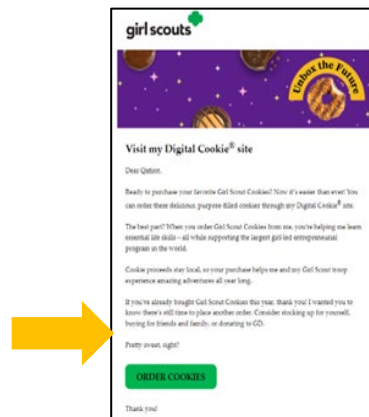


Digital Cookie®

Customer Experience: Shipped Order

Step 1: Customer Receives Email

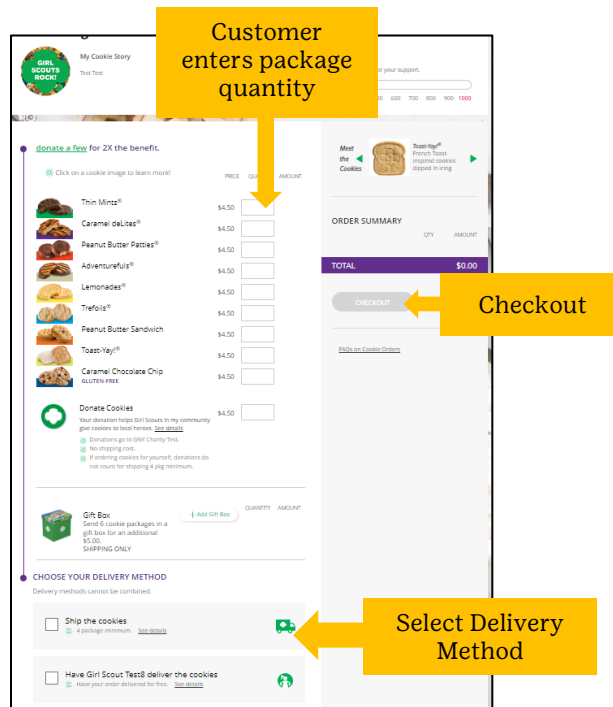
Customers either find a link to a Girl Scout's site or receive a Girl Scout's email announcing that they can purchase cookies from the Girl Scout's site. Customers will click the "Order Cookies" link in the email and be taken to the Girl Scout's Digital Cookie site.



Step 2: Customer Selects Cookies

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 shipped directly to them.

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



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Step 3: Customer Enters Billing and Shipping Information

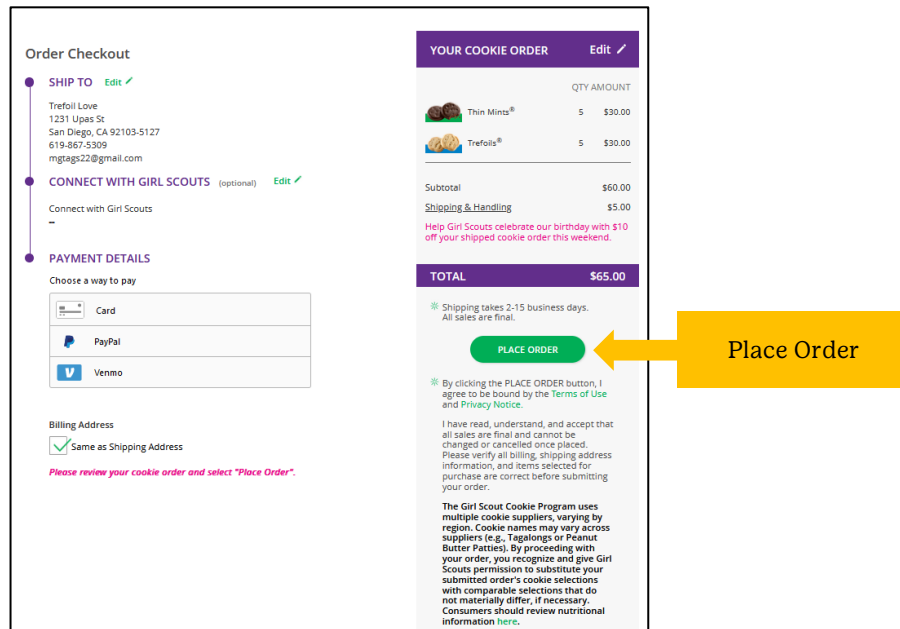
Customers are taken to a checkout screen to complete basic shipping and billing information.

Customers can also select if the order is a gift and write a gift message. After completing this section, customers will click continue. The system will then verify the address, and if necessary, provide an updated recommended address.

