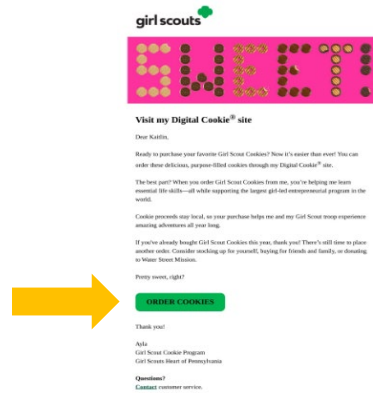


# Digital Cookie®

## 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.



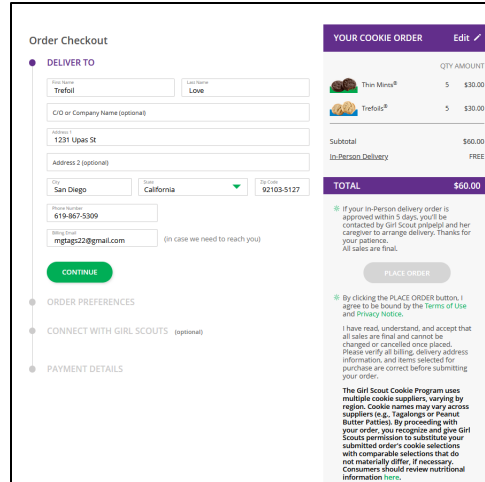
**Step 2:** As customers order packages, the total amount updates. After selecting the cookies, customers will select the delivery method and can choose to have the order delivered in person by selecting the option “Have Girl Scout Deliver the Cookies.”

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

This block contains two screenshots of the Digital Cookie website interface. The left screenshot shows a product list with a callout "Customer enters package quantity" pointing to the quantity input field. Below the list is an "ORDER SUMMARY" section with a "CHECKOUT" button and a callout "Checkout". At the bottom, there are delivery method options, with a callout "Select Delivery Method" pointing to the "Have Girl Scout prinpelpi deliver the cookies" option. The right screenshot shows a detailed view of the selected items and delivery options, with a callout "Same check out view regardless of baker." pointing to the "CHECKOUT" button.

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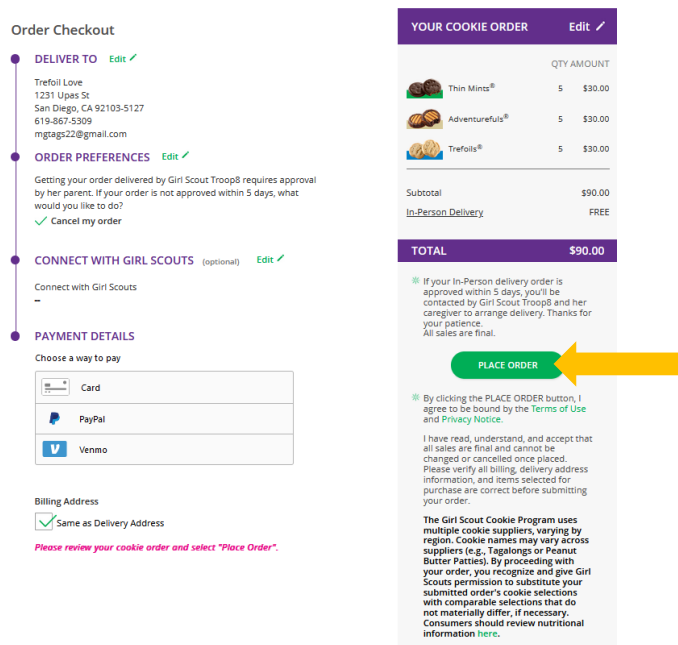
**Step 3:** Customers are then taken to a checkout screen to complete basic delivery and billing information.



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 the following elements:

- Header:** "Thanks for your order!" with a "Print" icon.
- Order Details:**
  - Order number: #00112185
  - Contact email: mtags22@gmail.com
  - Parent approval notice: "Your order has been sent for parent approval. This could take up to 5 days."
  - Delivery notice: "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."
  - Cancellation notice: "If In-Person delivery is not approved, your order will be canceled."
- YOUR ORDER Table:**

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>

All cookie sales are final
- Additional Information:**
  - 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.
- Callouts (Yellow boxes):**
  - "Send a Cheer" button: Customers can send a Cheer to a Girl Scout
  - "Download and Share" button: Customers can download a Digital Cookie Patch!
  - "Place a new order" button: Customers can place a new order

**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 content includes:

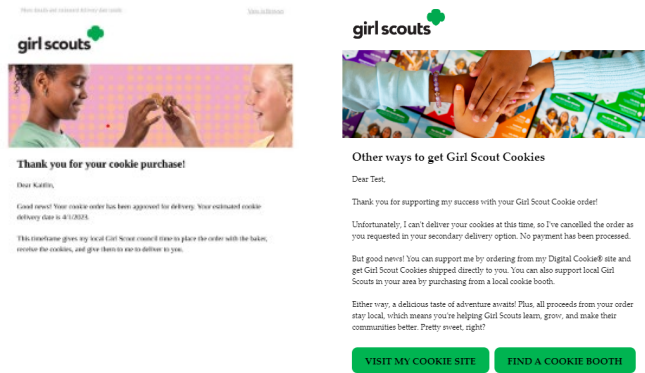
- Header:** "You just ordered Girl Scout Cookies!"
- Salutation:** "Dear Test,"
- Thank you message:** "Thanks so much for ordering Girl Scout Cookies and supporting me and my troop. Your purchase helps power amazing experiences all year long!"
- Order status:** "Your payment for this order has been 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."
- 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."
- Additional offer:** "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:** "Thank you again, Sage Girl Scout Cookie Program"
- Button:** "VISIT MY COOKIE SITE"
- Order Summary Table:**

ITEMS	AMOUNT
Thin Mints® 4 packages	\$16.00
<b>SUBTOTAL</b>	<b>\$16.00</b>
<b>TOTAL PAYMENT</b>	<b>\$16.00</b>

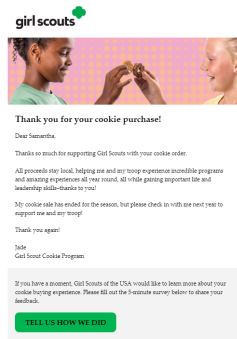
All cookie sales are final

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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.

