

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.

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donate a few for 2X the benefit. #Click on a cookie image to learn more!	PRICE C TY ANCUNT	Merr Mer ≼ Cookies	donate a feer for 2X the benefit @ Ock on a code image to them more! mcc: Outor The Mrcs* 41.00	Mer er Accure
The Mers ^a Senser ^a Tagalong ^a Tagalong ^a Acencretics ^a Desired ^a Terleit ^a Control Senser ^a Terleit ^a Control Senser ^a Contro	\$4.00 \$4.00 \$4.00 \$4.00 \$4.00 \$4.00 \$4.00 \$4.00 \$4.00 \$4.00 \$4.00	ORDER SUMMARY 97 MIDATE TOTAL \$0.00 Perses Metri your Cooke of Cooke Total	Tase heye? 44.00 Comed Concols Chip 44.00	T MADAF
Single Coste gackges in a discost in a	KERRAN GUNNY ANGUN	Select Delivery Method	CHOOSE YOUR DELIVERY METHOD Delivery interfacts cannot be constanded Ship the cookies Ship the cookies A participation with the methods	B

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

er Checkout			YOUR COOKIE OR	DER Edit 🖌
DELIVER TO				QTY AMOUNT
First Name Trefoil	L	ere e	Thin Mints®	5 \$30.00
C/O or Company Name (optional)		Trefoils®	5 \$30.00
1231 Upas St			Subtotal	\$60.00
Address 2 (optional)			In-Person Delivery	FREE
City San Diego	California	▼ 2µ Cole 9210	3-5127 TOTAL	\$60.00
Control			argenet for arrays and allow and an array of a second array of the second array of a second array of the second array of the array o	delivery: Thanks for delivery: Thanks for delivery: Thanks for delivery: Thanks for g ORCRR button, I g the Terms of Use and, and accept that d cannot be d cannot

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.

Thin Mints® Adventurefuls® Adventurefuls® Terfoils® Subtotal In:Person Delivery TOTAL	2TY AMOUNT 5 \$30.00 5 \$30.00 5 \$30.00 5 \$30.00 FREE \$90.00
Adventurefuls® Adventurefuls® Trefoils® Subtotal In:Person Delivery TOTAL	5 \$30.00 5 \$30.00 \$90.00 FREE
Subtotal In-Person Delivery TOTAL	5 \$30.00 \$90.00 FREE
Subtotal In-Person Delivery TOTAL	\$90.00 FREE
In-Person Delivery	FREE
TOTAL	
	\$90.00
W. K	
If your In-Person delivery order approved within 5 days, you'll to contacted by Girl Scout Troop8 caregiver to arrange delivery. To your patience.	e and her
All sales are final.	
PLACE ORDER	
all sales are final and cannot be changed or cancelled once plac Please verify all billing, delivery information, and items selected	ed. address I for
multiple cookie suppliers, vary region. Cookie names may var suppliers (e.g., Tagalongs or Po Butter Patties). By proceeding	ring by y across anut with give Girl e your
	By clicking the PLACE ORDER by agree to be bound by the Term and Privacy Notice. I have read, understand, and a all sales are final and cannot be changed or cancelled once place Please verify all billing, delivery information, and items selecter purchase are correct before sui



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!

CONTERPORT Thanks for your order!	Print 🖶	and the second	
Your Girl Scout cookie order was placed on June 21, 2023 . Y * A confirmation email with your order details will be sent * Your order has been sent for parent approval. This could * If your delivery request is approved, you'll be contacted I cookies. In-Person delivery will be fulfilled based on the local availability, and the timing of the order. We appreci * If In-Person delivery is not approved, your order will be c	to: mgtags22@gmail.com take up to 5 days. y the Girl Scout when she can deliver the sirl Scout's personal supply of cookies, te your patience.	Tell Test1001 "THANKS FOR THE COOKIES"	Customers can send a Cheer to a Girl Scout
YOUR ORDER	AMOUNT	Thanks for your purchase. You've earned your Digital	
Thin Mints [®] 5 packages	\$22.50	Cookie Patch!	Customers can downloa a Digital Cookie Patch!
Order Subtotal	\$22.50		
In-Person Delivery	FREE	MORE FROM GIRLSCOUTS	Customers can place
TOTAL PAYMENT	\$22.50 All cookie sales are final	Join Girl Scouts	a new order
Thank you for supporting Test1001 with your purcha	e of delicious Girl Scout cookies.	Become a Volunteer!	
Test1001's council is Greater Ne	w York	3	
The Girl Scout cookie program is the largest girl-led entre	preneurial program in the world.		

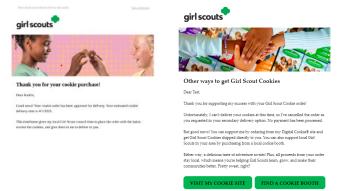
Step 5: Customers will receive a series of emails about their order.

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.

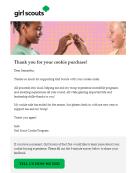
girl scouts	•	
1	20	
You just ordered	Girl Scout Cookies!	
Dear Yest,		
	ing Girl Scout Cookies and supporti er amazing experiences all year long	
I will let you know within	ter has been authorized. My orders a five days if the order is approved. It cookie delivery time will be 10/14/202	the order is
	ties in person, I'll move ahead with ti you've opted to cancel the order, no	
Digital Cookie [®] site to p	skies and want them shipped directly lace another order. Now is the perfec ies make great gifts for friends and fi	t time to stock up for
Thank you again,		
Sage Girl Scout Cookie Program	n	
VISIT MY COOP	KIE SITE	
	COOKIE OKDEK	
CROEK #	05134498	
ORDER TYPE	Delivered by Git	
UELIVER ID	Text Text 2038 E 24th St Brooklyn, NY 11225-2422 212-886-2222	
BILL 10	Teat Teat 2038 E 24th St Brooklyn, NY 11228-2422 212-888-2222	
PAYMENT	Visa 1111	
		AMOUNT
Lemon-1	/ps ¹⁰ , 4 packagas	\$16.00
SUMMARY Sub-	abel	\$16.00
101	AL DAYMENT	\$16.00
		All cookie solica are
		final



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.

