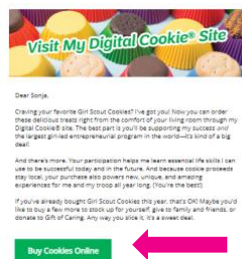


## Customer Experience—Shipped Order

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

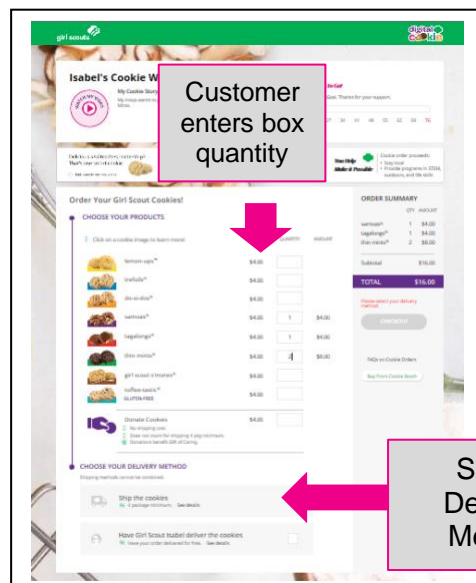
1

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.



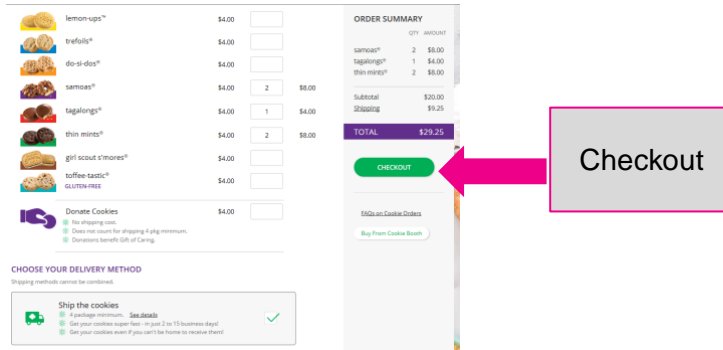
2

As the customer orders boxes, the total amount updates. Once the order is complete, the customer selects the delivery method.

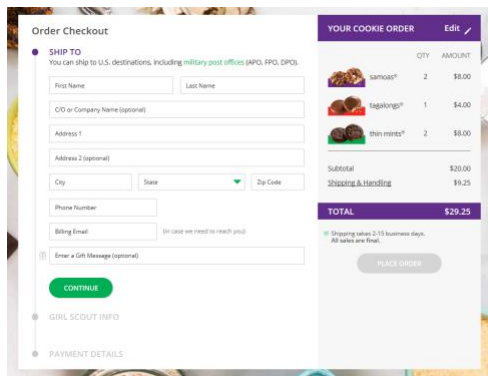


3

After selecting her delivery method, the customer clicks the Checkout button



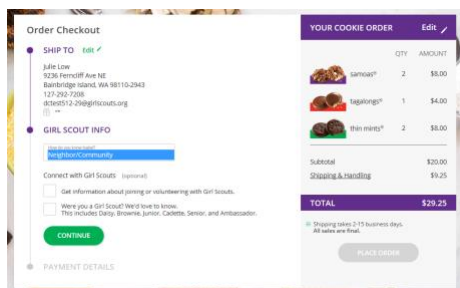
The customer is taken to a “Check Out” screen to complete basic shipping and billing information.



The next screen asks customers to:

- Tell how they know the Girl Scout.
- Share if they were Girl Scouts. (optional)
- Indicate if they want membership or volunteer information. (optional)

4



5

Then the customer enters payment information and clicks “Place Order”

**PAYMENT DETAILS**

Credit Card Number:  VISA DISCOVER

Month:  Year:  CVC:

Card First Name:  Card Last Name:

Billing Address:

Same as Shipping Address:

*Please review your cookie order and select "Place Order".*

**TOTAL \$29.25**

Shipping takes 2-15 business days. All sales are final.

**PLACE ORDER**

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!

**Thanks for your order!**

Your Girl Scout cookie order was placed on **November 20, 2019**. Your order number is **488879462**.  
A confirmation email with your order details will be sent to **488879462@gsccookie.com**  
You'll receive an email with a tracking number when your cookies are shipped. Estimated delivery time is 2-15 business days.

YOUR ORDER	AMOUNT
Samoa® 1 package	\$9.00
Tagalong® 1 package	\$4.00
It's a Wrap!® 1 package	\$5.00
Order Subtotal	\$20.00
Shipping & Handling	\$9.25
<b>TOTAL PAYMENT</b>	<b>\$29.25</b>

**MORE FROM GIRL SCOUTS**

- Shop Cookies
- Contact Us
- Become a Troop

6

Customers will receive a series of emails about their order.

First they get an order confirmation:

**You Just Ordered Girl Scout Cookies!**

Dear Julia,

Thanks again for supporting my Girl Scout Cookie experience by buying tasty cookies! Once your order is shipped, you will receive a confirmation email with a tracking number. You should receive your cookies within two to ten days after the confirmation email.

For premium deliveries to Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and APO/FPO/DPO addresses, delivery will take an estimated 5-15 days.

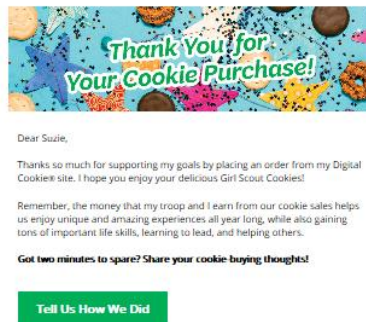
COOKIE ORDER	
ORDER #	08271432
ORDER TYPE	Shipped
SHIP TO	JULIA COE 6204 Newport Ave NE Seattle, WA 98110-2343 101-1242-7028
BILL TO	JULIA COE 6204 Newport Ave NE Seattle, WA 98110-2343 101-1242-7028
PAYMENT: VISA 2019	
	AMOUNT
Samoa® 2 packages	\$9.00
Tagalong® 1 package	\$4.00
It's a Wrap!® 1 package	\$5.00
<b>SUBTOTAL</b>	<b>\$20.00</b>
Shipping & Handling	\$9.25
<b>TOTAL PAYMENT</b>	<b>\$29.25</b>

Have questions about this order? [Email](#) customer service.  
Need help placing an order? [Chat](#) with customer service.

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.