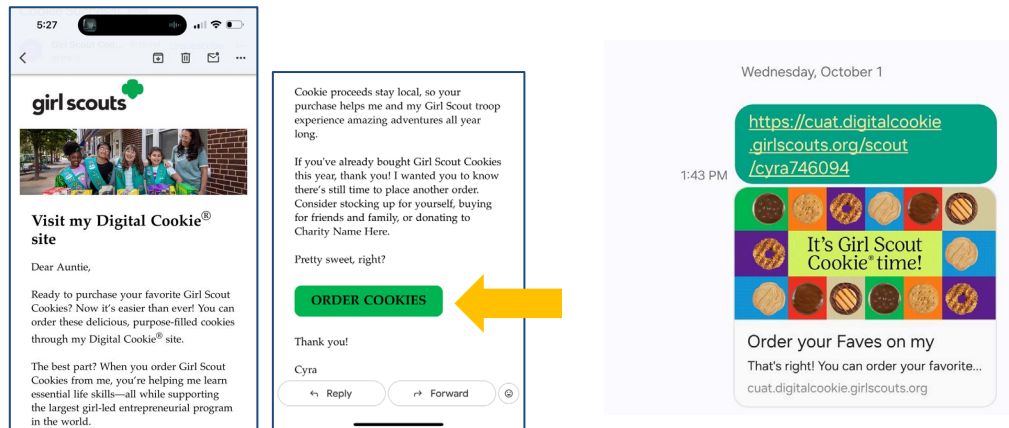


# Digital Cookie®

## Digital Cookie Purchase Experience

### Step 1: Customer Receives Link to Girl Scout's Site

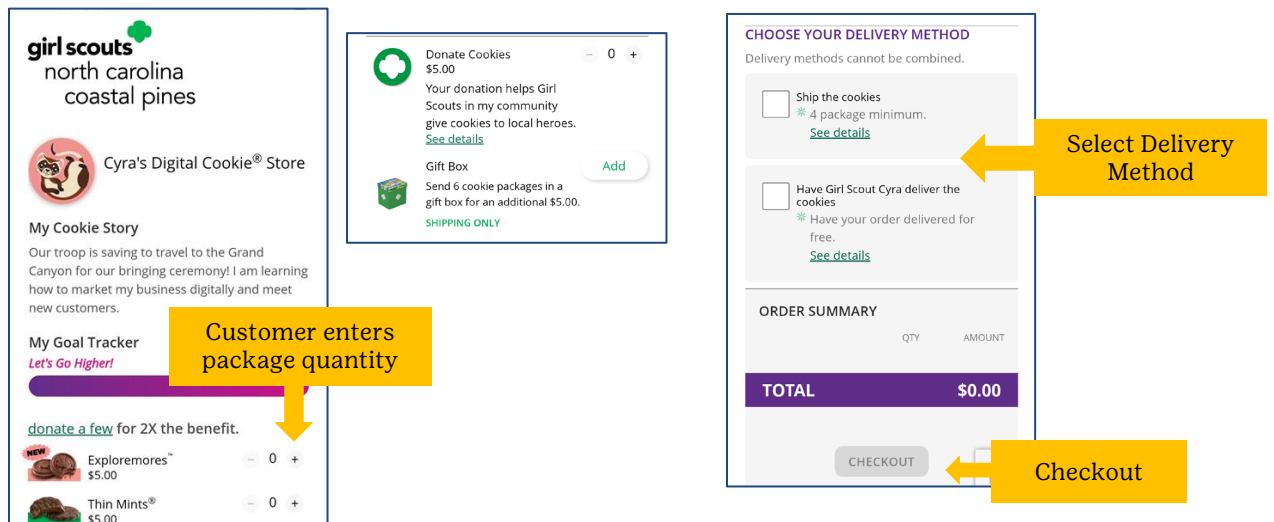
- Customers receive their link either from the email generated from Digital Cookie by the Girl Scout or a shared link via text message or social media inviting them to purchase cookies.
- In the email, the customer clicks/taps “Order Cookies.”
- Customer is directed to the Girl Scout's Digital Cookie site.



