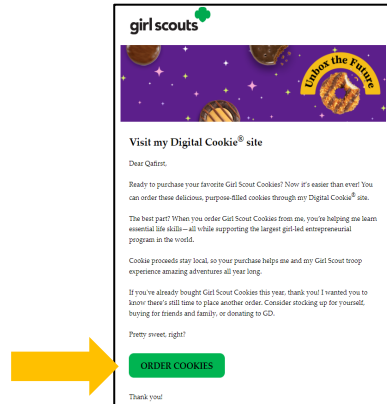


Digital Cookie®

Customer Experience: In-Person Delivery Order

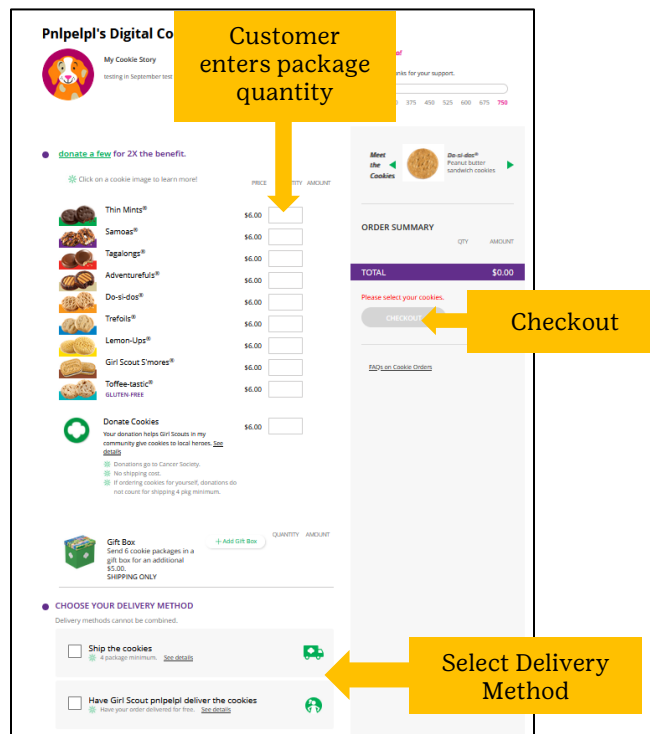
Step 1: Customer Receives Email

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. In the email, the customer clicks the "Order Cookies" link and is 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 delivered in person by selecting the option "Have Girl Scout Deliver the Cookies." Once customers are satisfied with their order, they click the "Checkout" button.



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Step 3: Customer Enters Billing and Shipping Information

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

Order Checkout

DELIVER TO

First Name: Trefall, Last Name: Love
 C/O or Company Name (optional):
 Address 1: 1231 Upas St
 Address 2 (optional):
 City: San Diego, State: California, Zip Code: 92103-5127
 Phone Number: 619-867-5309
 Email: mgtag22@gmail.com (in case we need to reach you)

YOUR COOKIE ORDER

	QTY	AMOUNT
Thin Mints®	5	\$30.00
Trefoils®	5	\$30.00
Subtotal		\$60.00
In-Person Delivery		FREE
TOTAL		\$60.00

PLACE ORDER

By clicking the PLACE ORDER button, I agree to be bound by the Terms of Use and Privacy Notice.

I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

The Girl Scout Cookie Program uses multiple cookie suppliers, varying by region. Cookie names may vary across suppliers (e.g., Tagalongs or Peanut Butter Patties). By proceeding with your order, you recognize and give Girl Scouts permission to substitute your submitted order's cookie selections with comparable selections that do not materially differ, if necessary. Consumers should review nutritional information [here](#).

The next screens (Order Preferences, Connect with Girl Scouts, and Payment Details) ask customers to:

- Choose a second option if Girl Scout delivery is not approved.
- 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 clicked continue at each step, they will click the “Place Order” button.

