

Digital Cookie®

Troop Booth Pickup Orders

The images in this document show the desktop view. If you're using a mobile device, refer to the [mobile 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.

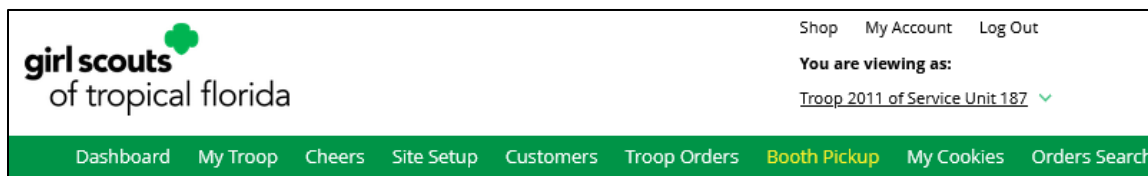
Jump to a section:

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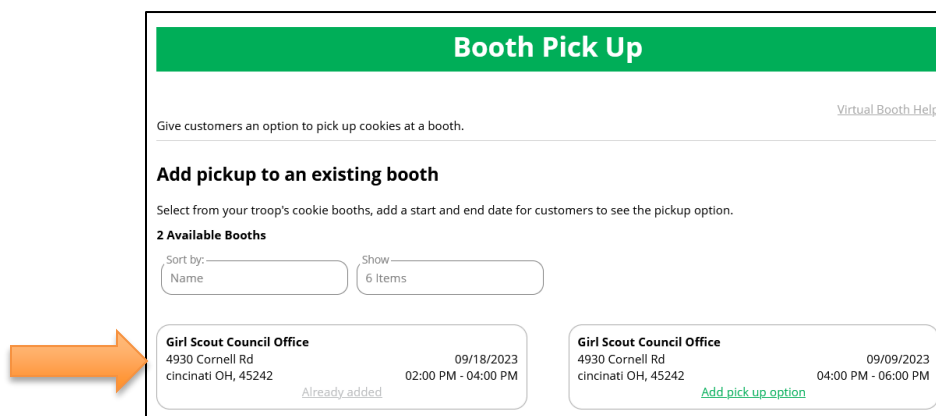
Setup

Step 1: Navigate to Booth Pickup

- Go to the Booth Pickup page from the menu.



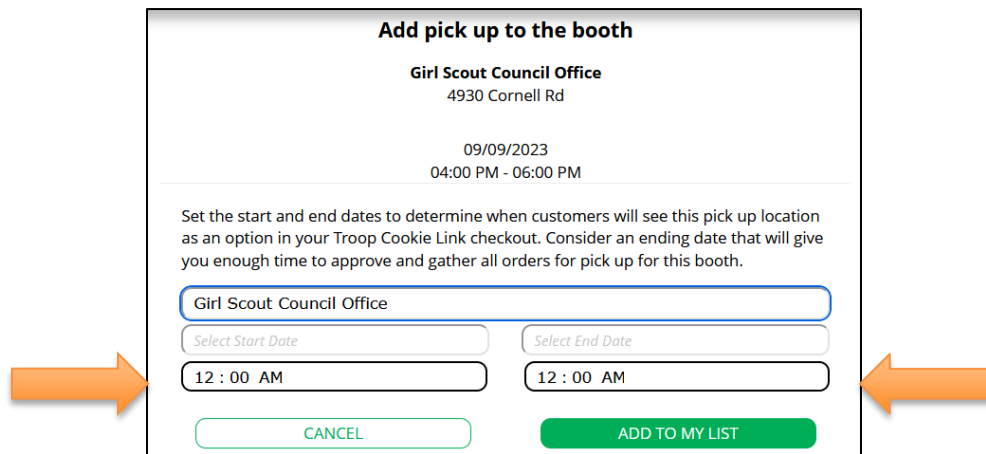
- Select an existing cookie booth from your list and click “Add Pick-Up Option.”



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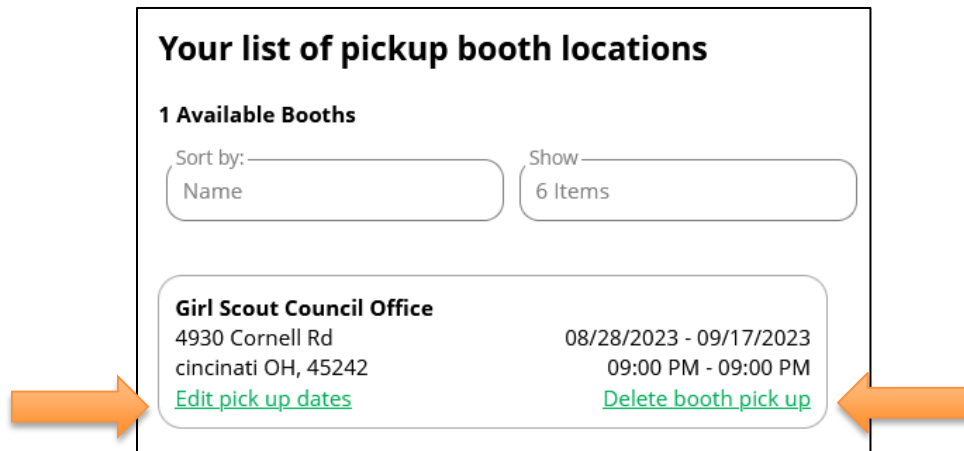
Step 2: Configure Pickup Details

- Enter details for when customers can see this booth as a pickup option. Then click 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.

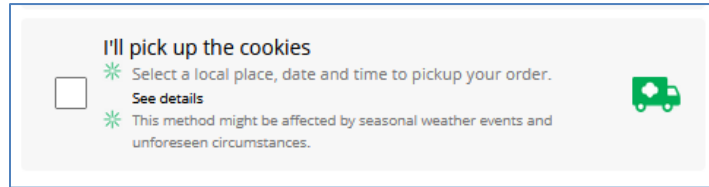


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Customer View

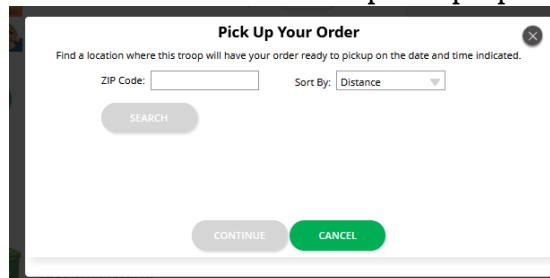
When customers use your troop link to place a pickup order:

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



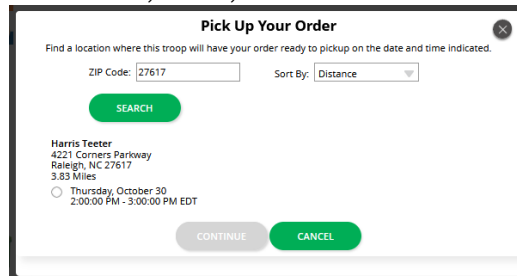
☒ **I'll pick up the cookies**
 ✱ Select a local place, date and time to pickup your order.
 See details
 ✱ This method might be affected by seasonal weather events and unforeseen circumstances.

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.