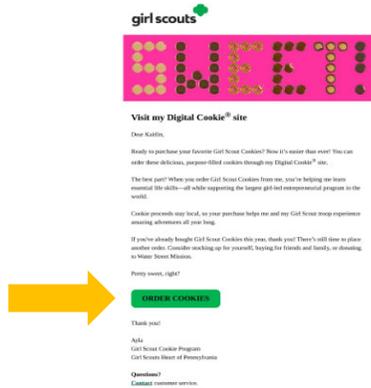


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## Customer Experience: In-Person Delivery Order

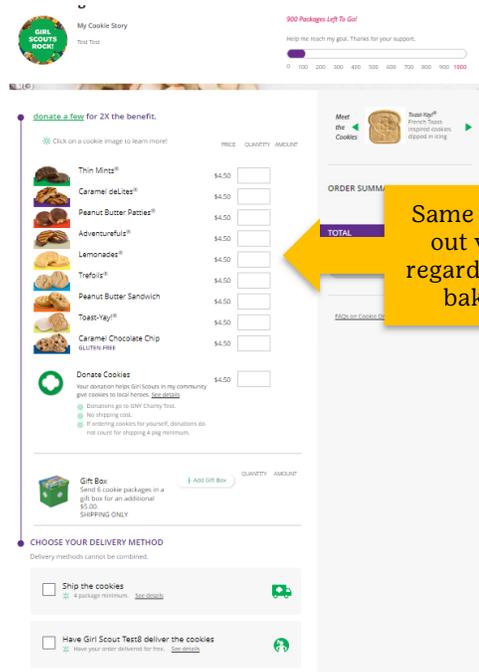
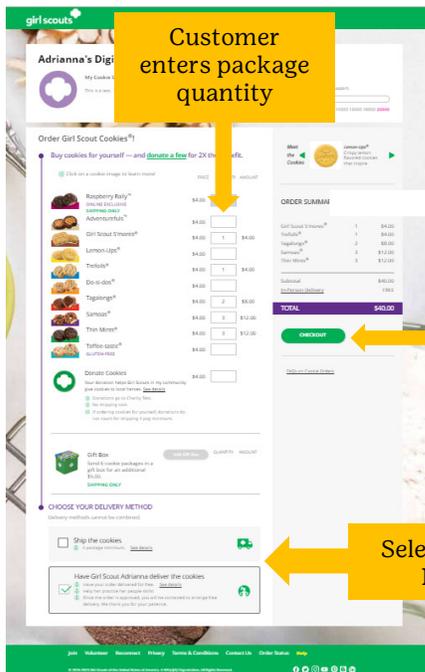
**Step 1:** Customers either find a link to a Girl Scout’s site through a mutual connection, or receive a Girl Scout’s email announcing that cookie season is open. In the email, the customer clicks the “Order Cookies” link and is taken to the Girl



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.

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 and the “Place Order” button.

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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 an order confirmation page with the following elements:

- Header:** "Thanks for your order!" and "Print" button.
- Order Details:**
  - Order number: #00112185
  - Confirmation email: mtags22@gmail.com
  - Delivery approval: 5 days
  - Delivery request: contact Girl Scout
  - In-person delivery: based on local supply
  - In-person delivery: cancelled if not approved
- YOUR ORDER Table:**

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

All cookie sales are final
- Additional Text:**
  - Thank you for supporting Test1001 with your purchase of delicious Girl Scout cookies.
  - Test1001's council is Greater New York
  - The Girl Scout cookie program is the largest girl-led entrepreneurial program in the world.
- Callouts (Yellow boxes):**
  - "Tell Test1001 'THANKS FOR THE COOKIES'" - Send a Cheer (Customers can send a Cheer to a Girl Scout)
  - "I Love Girl Scout Cookies" - Download and Share (Customers can download a Digital Cookie Patch!)
  - "MORE FROM GIRLSOUTS" - Place a new order (Customers can place a new order)

**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.

The email content includes:

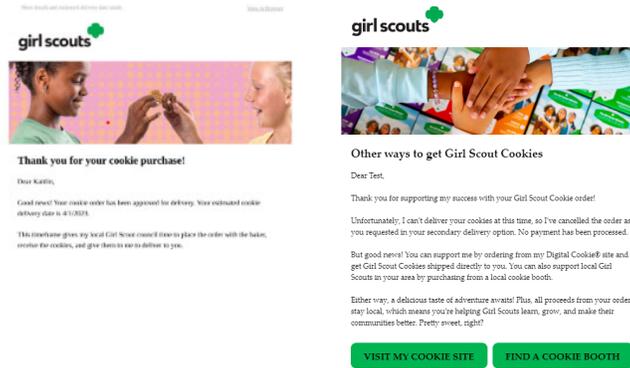
- Subject:** You just ordered Girl Scout Cookies!
- Salutation:** Dear Test,
- Message:** Thanks so much for ordering Girl Scout Cookies and supporting me and my troop. Your purchase helps power amazing experiences all year long!
- Payment Info:** Your payment for this order has been authorized. My orders 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 10/14/2022.
- Delivery Options:** 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.
- Next Steps:** 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!
- Signature:** Sage, Girl Scout Cookie Program
- Buttons:** VISIT MY COOKIE SITE
- Order Summary Table:**

ITEMS	AMOUNT
Lemon-Ups® 4 packages	\$18.00
<b>SUBTOTAL</b>	<b>\$18.00</b>
<b>DIGITAL PAYMENT</b>	<b>\$18.00</b>

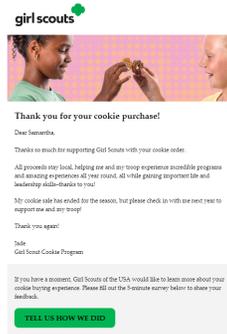
All cookie sales are final

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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.

