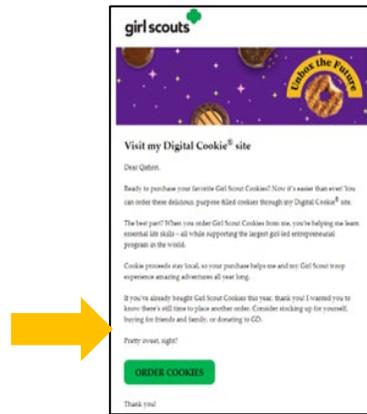


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Customer Experience: Shipped Order

Step 1: Customer Receives Email

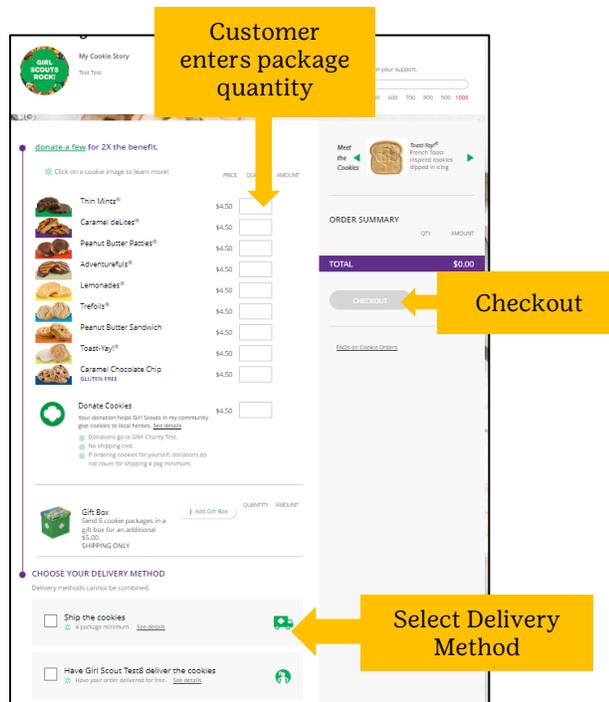
Customers either find a link to a Girl Scout's site or receive a Girl Scout's email announcing that they can purchase cookies from the Girl Scout's site. Customers will click the "Order Cookies" link in the email and be taken to the Girl Scout's Digital Cookie site.



Step 2: Customer Selects Cookies

As customers order packages, the total amount updates. After selecting the cookies, customers will select the delivery method and can choose to have the order shipped directly to them.

Once customers are satisfied with their order, they will simply click the "Checkout" button.



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Step 3: Customer Enters Billing and Shipping Information

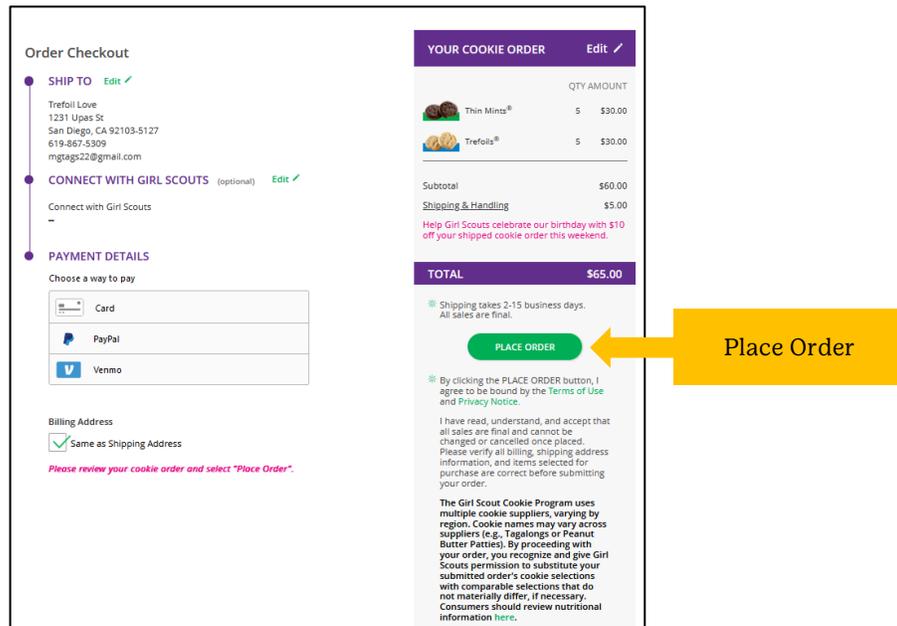
Customers are taken to a checkout screen to complete basic shipping and billing information.

Customers can also select if the order is a gift and write a gift message. After completing this section, customers will click continue. The system will then verify the address, and if necessary, provide an updated recommended address.

The next sections (Connect with Girl Scouts and Payment Details) ask customers to:

- Indicate if they want membership or volunteer information (optional).
- Share if they were Girl Scouts (optional).
- Complete credit card information.

Once customers have completed the information and click continue for each section, they will click the “Place Order” button.



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Step 4: Order Confirmation Screen

The customer then sees an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!

The screenshot shows the order confirmation screen with the following elements:

- Header:** "Thanks for your order!" and a "Print" icon.
- Order Details:**
 - Your Girl Scout cookie order was placed on **June 21, 2023**. Your order number is **#00112185**.
 - A confirmation email with your order details will be sent to: mgtags22@gmail.com
 - Your order has been sent for parent approval. This could take up to 5 days.
 - If your delivery request is approved, you'll be contacted by the Girl Scout when she can deliver the cookies. In-Person delivery will be fulfilled based on the Girl Scout's personal supply of cookies, local availability, and the timing of the order. We appreciate your patience.
 - If In-Person delivery is not approved, your order will be canceled.
- YOUR ORDER:**

	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
TOTAL PAYMENT	\$22.50

All cookie sales are final.
- Callouts (Yellow boxes):**
 - "Tell Test1001 'THANKS FOR THE COOKIES'" with a "Send a Cheer" button. Callout: "Customers can send a Cheer to a Girl Scout"
 - "Thanks for your purchase. You've earned your Digital Cookie Patch! Download and Share" with a "Download and Share" button. Callout: "Customers can download a Digital Cookie Patch!"
 - "MORE FROM GIRLSOUTS" with buttons for "Place a new order", "Join Girl Scouts", and "Become a Volunteer!". Callout: "Customers can place a new order"
- Footer:**
 - Thank you for supporting Test1001 with your purchase of delicious Girl Scout cookies.
 - Test1001's council is Greater New York
 - The Girl Scout cookie program is the largest girl-led entrepreneurial program in the world.

Step 5: Confirmation Email

Customers will receive a series of emails about their order. First, they get an order confirmation email. If the order is a donation or contains a donation, the emails will reflect their donation also.

Then they receive an email when the cookies have shipped and are on their way.

At any time, Girl Scouts can send a thank you email to customers for their support and asking them to complete a quick survey. Remind your Girl Scouts can also send a personal note to the customer. Customers are more likely to purchase cookies again after receiving the personalized note.

Use this [tip sheet](#) to view the customer's experience placing an in-person delivery order.