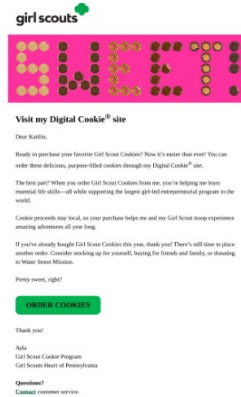


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Customer Experience: Shipped Order

Step 1: Customers either receive a link to a Girl Scout’s site from a mutual connection or receive a Girl Scout’s email announcing that cookie season is open. Customers will click the “Order Cookies” link in the email and be 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 shipped directly to them.

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

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

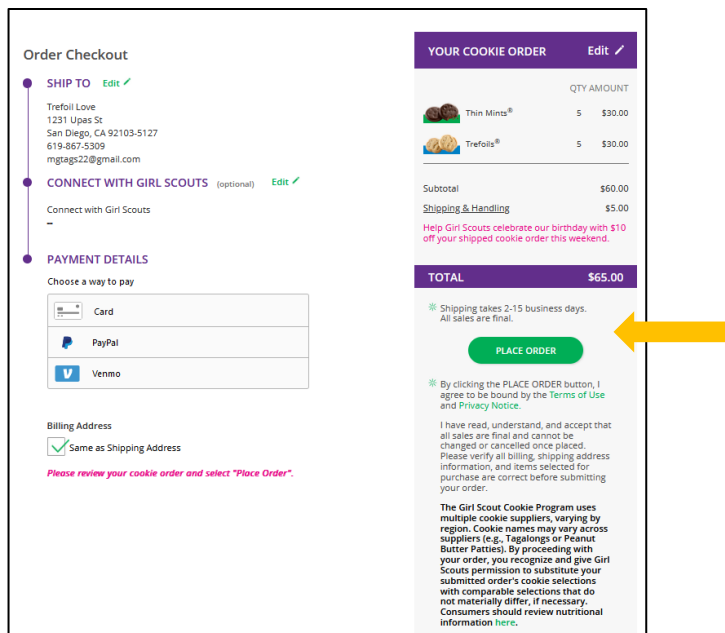
Customers can also select if the order is a gift and write a gift message. After completing this section, customers will click continue. The system will then verify the address, and if necessary, provide an updated recommended address.

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

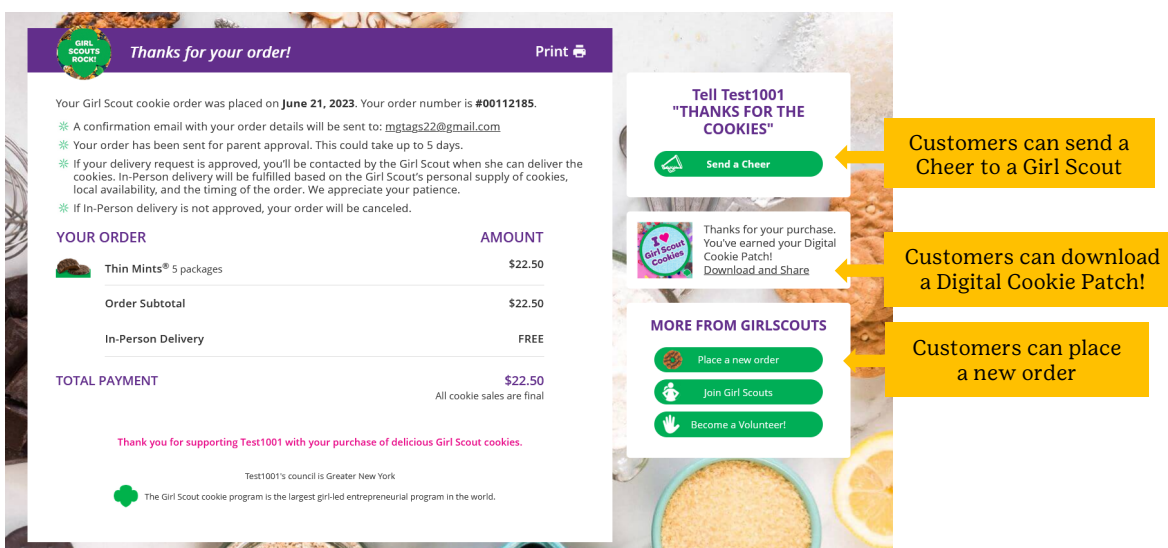
- Indicate if they want membership or volunteer information (optional).
- Share if they were Girl Scouts (optional).
- Complete credit card information.

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Once customers have completed the information and click continue for each section, they will click the “I am not a robot” box (not pictured) and the “Place Order” button.



Step 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!



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Step 5: 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 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 note.



Thank you for your Girl Scout Cookie order.

Dear Mindy,

Thanks for supporting my success with your purchase of delicious, purpose-filled Girl Scout Cookies!

The payment for your order has been authorized, however your card will not be charged until your cookies are on the way.

Please check your inbox for any updates on your order. You'll receive an email confirmation as soon as your order is on its way. You should receive your cookies within two to fifteen business days after the tracking email.

Thank you,

Olivia
Girl Scout Cookie Program
DOC Extra Council 1

Questions?

[Check order status online](#) or [email](#) customer service.

Want to place another order?

[Chat](#) with a representative.

COOKIE ORDER	
ORDER #	05165946
ORDER TYPE	Shipped
SHIP TO	Mindy Contact 1231 Ujain St San Diego, CA 92103-5127 555-222-5555
BILL TO	Mindy Contact 1231 Ujain St San Diego, CA 92103-5127 555-222-5555
PAYMENT	Via 1111
AMOUNT	
	Adventureful™, 5 packages \$20.00



Your Girl Scout Cookie® are on the way!

Dear **Mindy**,

Great news! Your Girl Scout Cookie order has shipped. Track your orders and see when you can expect your delicious cookies to arrive.

Your tracking number(s):
[CAAR001] 93629996222624394331
[CAAR001] 93629996222624394332

TRACK TRACKING

Please note that tracking numbers may take 24-48 hours to become active, so if the link is not yet active please allow 48 hours for the system to update.

For shipped orders to premium locations, such as Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam, or APO/FPO/DPO addresses, please track shipments via **USPS®**.

As a nonprofit, Girl Scouts relies on cookie purchases and monetary donations from thoughtful people like you to help fund life-changing programs and experiences for Girl Scouts. Thank you for your support!

Thank you,
Digital Cookie Customer Support
Girl Scouts of the USA

Questions?

[Check order status online](#) or [email](#) customer service.

[Chat](#) with a representative.

COOKIE ORDER	
ORDER #	42667021
ORDER TYPE	Shipped
SHIP TO	93629996222624394331 93629996222624394332 824 884 1825 93629996222624394331
BILL TO	93629996222624394331 824 884 1825 93629996222624394331
PAYMENT	Discover 6225
AMOUNT	
	Adventureful™, 7 packages \$20.00
	Adventureful™, 7 packages \$20.00



Thank you for your cookie purchase!

Dear Kaitlin,

Thanks so much for supporting Girl Scouts with your cookie order.

All proceeds stay local, helping me and my troop experience incredible programs and amazing experiences all year round, all while gaining important life and leadership skills—thanks to you!

If you'd like to buy more Girl Scout cookies from me, please [visit my Digital Cookie site](#) to place your order before my cookie sale ends on 6/30/2023.

Thank you again!

Ayla
Girl Scout Cookie Program

If you have a moment, Girl Scouts of the USA would like to learn more about your cookie buying experience. Please fill out the 5-minute survey below to share your feedback.

[TELL US HOW WE DID](#)