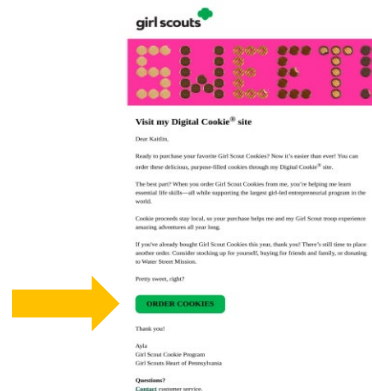


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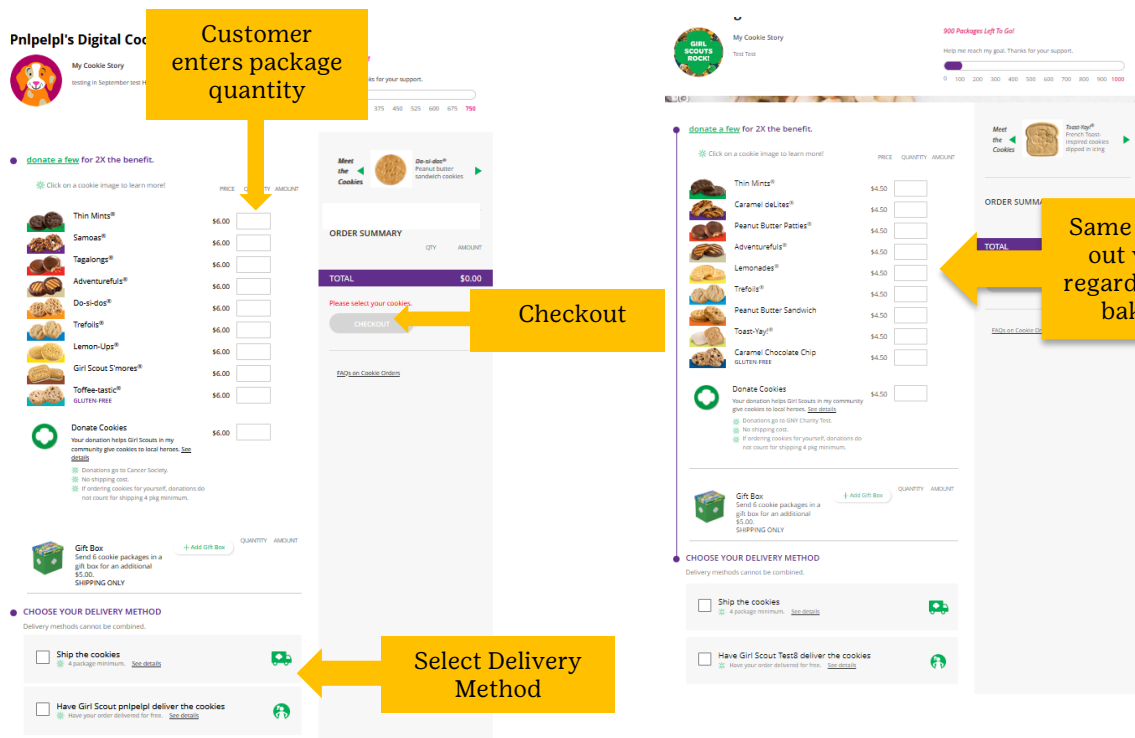
Customer Experience: In-Person Delivery Order

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.



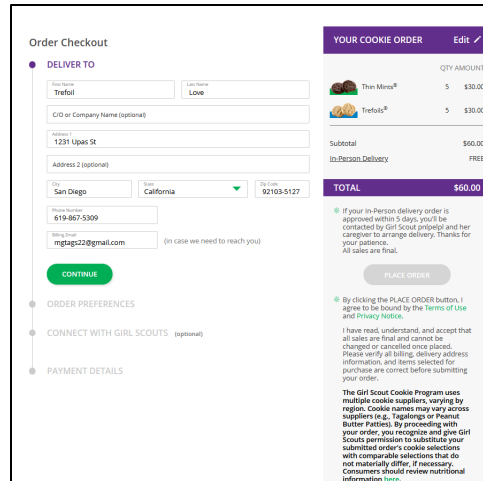
Step 2: As customers order packages, the total amount updates. After selecting the cookies, customers will select the delivery method and can choose to have the order delivered in person by selecting the option "Have Girl Scout Deliver the Cookies."

