

Customer Experience: E-Card & Social Media Link

Video: Online Sales Management

New Customer Experience: E-Card Invitation:

Customer Receives Invitation – selects Girl Delivery

Addy has invited you to buy Girl Scout cookies! 🔎 🔤



Customer enters delivery information Customer selects option to order and pay now or pay on delivery

girlscoutshcc.org

Sacramento Regional Program Center and STEM Center + MakerSpace 6601 Elvas Avenue Sacramento, CA 95819 t 800.322.4475 • f 916.452.9182 Modesto Regional Program Center and STEM Center + MakerSpace 3330 Oakdale Road Modesto, CA 95355 t 209.545.3620 • f 209.545.3621

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unay .								
Rectangula	r Snip			SulterApt.#		City.*		
Schafer						Huntersville		
mel Address *				State*			Zip Code * 29078	
ncschafers@gmail.co	m			North Carolina			20010	
hone Number				seglah spanah				
Cookie Order								
Clear Order								PACKAGES
	Cookie Share 🌍		\$0.00					•
	Toest'lley 📀		\$0.00					•
	Simonas 👔		\$0.00					•
•	Lemprodes 😧		\$4.00					1
	Shortowed 😧		\$4.00					1
	This Minta 💡		\$0.00					0
	Pasnut Butter Patties 🕤		\$0.00					•
	Coromal deLites 😧		\$0.00					•
•	Fearut Butter Sandwich 💡		\$0.00					0
	Ceremal Choosiets Chip 🕢 LIMITED SUPPER may not be available		\$0.00					•
	Totala		\$4.00					2
		WARNING FOR CALIFORNIA RESIDENTS WARNING: Consuming these products can expose you to harm. For more information go to <u>www.PS3Warnings.cs.g</u>	chemicals including acrylamide, which owfood	h are known to the State of California to Order & Pay on Delivery	o cause	cancer and birth defects or other reproductive		

Order and pay now option pops up the credit card payment screen

Dear Cindy,
It's Girl Scout Cookie time! Ready to order your favorite cookies and power unique and amazing experiences for my troop and me ail year long? The Girl Scout Cookie Program allows me to practice leadership the Girl Scout way by running my very own cookie busines. I'll earn money to enhance my Girl Scouting experience and learn essential life skills that will benefit me today and in the future. The best part is 100 percent of the proceeds stays local, so you can feel good about helping your community with every bite.
Help me reach my goal of 1000 packages.
This year, my troop and I are using our cookie earnings to: take a trip to Savannah.
My favorite cookie is Toast-Yay.
You can always select "Cookie Share" and the packages sold will be donated to: Operation Cookie Share.
Thank you for supporting Girl Scouts!
Thank you, Addy

Required fields indicated by * Delivery Details

First Name * Cindy	Home Address * 10000 Greenpond Ln]
LastName* Schafer	Suite/Apt. # City * Huntersville	
ncschafers@gmail.com	State * North Carolina	Zip Code * 28078
Phone Number	Language * Spanish	
Cookie Order	,	

pi kata ankie pogen		f o D
Your order cannot be confirmed until your credit card pa	ayment has been successfully completed. Please enter your credit card information and click Pay Now to complete Total \$12.00	
	Image: Image	Rectangular Snip
	Back Pay Now	

A confirmation page appears when the order is successfully placed



Customer and parent receive order confirmation email



Girl Dashboard shows the order in ordered and paid status (not delivered)

29 Girl Orders							Search	٩
Print Report			New Direct Ship	New Girl Delivery				
Customer	🔻 Order Date	Source	🔻 Туре	▼ Status	T Amount	🔻 Paid	Payment Method	Actions
Cindy Schafer	September 9, 2020	e-card	Girl Delivery	Ordered	\$8.00	Yes	Credit Card	× 1

Upon delivery, the girl edits the order and marks the order as delivered

Caramel Chocolate Chip 😵 LIMITED SUPPLY, may not be available	80.00	0
Totals	\$16.00	4
	Delivery & Payment Details	
Status Ordered Delivered	Paid Yes	Payment Method Credit Card
*This order is paid on 08/24/2020		
	Back Save	

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Please note: If a customer did not pay at time of delivery, a credit card payment can still be taken by selecting **Credit Card** as the payment method. This will prompt a payment screen.

Customer receives confirmation of delivery



Girl's dashboard is updated to show order is in delivered status

29 Girl Orders							Search		٩
Print Report			New Direct Ship	New Girl Delivery					
Customer	Y Order Date	▲▼ Source	🔻 Туре	▼ Status	🔻 Amount	🔻 Paid 🛛 🔻	Payment Method	T A	ctions
Cindy Schafer	September 9, 2020	e-card	Girl Delivery	Delivered	\$8.00	Yes	Credit Card		1

Customer Experience: Social Media Link:

The link can be posted to social media, sent in an email or sent in a text message

Girl Scout Cookies! >			•	Ø
Cindy Schafer (WF)	 Rectangular Sni 5:16 PM (1 minute ago) 	÷ ☆	*	:
https://uataop.abcsmartcookies.com/#/social-link-landing/e59ce93e-e3ad-4e95-8771-idac9fdd9175				
Best, Cindy				
Cirdy Schafer DIRECTOR, DIGITAL EXPERIENCE STRATEGY				
Office: 800-373-4212 Mobile: 908-347-7081				
WESTON TOOPS				
the Reply to Forward				

When the consumer opens the link they will see the choice to place a direct ship order or a girl delivered order. The girl delivery option indicates that parent approval is required.



Complete the delivery information

	Customer Address Cookie S	election Payment Details		
	Enter your del	ivery address		Rectangular Snip
First Name *		Home Address *		
Cindy		10000 Greenpond Ln		
Last Name *		Suite/Apt. #	City *	
Schafer			Huntersville	
Email Name *		State *	·	Zp Code *
cindy.schafer@westonfoods.com		North Carolina		28078
Phone Number				•
(704) 892-0881				
	Ne	ot		

Select cookies desired.

ningen 🥵		Gitt Delivery Onter	
		Enter your cookie details	[8] Averagetic trap [17]
Clear Onlar			TNORAGES
•	Costa Bare 0		
•	from O	**	
•	Leronales ()	8.0	-
•	Portend 0		
•	Restan 0	**	
•	Parut Butter Paties	8.0	-
•	Counted doctors: 💿	8.0	
•	Pearst Batter Sandwish 👔	8.0	•
	-	••	•

The credit card information is validated at this point. The credit card will not be charged until the parent approves the order.





A confirmation page appears when the order is successfully placed

Customer Email Confirmation

Your order request for ourchase. You will rec days and your credit c delivered, you will rece Scouts!	girl delivery has been eive confirmation that ard will be charged at eive a cancellation con	placed and your cred your order has been that time. In the even firmation via email. T	it card authorized for the approved for girl delivery within 5 t that your order cannot be hank you for supporting Girl
Order Details			
Order Number: 550	0209	Order Date:	8/10/2020 5:27:35 PM
Customer De	tails		
First Name:	Cindy		
Last Name:	Schafer		
Email Address:	ncschafers@gn	nail.com	
Delivery Address:	10000 Greenpo 28078	nd Lane , Huntersville	, NC
Phone:	704-892-0881		
Order Summa	ary		
		\$4.00	1
S'mores			
S'mores Lemonades		\$4.00	1