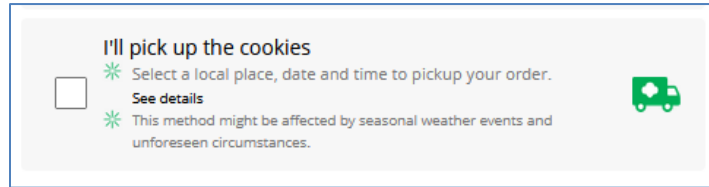


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Customer View

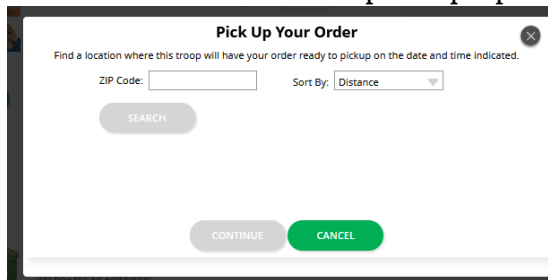
When customers use your troop link to place a pickup order:

Step 1: At checkout, they select **“I’ll pick up the cookies.”**



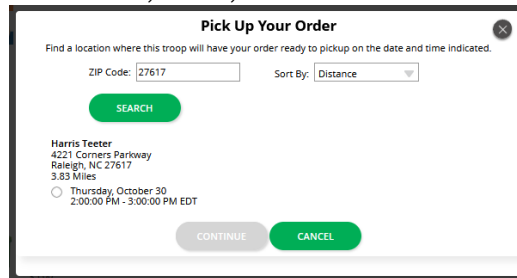
☒ **I'll pick up the cookies**
 ✱ Select a local place, date and time to pickup your order.
 See details
 ✱ This method might be affected by seasonal weather events and unforeseen circumstances.

Step 2: Enter a ZIP code to see booths with pickup options nearby.



Pick Up Your Order
 Find a location where this troop will have your order ready to pickup on the date and time indicated.
 ZIP Code: Sort By:
 SEARCH
 CONTINUE CANCEL

Step 3: Choose booth location, date, and time.



Pick Up Your Order
 Find a location where this troop will have your order ready to pickup on the date and time indicated.
 ZIP Code: Sort By:
 SEARCH
 Harris Teeter
 4221 Corners Parkway
 Raleigh, NC 27617
 3.83 Miles
 Thursday, October 30
 2:00:00 PM - 3:00:00 PM EDT
 CONTINUE CANCEL

- The checkout screen will auto-populate the booth address.
- Customers receive an email confirming their order is pending approval and later whether it’s approved, including pickup details.

Orders

Pickup orders must be **reviewed and approved within 5 days** of placement. These steps are the same as approving or declining an in-person delivery order. For detailed guidance, refer to the [Order Received: In-person delivery tip sheet](#).

Step 1: Navigate to **Troop Orders**.

Step 2: Scroll to the **Pickup Orders** section (below Delivery).

- Check the box next to an order to approve or decline it.
- Approved orders move to the **Orders to Pickup** section.
- Sort orders by column headers or export selected orders to prepare for booth sales.

Final Step: After the customer picks up their order, mark it as **“Order Picked Up”** to clear it from your active list.