The next sections (Connect with Girl Scouts and Payment Details) ask customers to:

- 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 click continue for each section, they will click the “Place Order” button.



Order Checkout

SHIP TO [Edit](#) ✓

Trefoil Love
1231 Upas St
San Diego, CA 92103-5127
619-867-5309
mgtag22@gmail.com

CONNECT WITH GIRL SCOUTS (optional) [Edit](#) ✓

Connect with Girl Scouts

PAYMENT DETAILS

Choose a way to pay

☐ Card

☐ PayPal

☐ Venmo

Billing Address

☒ Same as Shipping Address

Please review your cookie order and select "Place Order".

YOUR COOKIE ORDER [Edit](#) ✓

	QTY	AMOUNT
Thin Mints®	5	\$30.00
Trefoils®	5	\$30.00
Subtotal		\$60.00
Shipping & Handling		\$5.00
TOTAL		\$65.00

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

PLACE ORDER

By clicking the PLACE ORDER button, I agree to be bound by the Terms of Use and Privacy Notice.

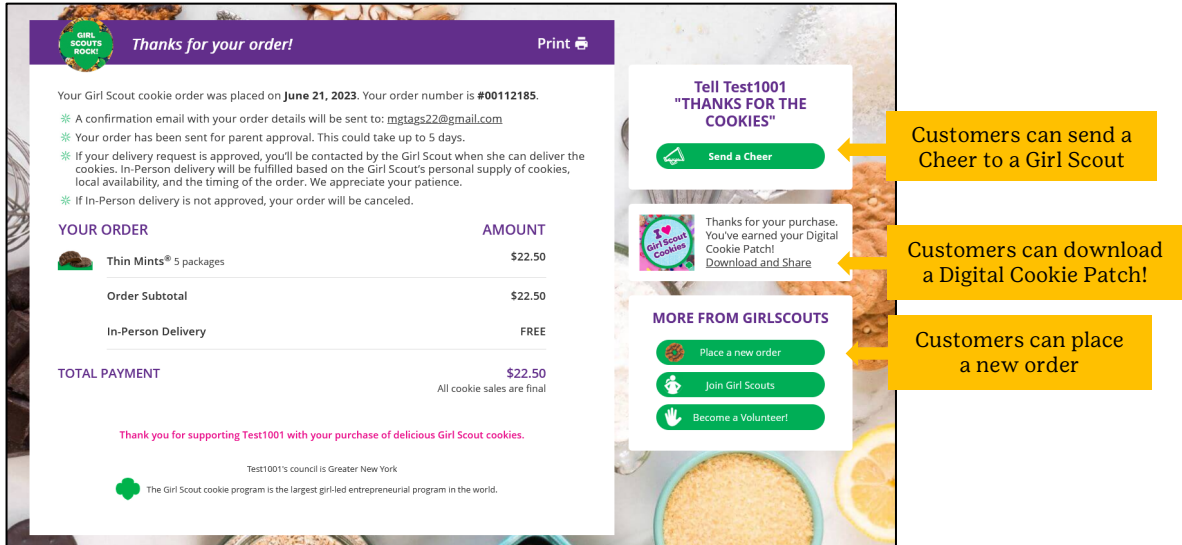
I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, shipping address information, and items selected for purchase are correct before submitting your order.

The Girl Scout Cookie Program uses multiple cookie suppliers, varying by region. Cookie names may vary across suppliers (e.g., Tagalongs or Peanut Butter Patties). By proceeding with your order, you recognize and give Girl Scouts permission to substitute your submitted order's cookie selections with comparable selections that do not materially differ, if necessary. Consumers should review nutritional information [here](#).

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Step 4: Order Confirmation Screen

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!



The screenshot shows the 'Thanks for your order!' screen. It includes a 'Print' button, order details, a table of the order, and options to 'Send a Cheer', 'Download and Share' a patch, and 'Place a new order'.

YOUR ORDER	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
TOTAL PAYMENT	\$22.50

Annotations on the right side of the screen:

- Customers can send a Cheer to a Girl Scout (points to 'Send a Cheer' button)
- Customers can download a Digital Cookie Patch! (points to 'Download and Share' button)
- Customers can place a new order (points to 'Place a new order' button)

Step 5: Confirmation Email

Customers will receive a series of emails about their order. First, they get an order confirmation email. If the order is a donation or contains a donation, the emails will reflect their donation also.

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

At any time, Girl Scouts can send a thank you email to customers for their support and asking them to complete a quick survey. Remind your Girl Scouts can also send a personal note to the customer. Customers are more likely to purchase cookies again after receiving the personalized note.

Use this [tip sheet](#) to view the customer's experience placing an in-person delivery order.