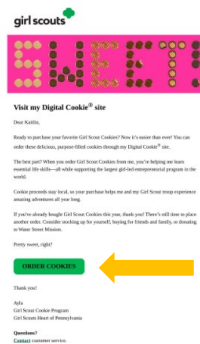


Digital Cookie[®]

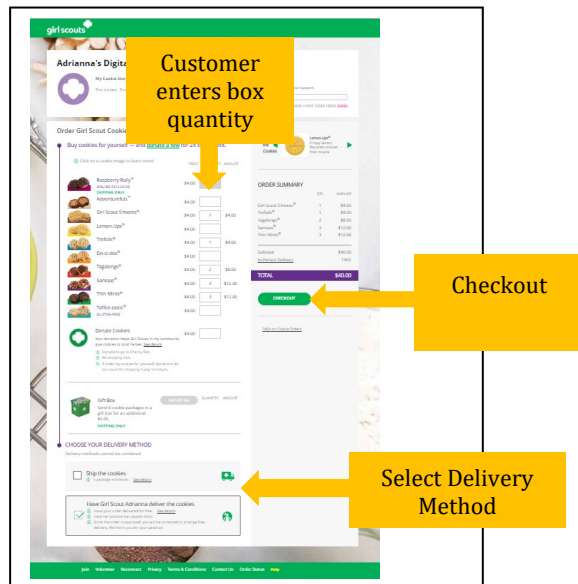
Customer Experience- Shipped Order

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.



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.



Digital Cookie[®]

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.

Order Checkout

SHIP TO
You can ship to U.S. destinations, including military post offices (APO, FPO, DPO).

First Name: [] Last Name: []
 C/O or Company Name (optional): []
 Address 1: []
 Address 2 (optional): []
 City: [] State: [] Zip Code: []
 Phone Number: []
 Billing Email: [] (in case we need to reach you)
 My order is a gift. (add a gift message-it's free!)

CONTINUE

CONNECT WITH GIRL SCOUTS (optional)

PAYMENT DETAILS

YOUR COOKIE ORDER Edit ✓

| | QTY | AMOUNT |
|---------------------|-----|----------------|
| adventurefuls™ | 2 | \$8.00 |
| samoas® | 2 | \$8.00 |
| Subtotal | | \$16.00 |
| Shipping & Handling | | \$12.99 |
| TOTAL | | \$28.99 |

Shipping takes 2-15 business days. All sales are final.

I'm not a robot

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, shipping address information, and items selected for purchase are correct before submitting your order.

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”.

Order Checkout

SHIP TO Edit ✓
 Jasmine Garcia
 1602 Kepner Dr
 Anchorage, AK 99504-2428
 792-057-2097
 dceest512-10@girlscouts.org

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

PAYMENT DETAILS

Credit Card Number: **** * 1111
 VISA DISCOVER
 Month: 03 Year: 2022 CVV: 234
 Card First Name: Jasmine Card Last Name: Garcia
 Billing Address: Same as Shipping Address
 Please review your cookie order and select "Place Order".

YOUR COOKIE ORDER Edit ✓

| | QTY | AMOUNT |
|---------------------|-----|----------------|
| adventurefuls™ | 2 | \$8.00 |
| samoas® | 2 | \$8.00 |
| Subtotal | | \$16.00 |
| Shipping & Handling | | \$12.99 |
| Shipping Surcharge | | \$5.00 |
| TOTAL | | \$33.99 |

All sales are final.

I'm not a robot

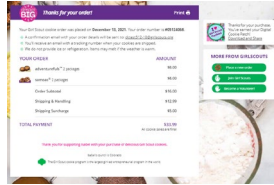
PLACE ORDER

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

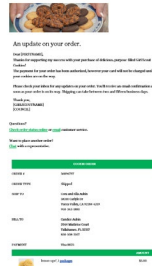
Digital Cookie[®]

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!



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

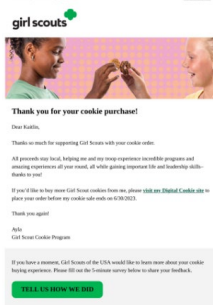
First they get an order confirmation:



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.