Order Checkout

DELIVER TO Edit ✓
 Trefall Love
 1231 Upas St
 San Diego, CA 92103-5127
 619-867-5309
 mgtag22@gmail.com

ORDER PREFERENCES Edit ✓
 Getting your order delivered by Girl Scout Troop8 requires approval by her parent. If your order is not approved within 5 days, what would you like to do?
 Cancel my order

CONNECT WITH GIRL SCOUTS (optional) Edit ✓
 Connect with Girl Scouts
 -

PAYMENT DETAILS
 Choose a way to pay

Card
 PayPal
 Venmo

Billing Address
 Same as Delivery Address
Please review your cookie order and select "Place Order".

YOUR COOKIE ORDER Edit ✓

	QTY	AMOUNT
Thin Mints®	5	\$30.00
AdventureTus®	5	\$30.00
Trefoils®	5	\$30.00
Subtotal		\$90.00
In-Person Delivery		FREE
TOTAL		\$90.00

PLACE ORDER

By clicking the PLACE ORDER button, I agree to be bound by the Terms of Use and Privacy Notice.

I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

The Girl Scout Cookie Program uses multiple cookie suppliers, varying by region. Cookie names may vary across suppliers (e.g., Tagalongs or Peanut Butter Patties). By proceeding with your order, you recognize and give Girl Scouts permission to substitute your submitted order's cookie selections with comparable selections that do not materially differ, if necessary. Consumers should review nutritional information [here](#).

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Step 4: Order Confirmation Screen

Customers then see 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!" with 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:**

Item	Amount
Thin Mints [®] 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
TOTAL PAYMENT	\$22.50

All cookie sales are final.
- Additional Features:**
 - "Tell Test1001 'THANKS FOR THE COOKIES'" button with a "Send a Cheer" option.
 - "Download and Share" button for a Digital Cookie Patch!
 - "MORE FROM GIRLSOUTS" section with buttons: "Place a new order", "Join Girl Scouts", and "Become a Volunteer!"

Step 5: Customers will receive a series of emails about their order.

The first is an order confirmation letting them know that their order is pending approval from the parent. If the order is a donation or contains a donation, the emails will reflect that as well.

Then an email is sent indicating the order has been approved. If the order has been declined, an email is sent notifying customers and giving them the option to place a new order to have cookies shipped or donated.

An email thanking their customers for their support and asking them to complete a quick survey can be sent by the Girl Scout through Digital Cookie. Remind your Girl Scouts they can also send a personal note to the customer. Customers are more likely to purchase cookies again after receiving the personalized letter.

After the order is delivered, don't forget to log back into Digital Cookie to mark the order as delivered. This will send an email to let your customer know the order was delivered. Additionally, it will remove it from your inventory.

The email confirmation includes the following content:

- Header:** "You just ordered Girl Scout Cookies!"
- Dear Test:**
- Message:** "Thanks so much for ordering Girl Scout Cookies and supporting me and my troop. Your purchase helps power amazing experiences all year long!"
- Payment Info:** "Your payment for this order has been authorized. My orders are being reviewed and I will let you know within five days if the order is approved. If the order is approved, the estimated cookie delivery time will be 10/14/2022."
- Delivery Options:** "If I can't deliver your cookies in person, I'll move ahead with the secondary delivery option you've selected. If you've opted to cancel the order, no payment will be processed."
- Next Steps:** "If you're craving more cookies and want them shipped directly to you, visit my Digital Cookie site to place another order. Now is the perfect time to stock up for next year. Girl Scout cookies make great gifts for friends and family too!"
- Signature:** Sage, Girl Scout Cookie Program
- Button:** "VISIT MY COOKIE SITE"
- Order Summary:**

ORDER #	COOKIES ORDER
00112185	Delivered by Girl Scout
UNLIVEN ID	Test Test 2028 S. 24th St Brooklyn, NY 11229-2422 212-489-2222
WILL ID	Test Test 2028 S. 24th St Brooklyn, NY 11229-2422 212-489-2222
PRINT	View 1111

	AMOUNT
Thin Mints [®] 5 packages	\$18.00
Subtotal	\$18.00
TOTAL PAYMENT	\$18.00

All cookie sales are final.

Use this [tip sheet](#) to view the customer's experience placing a shipped order.