

Customer Experience Shipped Order

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

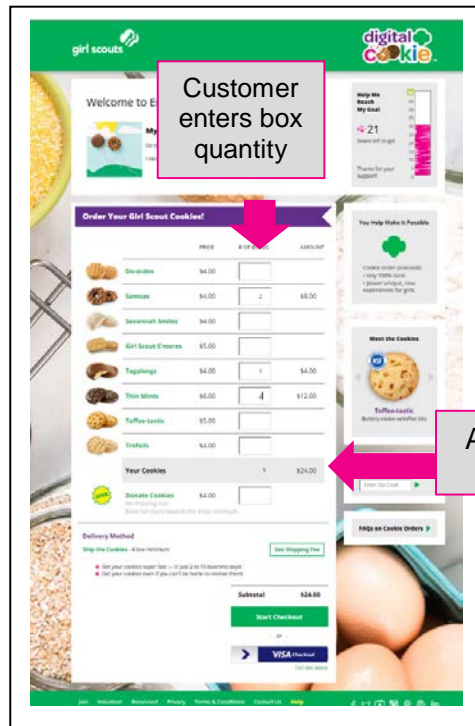
1

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.



2

As the customer orders boxes, the total amount updates. Once the order is completed, the customer simply clicks the "Start Checkout" button.



3

The customer is taken to a “Check Out” screen to complete basic shipping and billing information.

Check Out

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

First Name Last Name

CO or Company Name optional

Address 1

Address 2 optional

Appt. Suite

City

State Zip Code

Phone

Use this as my billing address

BILLING CONTACT

Email

[Continue](#)

YOUR COOKIE ORDER

	BOYES
Girl Scout Smiles	2
Toppings	1
Thin Mints	2
Cookie Boxes	5
Donated Boxes	0

PAYMENT SUMMARY

Cookies	\$26.00
Shipping & Handling	\$9.25
Total	\$35.25

[Edit Cookie Order](#)

The next screen asks customers to:

- Complete credit card information.
- Tell how they know the Girl Scout.
- Share if they were Girl Scouts.
- Indicate if they want membership or volunteer information.

Check Out

SHIP TO [Edit](#)

Shipping Address	Bill Address
h1 123 New Street New, ME12345 1234567890	h1 123 New Street New, ME12345 1234567890

MAKE PAYMENT

Credit Card Number

Expiration Date / Security Code What is this?

Name on Card

Contact Info (required)

Email
Order details will be sent to this email address.

How do you know Julia?
 Please Select

Set more info about joining or volunteering with Girl Scouts

I was a Girl Scout as a child [This includes Daisy, Brownie, Junior, Cadette, Seniors, and Ambassador.]

YOUR COOKIE ORDER

	BOYES
Do-si-dos	3
Savannah Smiles	43
Your Cookies	46
Donated Cookies	5

PRICING and DELIVERY DETAIL

Your Cookies	\$184.00
Shipping & Handling	\$14.25
Donated Cookies	\$20.00
Total Cost	\$218.25

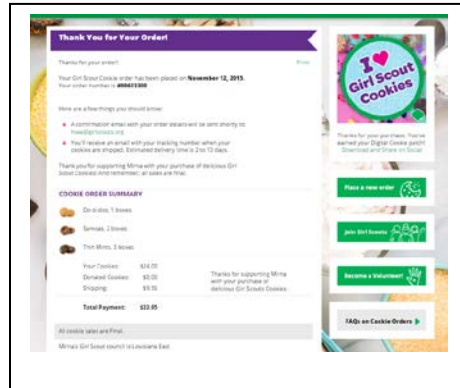
[Edit Cookie Order](#)

[Place Order](#)

All Sales are Final

4

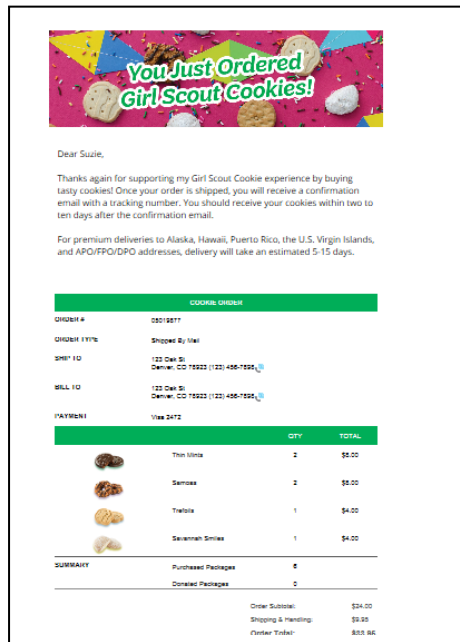
The customer then sees an order confirmation screen that includes the option of placing a new order in case they want to send some to a friend!



5

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.



Dear Samantha,

Great news! Your Girl Scout Cookie order has shipped your tracking number is [142211342789](#).

Orders from the contiguous United States can be tracked via [USPS.com](#), which provides the convenience of UPS shipping and UPS delivery to your door.

For shipped orders to premium locations, such as Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, or APO/FPO/DPO addresses, please visit [shipments.usps.com](#).

Remember, as a thoughtful Girl Scout, when you purchase and enjoy our delicious Girl Scout Cookies, you help power unique and amazing experiences for girls just like me.

Your support also means I get to learn lots of important life skills, gain a ton of confidence, and become a leader for the Girl Scout way to advance my goals and get even more things done!

COOKIES ORDER		
ORDER #	101-1422	
ORDER DATE	Monday, 11/14	
SHIP TO	1234 Main Street New York, NY 10001	
SHIP TO	1234 Main Street New York, NY 10001	
ITEMS		
ITEM	QUANTITY	PRICE
Thin Mints	12	\$4.00
Tiramisu	12	\$4.00
Twix	12	\$4.00
SUBTOTAL		
Subtotal	36	\$12.00
Other Taxes		\$0.00
Shipping & Handling		\$0.00
Order Total		\$12.00

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.



Dear Suzie,

Thanks so much for supporting my goals by placing an order from my Digital Cookies site. I hope you enjoy your delicious Girl Scout Cookies!

Remember, the money that my troop and I earn from our cookie sales helps us enjoy unique and amazing experiences all year long, while also gaining tons of important life skills, learning to lead, and helping others.

Got two minutes to spare? Share your cookie buying thoughts!

[Tell Us How We Did](#)

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.