

Digital Cookie®

Customer Experience- Shipped Order

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

Step 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.



Step 2: As the customer orders boxes, the total amount updates. Once the order is completed, the customer selects the delivery method, then clicks the "Checkout" button.

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Order Girl Scout Cookie Usy cookies for yourse I - and go Ut Cook in a cookie reage to loan more		American Cooker		
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Step 3: The customer is taken to a "Check Out" screen to complete basic shipping and billing information. Once they complete that, they click the "Continue" button.

der Checkout			YOUR COOKIE ORDER	Edit 🖌
SHIP TO You can ship to U.S. destinations	, including military post offices (APO, FPO, DPO).	QT	Y AMOUN
First Name	Last Name		adventurefuls" 2	\$8.0
C/O or Company Name (optional)			samoas® 2	\$8.0
Address 1			Subtotal	\$16.0
Address 2 (optional)			Shipping & Handling	\$12.9
City	ste 💌	Zip Code	TOTAL	\$28.9
Phone Number			Shipping takes 2-15 business days All sales are final.	
Bling Email My order is a gift CONTINUE CONNECT WITH GIRL SCC PAYMENT DETAILS	(in case we need to reach you) (edd a gift message-it's freet) UTS (optional)		ACC OPERATION OF A CONTRACT OF	and Privacy spt that all sged or ify all billing, o items

Step 4: The next screen is optional and asks customers to share if they were Girl Scouts and indicate if they want membership or volunteer information. Then, they enter their payment information. After that they will need to click the "I am not a robot" box and then click "Place Order".

rder Checkout	YOUR COOKIE ORDER Edit 🖌
SHIP TO Edit 🖌	QTY AMOUNT
Jasmine garcia 1602 Kepner Dr Anchorage, AK 99504-2428 792-057-067	adventurefuls [™] 2 \$8.00
dctest512-10@girlscouts.org	samoas® 2 \$8.00
CONNECT WITH GIRL SCOUTS (optional) Edit 🗸	
Connect with Girl Scouts	Subtotal \$16.00
-	Shipping & Handling \$12.99
PAYMENT DETAILS	Shipping Surcharge \$5.00
Ordit Card Number	TOTAL \$33.99
Moreth 03 ▼ 2022 ▼ 234 0	ays. All sales are final.
Card First Name Jasmine garcia	I'm not a robot
Billing Address	Pring 'Sers
Same as Shipping Address	PLACE ORDER
Please review your cookle order and select "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. Places verify all billing, shipping address information, and kerns selected for purchase are correct before submitting your order.

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Step 5: 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!

Your Drif Scout cookie order was placed or Dea	when 13, 2021. Thus order number is #01124068.	Thereafter your purcher Vision exerned your Dige
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Step 6: Customers will receive a series of emails about their order.

First they get an order confirmation:

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The property for you	a state has been authorized, however your card will not be charged until
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Then they receive an email when the cookies have shipped and are on their way.

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.



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.

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