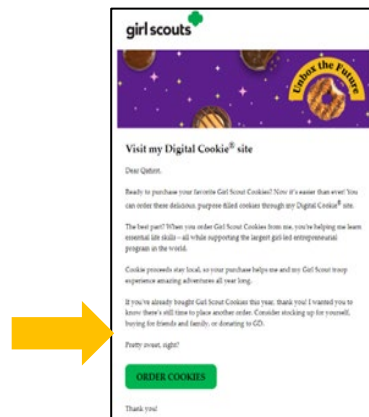


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Customer Experience: Shipped Order

Step 1: Customer Receives Email

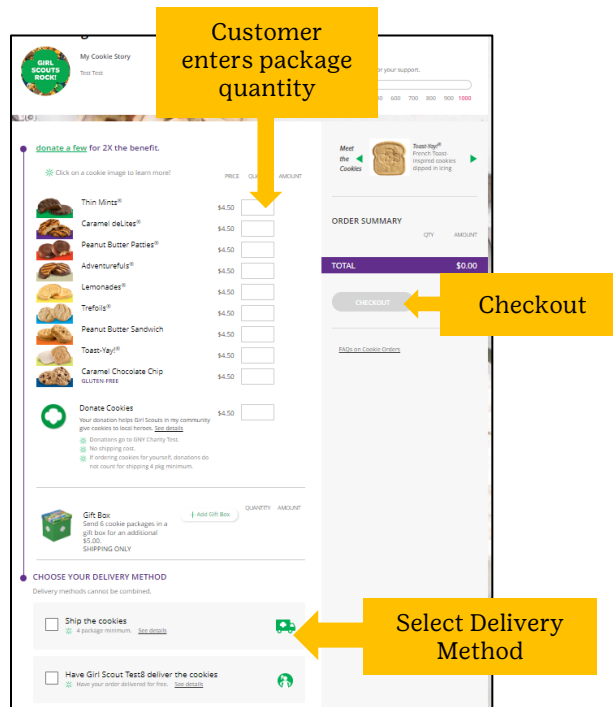
Customers either find a link to a Girl Scout's site or receive a Girl Scout's email announcing that they can purchase cookies from the Girl Scout's site. Customers will click the "Order Cookies" link in the email and be taken to the Girl Scout's Digital Cookie site.



Step 2: Customer Selects Cookies

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: Customer Enters Billing and Shipping Information

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:

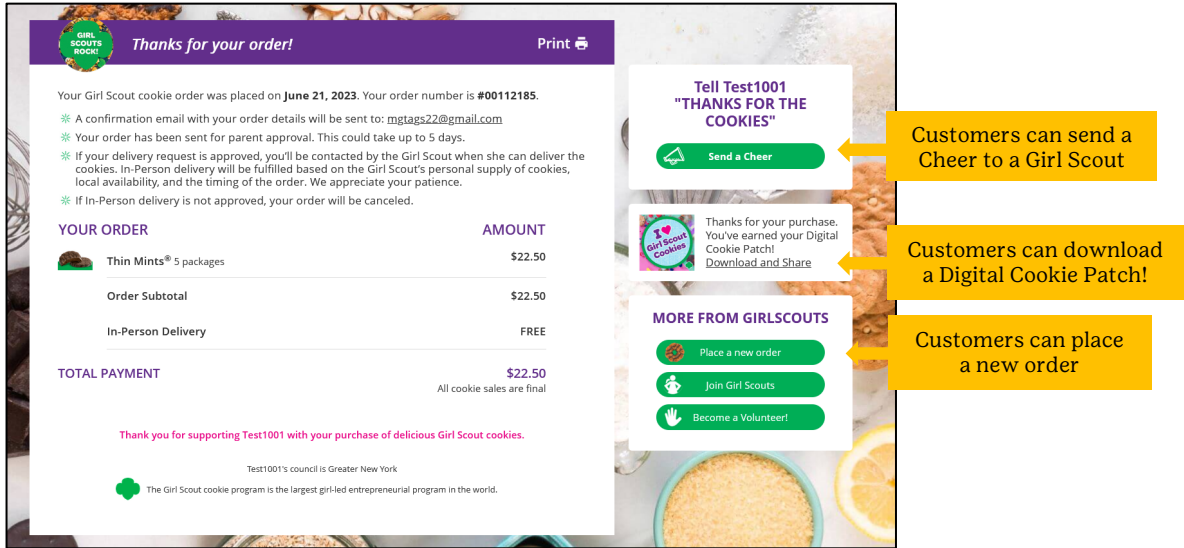
- Indicate if they want membership or volunteer information (optional).
- Share if they were Girl Scouts (optional).
- Complete credit card information.

Once customers have completed the information and click continue for each section, they will click the “Place Order” button.

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Step 4: Order Confirmation Screen

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 the "Thanks for your order!" screen. It includes a "Print" button, order details, a table of the order, and options to "Send a Cheer", "Download and Share" a patch, and "Place a new 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.

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.

Tell Test1001 "THANKS FOR THE COOKIES"

Send a Cheer

Thanks for your purchase. You've earned your Digital Cookie Patch! Download and Share

MORE FROM GIRLSCOUTS

Place a new order

Join Girl Scouts

Become a Volunteer!

Customers can send a Cheer to a Girl Scout

Customers can download a Digital Cookie Patch!

Customers can place a new order

Step 5: Confirmation Email

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 Scouts can also send a personal note to the customer. Customers are more likely to purchase cookies again after receiving the personalized note.

Use this [tip sheet](#) to view the customer's experience placing an in-person delivery order.