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



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



Order Checkout

DELIVER TO

Thin Mints® Love

C/O or Company Name (optional)

1231 Upas St

Address 2 (optional)

City: San Diego State: California Zip: 92103-5127

Phone Number: 619-867-5309

Willing Email: mgtag22@gmail.com (in case we need to reach you)

CONTINUE

YOUR COOKIE ORDER Edit ✓

	QTY	AMOUNT
Thin Mints®	5	\$30.00
Trefoils®	5	\$30.00
Subtotal		\$60.00
In-Person Delivery		FREE
TOTAL		\$60.00

PLACE ORDER

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

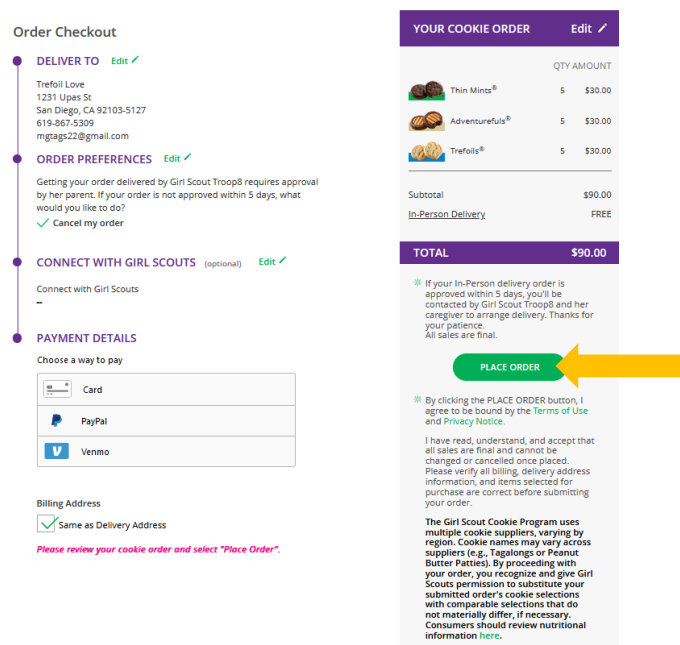
I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

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](#).

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.



Order Checkout

DELIVER TO Edit ✓

Trefoil Love

1231 Upas St

San Diego, CA 92103-5127

619-867-5309

mgtag22@gmail.com

ORDER PREFERENCES Edit ✓

Getting your order delivered by Girl Scout Troop® requires approval by her parent. If your order is not approved within 5 days, what would you like to do?

☒ Cancel my order

CONNECT WITH GIRL SCOUTS (optional) Edit ✓

Connect with Girl Scouts

PAYMENT DETAILS

Choose a way to pay

☒ Card

☐ PayPal

☐ Venmo

Billing Address

☒ Same as Delivery Address

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

YOUR COOKIE ORDER Edit ✓

	QTY	AMOUNT
Thin Mints®	5	\$30.00
AdventureTails®	5	\$30.00
Trefoils®	5	\$30.00
Subtotal		\$90.00
In-Person Delivery		FREE
TOTAL		\$90.00

PLACE ORDER

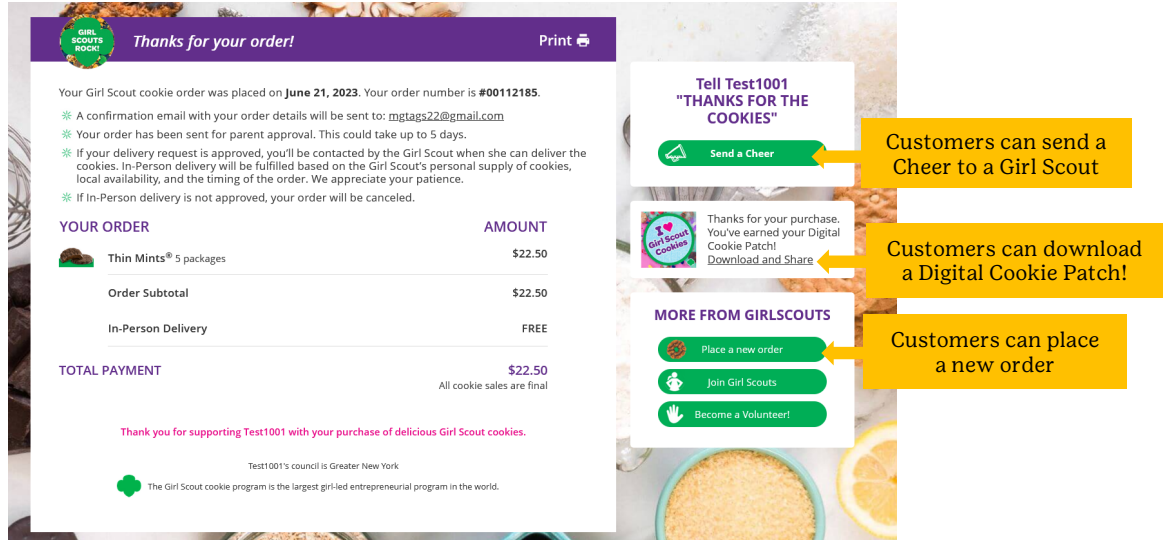
By clicking the PLACE ORDER button, I agree to be bound by the Terms of Use and Privacy Notice.