### Step 2: Customer Selects Cookies

- Customers browse and select cookie packages. The total updates automatically as items are added.
- After selecting cookies and or adding donation cookies, customers choose a delivery method: either “Have Girl Scout Deliver the Cookies” for in-person delivery or “Ship Cookies” for direct shipping.
  - If selecting shipping, customers can select to purchase a gift box and may need to click/tap to calculate shipping cost.

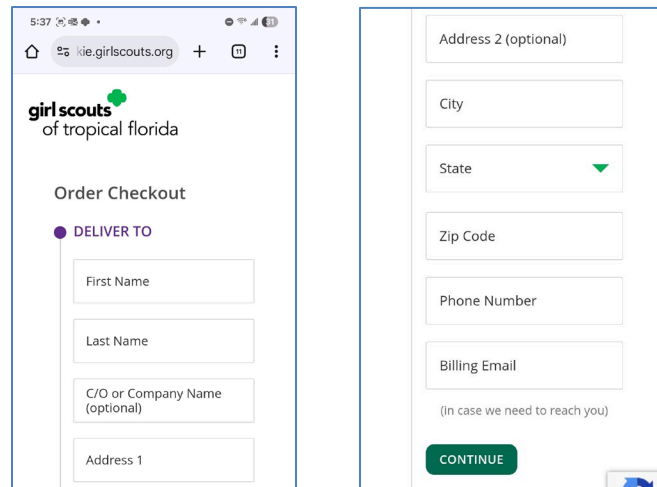
Once satisfied with their order, they click “Checkout.”



# Digital Cookie®

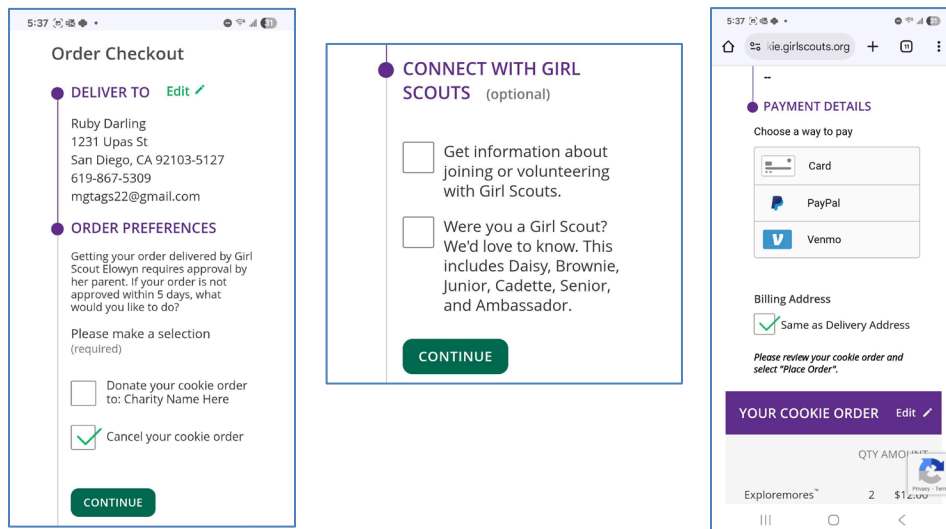
## Step 3: Customer Enters Deliver and Billing Information

- On the checkout screen, customers provide deliver/ship to details.



The screenshot shows the 'Order Checkout' screen with the 'girlscouts of tropical florida' logo. The 'DELIVER TO' section includes fields for First Name, Last Name, C/O or Company Name (optional), and Address 1. The 'ADDRESS 2 (optional)' section includes fields for Address 2 (optional), City, State (with a dropdown arrow), Zip Code, Phone Number, and Billing Email (with a note: '(In case we need to reach you)'). A green 'CONTINUE' button is at the bottom right.

