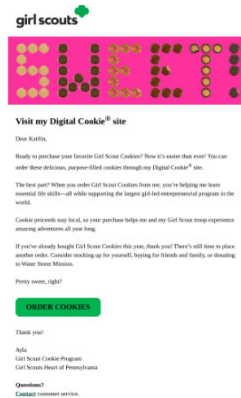


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Customer Experience: Shipped Order

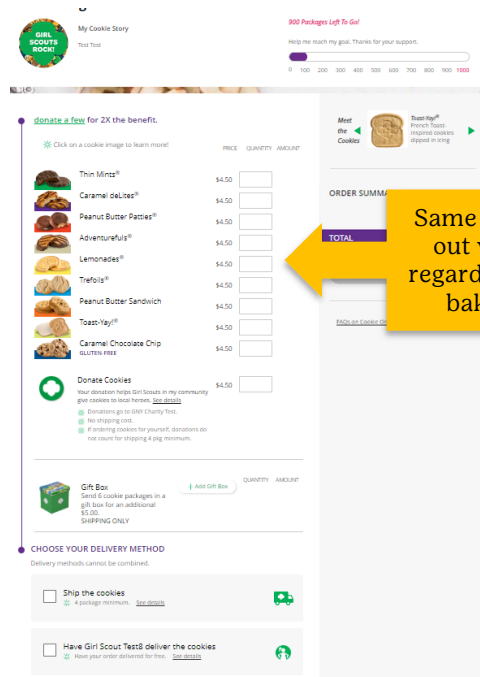
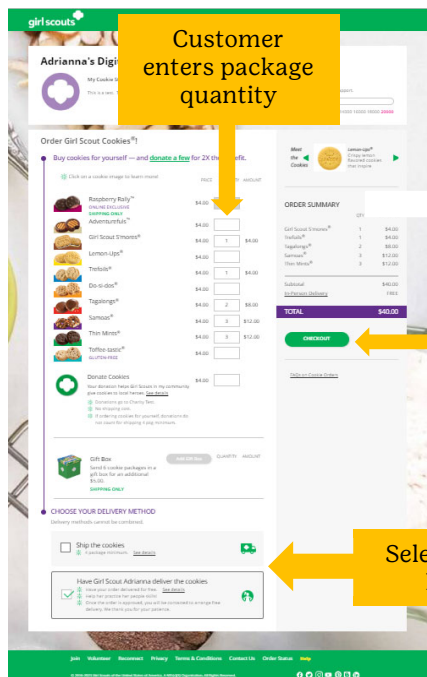
Step 1: Customers either receive a link to a Girl Scout’s site from a mutual connection or receive a Girl Scout’s email announcing that cookie season is open. Customers will click the “Order Cookies” link in the email and be taken to the Girl



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.

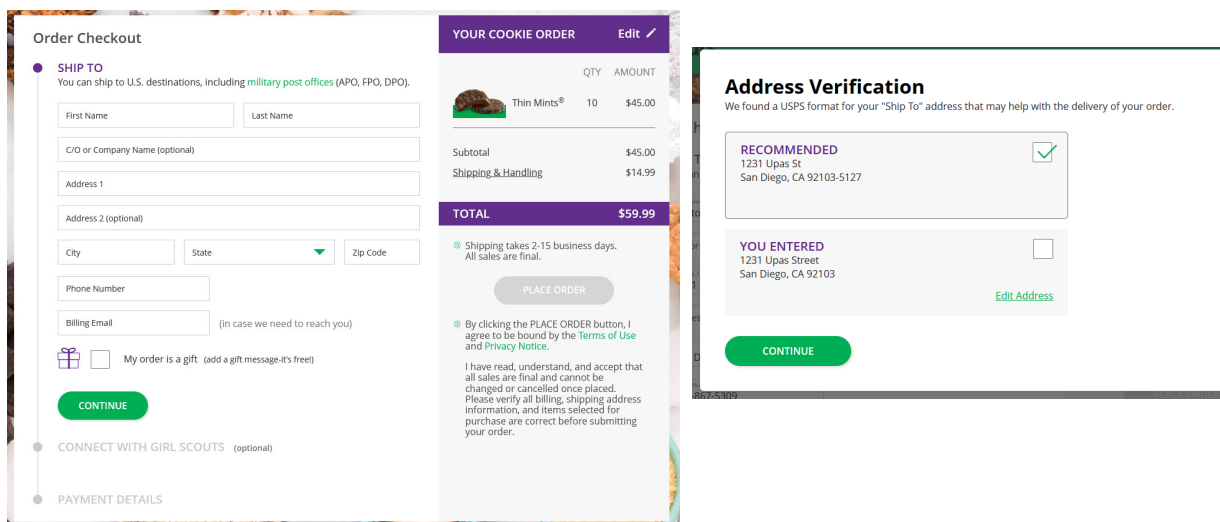
Once customers are satisfied with their order, they will simply click the “Checkout” button.