I have read, understand, and accept that all sales are final and cannot be changed or cancelled once placed. Please verify all billing, delivery 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: 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!



The screenshot shows the 'Thanks for your order!' screen. It includes order details, a summary table, and options to 'Send a Cheer', 'Download and Share' a Digital Cookie Patch, and 'Place a new order'.

YOUR ORDER

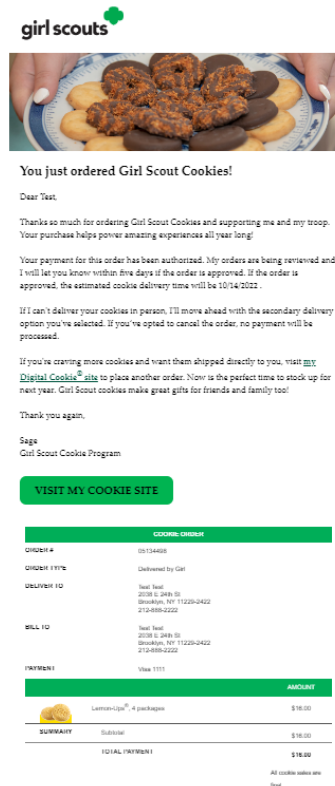
YOUR ORDER	AMOUNT
Thin Mints® 5 packages	\$22.50
Order Subtotal	\$22.50
In-Person Delivery	FREE
TOTAL PAYMENT	\$22.50

All cookie sales are final

Callouts:

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

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.



girlscouts

You just ordered Girl Scout Cookies!

Dear Test,

Thanks so much for ordering Girl Scout Cookies and supporting me and my troop. Your purchase helps power amazing experiences all year long!

Your payment for this order has been authorized. My orders are being reviewed and I will let you know within five days if the order is approved. If the order is approved, the estimated cookie delivery time will be 10/14/2023.

If I can't deliver your cookies in person, I'll move ahead with the secondary delivery option you've selected. If you've opted to cancel the order, no payment will be processed.

If you're craving more cookies and want them shipped directly to you, visit my [Digital Cookie® site](#) to place another order. Now is the perfect time to stock up for next year. Girl Scout cookies make great gifts for friends and family too!

Thank you again,

Sage
Girl Scout Cookie Program

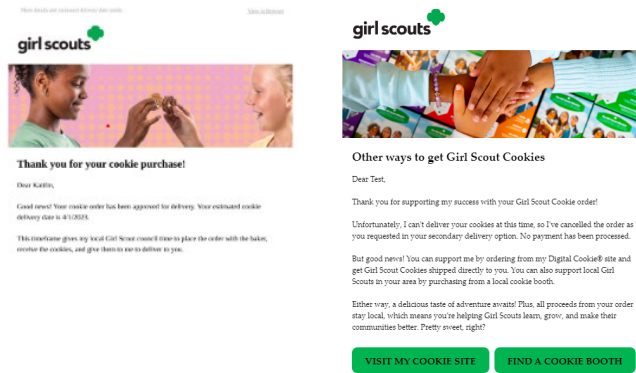
[VISIT MY COOKIE SITE](#)

QUANTITY	DESCRIPTION	AMOUNT
4	Thin Mints® 4 packages	\$18.00
	SUBTOTAL	\$18.00
	TOTAL PAYMENT	\$18.00

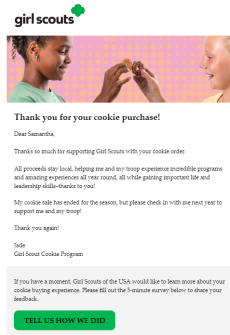
All cookie sales are final

Digital Cookie®

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.

