

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

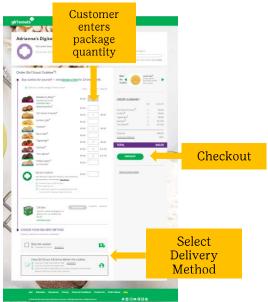
Wonder what customers see when they get your invitation to purchase cookies?

**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.



Digital Cookie<sup>™</sup> 2023

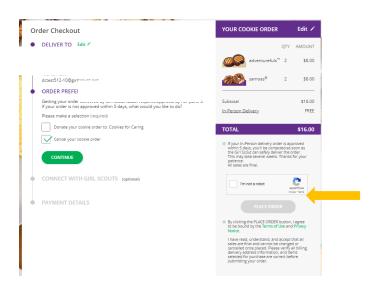


**Step 3:** The customer is taken to a checkout screen to complete basic shipping and billing information.

Brst Name Jasmine	Last Name garcia		adventurefuls	" 2	\$8.00
			and the second s		
C/O or Company Name (opt	ional)		samoas®	2	\$8.00
Address 1 1602 Kepner Dr					
Address 2 (optional)			Subtotal		\$16.00
Address 2 (optional)			In-Person Delivery		FREE
Anchorage	Armed Forces Americas (AA)	<sup>Zp Code</sup> 99504-2428	TOTAL		\$16.00
Phone Number 792-057-2097			* If your In-Person delivery or	rler is an	
Billing Email	(in case we need to reach you)		within 5 days, you'll be cont the Girl Scout can safely del	in 5 days, you'll be contacted as soon as Girl Scout can safely deliver the order.	
dctest512-10@girlscout:	org		This may take several weeks. Thanks for your patience. All sales are final.		
CONTINUE			Im not a robot		2
			I'm not a robot		CAPTONA

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!

BIG Thanks for your ordert	Print &	1
from Continuum intelligence of the set of the set	date 18, 2021, Your order curriler is 405124070	Transaction year pa
A confirmation ameliants your order details of	Costive Percet I Conscioual and Dise	
Vour order has been zers for parent approval. T If your delivery request is approved, you'll be co		Conception of the local division of the loca
	iffield based on the Girl Scouris personal supply of order. The appreciate pour persons.	MORE FROM GIRLSCO
Fin-Person delivery is not approved, your order		
IOUR ORDER	AMOUNT	Merzneiseter
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annaal*1 jacope	\$8.00	here a data and
Order Saksanal	\$16.00	N.
In Person Delivery	FREE	
DTAL PARMENT	\$10.00 Al come state and final	
These you for supporting ballet with your	e puerfusee of defection GH Scoul conducts	and the second
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The Dr Down poble program is the imperie	chief emeraneus proper o Pelosito	10000

**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 for his/her support and asking them to complete a quick survey can be sent by the girl.



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.