

# Digital Cookie<sup>®</sup>

## Customer Experience: In-Person Delivery Order

**Step 1:** Customers either receive an email from a Girl Scout or use the Digital Cookie site link.

**Step 2:** Customers enter their order. 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.”

The image shows two screenshots of the Digital Cookie website interface. The left screenshot shows the product selection page with a list of cookies and their prices. A yellow callout box points to the quantity input field for 'Thin Mints' with the text 'Customer enters package quantity'. Below the list is an 'ORDER SUMMARY' section showing a 'TOTAL' of '\$0.00' and a 'CHECKOUT' button. A yellow callout box points to the 'CHECKOUT' button with the text 'Checkout'. The right screenshot shows the checkout page with a 'CHOOSE YOUR DELIVERY METHOD' section. Two options are visible: 'Ship the cookies' and 'Have Girl Scout TestB deliver the cookies'. A yellow callout box points to the 'Have Girl Scout TestB deliver the cookies' option with the text 'Select delivery method'.

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

**Order Checkout**

**DELIVER TO**

Organization: Trefoil    Location: Love

Address: 1231 Upas St

City: San Diego    State: California    Zip: 92103-5127

Phone Number: 619-867-5309

Email: mgtag22@gmail.com (in case we need to reach you)

**YOUR COOKIE ORDER** [Edit](#)

	QTY	AMOUNT
Thin Mints <sup>®</sup>	5	\$30.00
Trefoils <sup>®</sup>	5	\$30.00
<b>Subtotal</b>		<b>\$60.00</b>
<b>In-Person Delivery</b>		<b>FREE</b>
<b>TOTAL</b>		<b>\$60.00</b>

**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. Please verify all billing, delivery address information, and items selected for purchase are correct before submitting your order.

The Girl Scout Cookie Program uses multiple cookie suppliers, varying by region. Cookie names may vary across suppliers (e.g., Tagalongs or Peanut Butter Patties). By proceeding with your order, you recognize and give Girl Scouts permission to substitute your submitted order's cookie selections with comparable selections that do not materially differ, if necessary. Consumers should review nutritional information [here](#).

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.
- Complete credit card information.

Once customers have completed the information, they will click the “I am not a robot” box (not pictured) and the “Place Order” button.

**Order Checkout**

**DELIVER TO** [Edit](#)

Trefoil Love  
1231 Upas St  
San Diego, CA 92103-5127  
619-867-5309  
mgtag22@gmail.com

**ORDER PREFERENCES** [Edit](#)

Getting your order delivered by Girl Scout Troop<sup>®</sup> requires approval by her parent. If your order is not approved within 5 days, what would you like to do?  
 Cancel my order

**CONNECT WITH GIRL SCOUTS** (optional) [Edit](#)

Connect with Girl Scouts

**PAYMENT DETAILS**

Choose a way to pay

Card

PayPal

Venmo

**Billing Address**

Same as Delivery Address

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

**YOUR COOKIE ORDER** [Edit](#)

	QTY	AMOUNT
Thin Mints <sup>®</sup>	5	\$30.00
AdventureTus <sup>®</sup>	5	\$30.00
Trefoils <sup>®</sup>	5	\$30.00
<b>Subtotal</b>		<b>\$90.00</b>
<b>In-Person Delivery</b>		<b>FREE</b>
<b>TOTAL</b>		<b>\$90.00</b>

**PLACE ORDER**

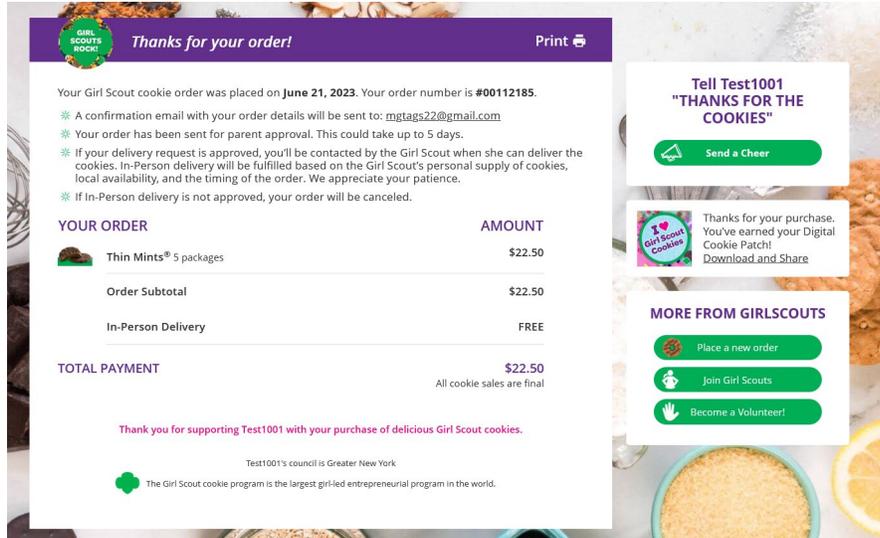
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**Step 4:** Customers then see an order confirmation screen.



**Step 5:** Customers will receive a series of emails about their order.

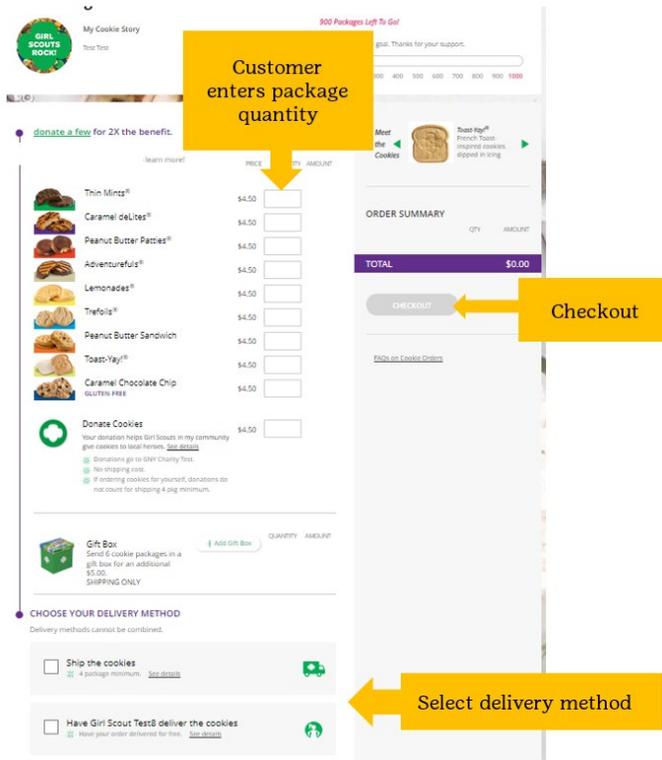
The first is an order confirmation letting them know that their order is pending approval from the parent. If the order is a donation or contains a donation, the emails will reflect that as well. Then an email is sent indicating the order has been approved. If the order has been declined, an email is sent notifying customers and giving them the option to place a new order to have cookies shipped or donated.

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## Customer Experience: Shipped Order

**Step 1:** Customers either receive an email from a Girl Scout or use the Digital Cookie site link.

**Step 2:** The customer enters their cookie order. After selecting the cookies, customers will select the delivery method and can choose to have the order shipped directly to them.



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

The system will then verify the address, and if necessary, provide an updated recommended address, and prompt to complete credit card information.

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

**Step 4:** The customer then sees an order confirmation screen.

**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.

Then they receive an email when the cookies have shipped and are on their way.