

#### **Customer Experience: In-Person Delivery Order**

Wonder what customers see when they get your invitation to purchase cookies?

**Step 1:** A customer receives a girl's email announcing that cookie season is open. The customer clicks the "Buy Cookies Online" link and is taken to the girl's Digital Cookie site.



**Step 2:** As the customer orders packages, the total amount updates. Once the customer has selected the cookies she wants, she can click the "Have Girl Scout Deliver the Cookies in Person" option.

Once the customer is satisfied with her order, the customer simply clicks the "Checkout" button.





**Step 3:** The customer is taken to a checkout screen to complete basic shipping and billing information.

DELIVE	то				QTY AMOUNT
Bist Name Jasmine		Last Name garcia		adventurefuls"	2 \$8.00
C/O or C	mpany Name (optio	nal)		samoas®	2 \$8.0
Address 1 1602 Ke	pner Dr				
Address	(optional)			Subtotal	\$16.00
Anchor	ge	Armed Forces Americas (AA)	<sup>Zp Code</sup> 99504-2428	In-Person Delivery	PRE
Phone Num 792-05	-2097			TOTAL	\$16.00
Biling Email dctest5	12-10@girlscouts.c	(in case we need to reach you)		We fryour in-version derivery orber within 5 days, you'll be contact the Girl Scout can safely deliver This may take several weeks. Th patience. All sales are final.	to approved as soon as the order. hanks for your
CON				I'm not a robot	Cast Cuia
ORDER	PREFERENCES				Privacy 1 Terma

The next screens ask customers to:

- Complete credit card information.
- Choose a second option if Girl Delivery is not approved.
- Share if they were Girl Scouts. (optional)
- Indicate if they want membership or volunteer information (optional)



Once the customer has completed the information, they click the "I am not a robot" box and the "Place Order" button on the right side.



**Step 4:** 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!

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<ul> <li>If your de deliver th cookies, I</li> <li>If In-Pera</li> </ul>	hvery request is approved, you'll be contacted as a cookies. In-Person delivery will be triffied boos coal availability, and the timing of the order. The t on delivery is not approved, your order will be ca-	soon as the Girl Scout can safely d on the Girl Scout personal supply of agreciate your patience. realed.	MORE FROM GIRLSCOUT
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<u>an</u>	neas® 2 peoleges	\$8.00	Become a Volument
On	fer Subtotal	\$16.00	
Ind	Person Delivery	FREE	N.
TOTAL PAY	MENT	\$16.00 Al coolie seles are final	
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	taders sound is Cronedo		1 States
	The Dri Sono cooks program is the largest philed entropy	energial 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.



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



An email thanking the customer for their support can be sent by the girl.

Thank you for your cookie purchase! Dear Kaitlin, Thanks so much for supporting Girl Scouts with your cookie order. Cookie proceeds stay local, belping Girl Scouts and troops experience incredible poograms and amazing experiences year-numd, all while gaining important life and leadership skills thanks to you!

If the order is a donation or contains a donation, the emails will reflect that as well.

Remind your Girl Scout a personal note helps create a satisfied customer who is likely to purchase cookies from her again.



#### **Customer Experience- Shipped Order**

Wonder what customers see when they get your invitation to purchase cookies?

**Step 1:** A customer receives a girl's email announcing that cookie season is open. The customer clicks the "Buy Cookies Online" link and is taken to the girl's Digital Cookie site.

girl scouts	
Visit my Digital Cookie site	
Dear (Enstrume), Reach to purchase your favorite Girl Social Cooliest? New it's easier than even! You can on reliminus a numericalited nonlies through nry Dinital Cooliest? New it's	der thes
The best part? When you order Girl Sout Cookies from me, you're helping me learn esser sitisall while supporting the largest girl/ad entrepreneurial program in the world.	cial life
Cookie proceeds stay local, so your purchase helps me and my Girl Scout troop experience adventures all year long.	e amazir
If you've already bought Girl Scout Cookies this year, thank you' There's still time to place, order. Consider stocking up for yourself, buying for friends and family, or donating to [DONATIONLOCATION]	another
Pretty sweet, right?	
Order Coskles	
Thank you!	
[GIRL SCOUT NAME] Girl Scout Cooke Program	

**Step 2**: As the customer orders boxes, the total amount updates. Once the order is completed, the customer selects the delivery method, then clicks the "Checkout" button.

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**Step 3:** The customer is taken to a "Check Out" screen to complete basic shipping and billing information. Once they complete that, they click the "Continue" button.

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First Name	Last Name	PO, PPO, DPO).	adventurefuls" 2	\$8.0
C/O or Company Nam	e (optional)	4	samoas® 2	\$8.0
Address 1		Su	btotal	\$16.0
Address 2 (optional)		Sh	ipping & Handling	\$12.9
City	State	Zip Code TC	DTAL	\$28.9
Phone Number		*	Shipping takes 2-15 business days. All sales are final.	
Biling Email  My or  CONTINUE  CONNECT WITH  PAYMENT DETAIL	(n case we need to reach you) der is a grift (add a gift message its free) GIRL SCOUTS (optioned)		PLACE ORDER PLACE ORDER by citizing the FLACE ORDER butto to be bound by the Terms of Uses here and understand, and account beater.	n, l agree nd Privacy t that all ged or y all billing, laters effore

**Step 4:** The next screen is optional and asks customers to share if they were Girl Scouts and indicate if they want membership or volunteer information. Then, they enter their payment information. After that they will need to click the "I am not a robot" box and then click "Place Order".

Address Checkout     YOUR COOKIE ORDER       SHIP TO Edit /     Jasnine garda       1002 Kapper Dr     Ancharage, AK 99504-2283       722-057-2087     Galent Lings       detext512-10 Orginscours.org     Subtratil       Connect with Girl Scours     Subtratil       *     Subtratil <t< th=""><th>Edit / ITY AMOUNT 2 \$8.00 2 \$8.00</th></t<>	Edit / ITY AMOUNT 2 \$8.00 2 \$8.00
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	reCAPTOHA Privaty "Terra
Billing Address  Same as Shipping Address  PLACE ORDER	
Please review your cookle order and select "Place Order". * By clicking the PLACE ORDER to to be bound by the Terms of U Notice.	
I have read, understand, and a safe are final and cannot be canneted once paced. Please and the safe of the safe of the safe of the selected for purchase are for submitting your order.	tton, I agree and Privacy



**Step 5:** 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!

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**Step 6:** Customers will receive a series of emails about their order.

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



An email thanking the customer for his/her support and asking them to complete a quick survey can be sent by the girl at the end of the sale.



If the order is a donation or contains a donation, the emails will reflect that as well.

Remind your Girl Scout a personal note helps create a satisfied customer who is likely to purchase cookies from her again.