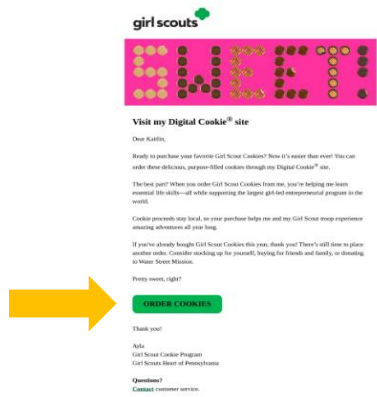


# Digital Cookie®

## Customer Experience: In-Person Delivery Order

**Step 1:** Customers either find a link to a Girl Scout’s site through a mutual connection, or receive a Girl Scout’s email announcing that cookie season is open. In the email, the customer clicks the “Order Cookies” link and is taken to the Girl Scout’s Digital Cookie site.



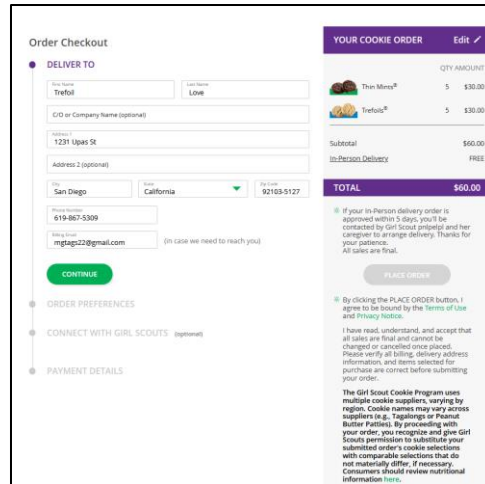
**Step 2:** As customers order packages, the total amount updates. After selecting the cookies, customers will select the delivery method and can choose to have the order delivered in person by selecting the option “Have Girl Scout Deliver the Cookies.”

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

This composite image illustrates the digital cookie ordering interface. It includes a list of cookie packages with price and quantity columns, a "Checkout" button, and a "Select Delivery Method" section with options for shipping or in-person delivery. A yellow callout box points to the "Checkout" button with the text "Checkout". Another yellow callout box points to the delivery method options with the text "Select Delivery Method". A third yellow callout box points to the "Checkout" button with the text "Customer enters package quantity". A fourth yellow callout box points to the "ORDER SUMMARY" section with the text "Same check out view regardless of baker.".

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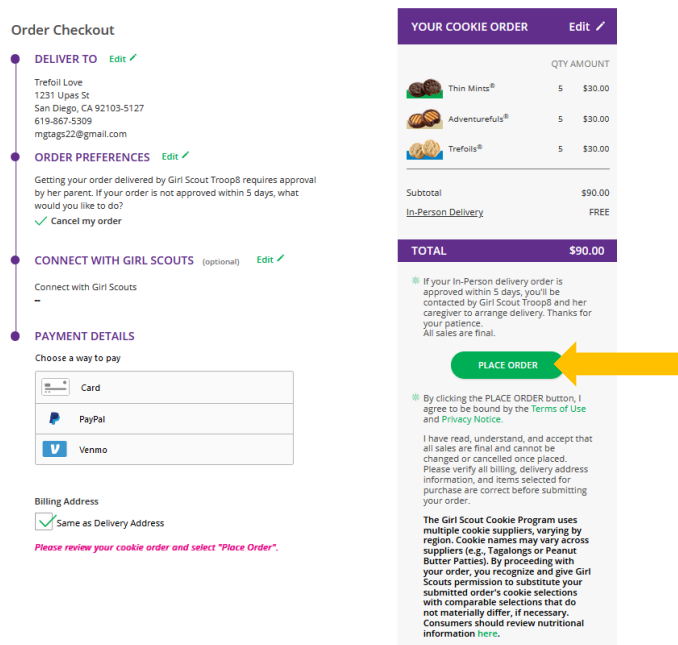
**Step 3:** Customers are then taken to a checkout screen to complete basic delivery and billing information.



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 “I am not a robot” box (not pictured) and the “Place Order” button.



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**Step 4:** 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 an order confirmation page with a purple header that says "Thanks for your order!". The main content area includes order details, a table for the order items, and a "MORE FROM GIRLSOUTS" sidebar. Three yellow callout boxes point to specific features:

- Send a Cheer:** A button labeled "Send a Cheer" in the sidebar, with a callout stating "Customers can send a Cheer to a Girl Scout".
- Download and Share:** A button labeled "Download and Share" in the sidebar, with a callout stating "Customers can download a Digital Cookie Patch!".
- Place a new order:** A button labeled "Place a new order" in the sidebar, with a callout stating "Customers can place a new order".

The order summary table is as follows:

YOUR ORDER	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
<b>TOTAL PAYMENT</b>	<b>\$22.50</b>

Additional text on the page includes: "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: mtags22@gmail.com", and "Thank you for supporting Test1001 with your purchase of delicious Girl Scout cookies." The footer mentions "Test1001's council is Greater New York" and "The Girl Scout cookie program is the largest girl-led entrepreneurial program in the world."

**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.

The email screenshot features the Girl Scout logo at the top and a photo of a plate of cookies. The text reads:

**You just ordered Girl Scout Cookies!**

Dear Test,

Thanks so much for ordering Girl Scout Cookies and supporting me and my troop. Your purchase helps power amazing experiences all year long!

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 10/14/2023.

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.

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!

Thank you again,

Sage  
Girl Scout Cookie Program

[VISIT MY COOKIE SITE](#)

The email includes a table with order details:

ORDER #	00112185
ORDER TYPE	Delivered by Girl
DELIVER TO	Test, Test 2038 E. 24th St Brooklyn, NY 11220-2422 212-489-2222
BILL TO	Test, Test 2038 E. 24th St Brooklyn, NY 11220-2422 212-489-2222
PRINTED	View 1/11

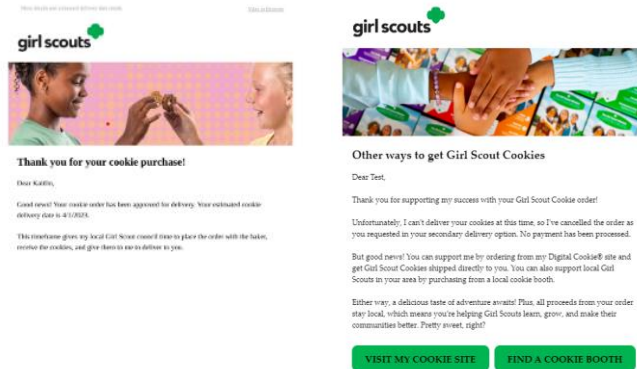
Below the table is a summary table:

	AMOUNT
Thin Mints® 4 packages	\$18.00
<b>SUBTOTAL</b>	<b>\$18.00</b>
<b>TOTAL PAYMENT</b>	<b>\$18.00</b>

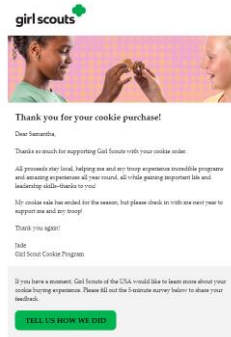
Small text at the bottom right of the summary table says "All cookie sales are final".

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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 customers for their support and asking them to complete a quick survey can be sent by the Girl Scout. Remind your Girl Scout she can also send a personal note to the customer. Customers are more likely to purchase cookies from her 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.