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

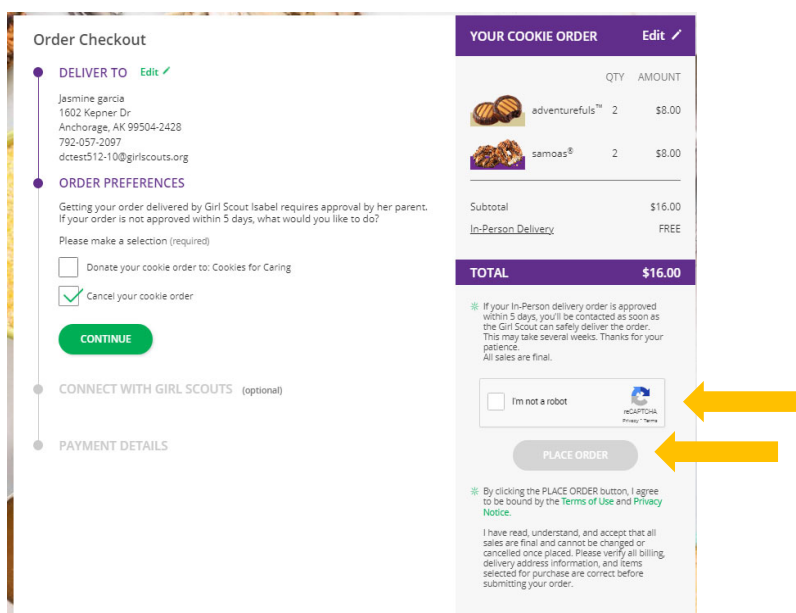
Customers can also select if the order is a gift and write a gift message. After completing this section, customers will click continue. The system will then verify the address, and if necessary, provide an updated recommended address.



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

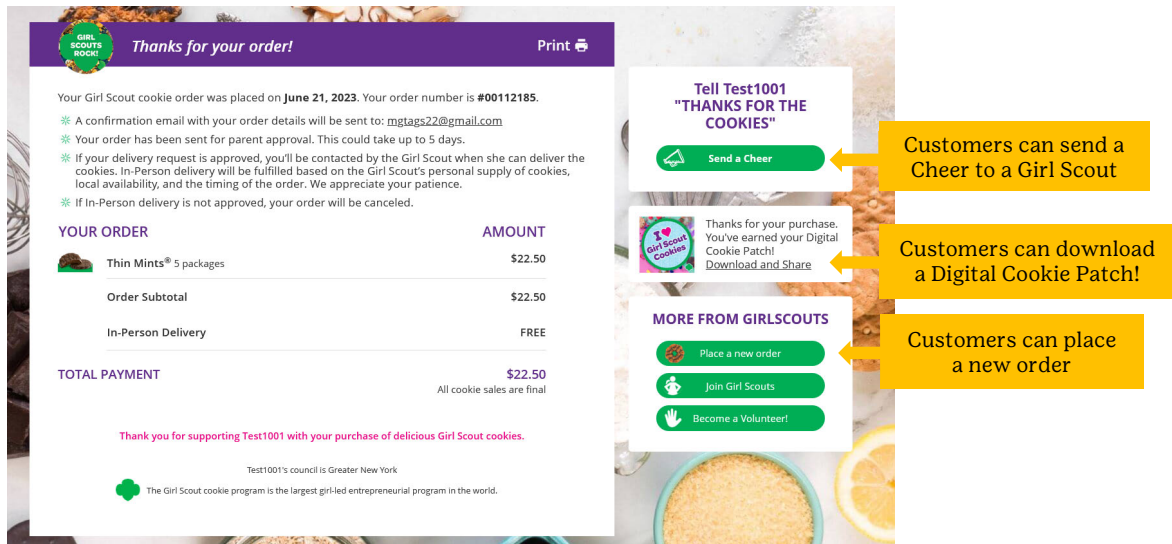
- Indicate if they want membership or volunteer information (optional).
- Share if they were Girl Scouts (optional).
- Complete credit card information.

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




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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!



The screenshot shows an order confirmation page with a purple header that says "Thanks for your order!". It includes order details, a table of items, and a "MORE FROM GIRLSCOUTS" section with three buttons: "Place a new order", "Join Girl Scouts", and "Become a Volunteer!".

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

Callouts from the image:

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

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.



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 Ujass St San Diego, CA 92103-5127 555-222-5555
BILL TO	Mindy Contact 1231 Ujass St San Diego, CA 92103-5127 555-222-5555
PAYMENT	Visa 1111
AMOUNT	
	AdventureKus [™] , 5 packages \$20.00

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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.