- Additional screens include:
  - Order Preferences:** Choose a backup option if Girl Scout delivery is not approved.
  - Connect with Girl Scouts:** Indicate interest in membership or volunteering (optional).
  - Personal Info:** Share if they were a Girl Scout (optional).
  - Payment Details:** Select a payment method and enter billing information if different from the shipped address.



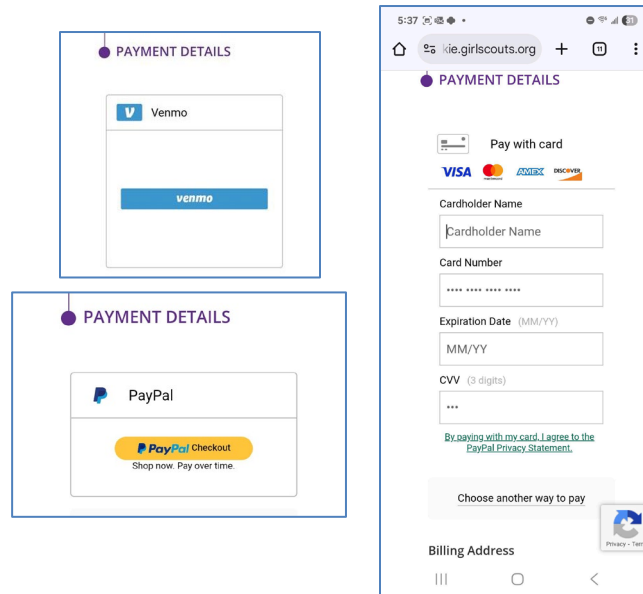
The three screenshots show the following sections of the checkout process:

- Order Preferences:** Shows the 'DELIVER TO' section with contact information for Ruby Darling. The 'ORDER PREFERENCES' section asks if the order should be delivered by Girl Scout Blwyn (requires parent approval) and offers options to 'Donate your cookie order to: Charity Name Here' or 'Cancel your cookie order' (checked). A green 'CONTINUE' button is at the bottom.
- CONNECT WITH GIRL SCOUTS (optional):** Includes checkboxes for 'Get information about joining or volunteering with Girl Scouts.' and 'Were you a Girl Scout? We'd love to know. This includes Daisy, Brownie, Junior, Cadette, Senior, and Ambassador.' A green 'CONTINUE' button is at the bottom.
- PAYMENT DETAILS:** Shows 'Choose a way to pay' with options for Card, PayPal, and Venmo. The 'Billing Address' section has a checked option for 'Same as Delivery Address'. A note says 'Please review your cookie order and select "Place Order"'. Below is a summary of 'YOUR COOKIE ORDER' with a green 'CONTINUE' button.

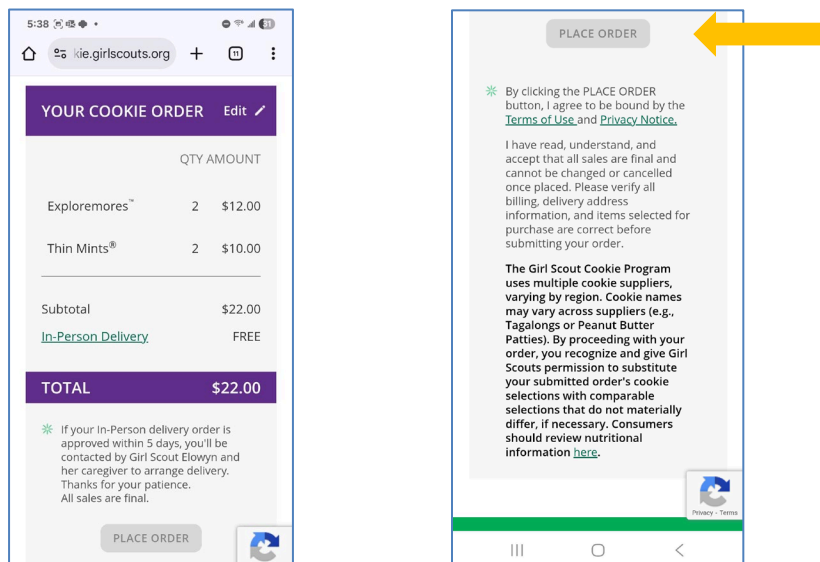
# Digital Cookie®

## Payment Options:

- **PayPal or Venmo:** Customer receives a link to log in and complete payment.
- **Credit/Debit Card:** Customer enters card details.



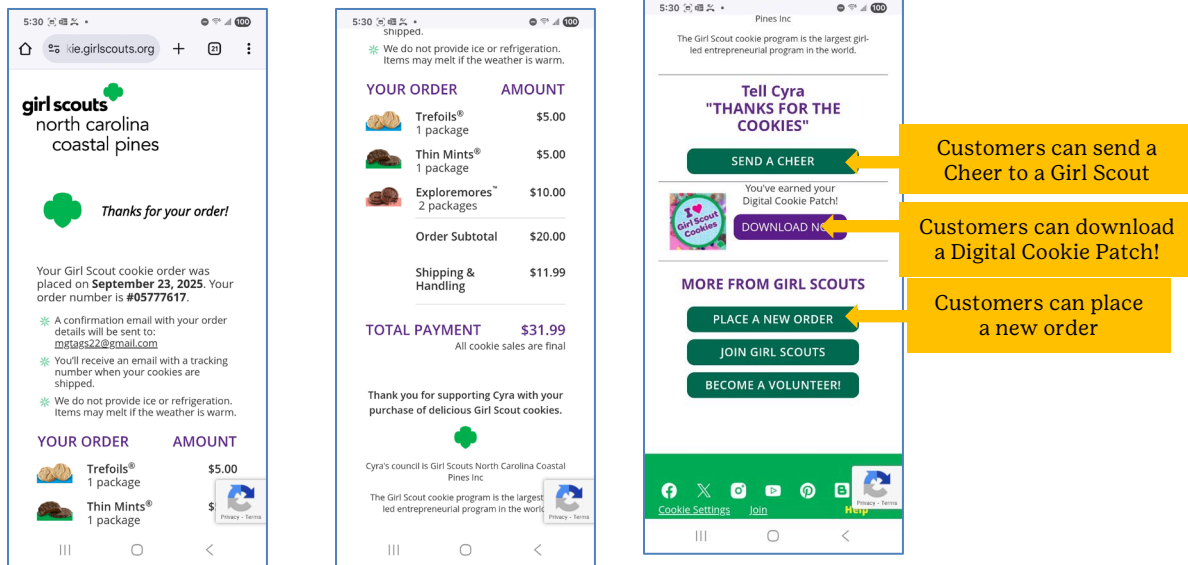
After completing each step and clicking **Continue**, customers review their order and click **“Place Order”** to finalize.



# Digital Cookie®

## Step 4: Order Confirmation Screen

- Customers see a confirmation screen with an option to place another order, send a Cheer to the Girl Scout or download a digital patch.



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

Customers receive a series of emails depending on the delivery type.

In-Person Delivery:

- Order Confirmation:** Indicates the order is pending parent approval.
- Approval or Decline Notice:** Approved orders proceed; declined orders include options to ship or donate cookies.
- Delivery Confirmation:** After delivery, Girl Scouts must log into Digital Cookie and mark the order as delivered. This sends a confirmation email and updates inventory.

Shipped:

- Order Confirmation:** Indicates the order was received.
- Shipping Confirmation:** Indicates the order was shipped and include tracking details.

Other emails:

- Donation orders:** If a customer buys donation cookies, their confirmation email will include details about the council's donation program. This information appears in all confirmation emails for donation purchases.

**Thank You & Survey:** Girl Scouts can send a thank-you email and survey via Digital Cookie. Encourage Girl Scouts to add a personal note—customers are more likely to reorder after receiving one.

