



Please read both sides and refer to it throughout the Cookie Program. This and other Cookie Program resources can be found at www.gsmw.org/juliettescookies.

1. How will GSMW know if my Juliette is participating in the Cookie Program?

Please submit the Juliette Product Program Permission form found at www.gsmw.org/juliettescookies. If you completed one for the 2023 Fall Program, you must submit the form again for the 2024 Cookie Program.

2. Do Juliettes have a Cookie Program training?

Yes! Please join us Thursday January 11th at 6pm for a Cookie Program training for Juliettes. Register at www.gsmw.org/juliettescookies.

3. How do I submit my initial order to GSMW?

Please complete the online Juliette Cookie Program Initial Order Form found at www.gsmw.org/juliettescookies. Do NOT include girl delivery orders as GSMW already has this information. Please submit this form even if you do not collect any orders using the paper order card. **Submit your order no later than Sunday, February 18th.**

4. My Juliette would like to opt out of receiving the cookie rewards, can she do that?

If your Juliette is a Cadette, Senior or Ambassador Girl Scout, she can choose to opt out of the rewards and earn additional \$0.05 in proceeds. Please email customercare@gsmw.org no later than **February 2nd** to opt out your Juliette.

5. Will I receive exactly what I ordered or will my order be rounded up to the next case? How can I sell my extra cookies? Cookies cannot be returned to GSMW and Caregivers are financially responsible for all cookies received.

Each variety will be rounded up to the next case (12 packages per case). Juliettes can hold a booth sale (see FAQ # 11) and you can contact customercare@gsmw.org for other ideas of how to sell your extra cookies.

6. Do I collect money when my customers place an order or when I deliver the cookies? Who should customers make a check out to?

GSMW asks that you collect payment for the cookies when you deliver them to your customer and have checks made out to GSMW. GSMW will not accept customer checks for more than \$200.

7. Will GSMW cover NSF check fees?

GSMW will not cover NSF check fees for checks dated more than **30 days** from the deposit date. Please submit checks frequently to prevent any issue. Please see FAQ #13 on how to submit money to GSMW.

8. Is there a way to accept debit/credit card payments for cookies using a mobile device?

Yes! You will be asked to submit the required information to get started using the Clover Go App with your initial order.

9. I received Donated Cookie Package orders, what do I do?

If you receive orders to donate packages on your paper order card, you will communicate those orders when prompted on the Juliette Cookie Program Initial Order Form. Please do **not** include the donated packages in any of the variety orders. You do not receive your donated packages (paper order card or online orders) in your product delivery. If your Juliette would like to gift her donated packages, you will need to request to pick them up from your closest Cookie Cupboard at the end of the Cookie Program or if you would prefer, your donated packages will be donated by GSMW to multiple organizations throughout both states.

10. Can I get the specialty variety, Caramel Chocolate Chip, after I have placed my initial order?

No! The gluten, allergen free cookie, Caramel Chocolate Chip will not be available in the Cookie Cupboards.

11. When I pick up my cookies why do I need to sign a receipt?

We ask that any time there is a transaction of cookies or money that a receipt is signed. Please keep a copy of your receipts for your records until your balance owed to Council is paid in full.

12. Can Juliettes hold booth sales?

Yes! You can order extra cookies on your initial order and/or get extra cookies from a Cookie Cupboard for your booth sale(s). Please remember that you **cannot** return unsold cookies, please be mindful as to not over order! GSMW asks that Juliette Mentors are registered and background checked. If you would like to sign up for a booth sale with our council partners such as Walmart, Sam's Club, Albertson's/Safeway, please contact the Juliette Coordinator to preview and sign up for these booth times. You can also hold a booth sale at other local businesses with their permission. Once you have established your booth time/location, let the Juliette Coordinator know.

13. If I need more cookies, how do I do that?

You can pick up more cookies from your closest Cookie Cupboard. Please contact the Juliette Coordinator if you need more cookies and she will assist. Please do NOT show up at a Cookie Cupboard without placing your order and scheduling your pick up time in advance. Orders must be made in full cases.

14. When is my cookie money due and how do I submit my cookie money to GSMW?

The Cookie Program ends April 16th and Juliette proceeds are due **by Tuesday April 24th**. Please submit money frequently because GSMW does not cover NSF fees for checks dated more than 30 days.

You can submit the money in one of the following ways and you may submit money as frequently as you choose:

1. **First Interstate Bank deposit:** If you have a First Interstate Bank in your community, please contact the Juliette Coordinator for instructions to make a deposit into the GSMW depository account.
2. **By Mail:** Mail your checks/money orders (do not mail cash) to GSMW, 2303 Grand Ave, Billings, MT 59102 with the Juliette Deposit form included in this packet (also found at www.gsmw.org/juliettescookies). Please mail with a tracking number. You will receive an email from the Juliette Coordinator when GSMW receives it. You can either write a personal check amount or get a money order for the cash amount and mail with your checks or call us (406-252-0488) with a card # for the cash amount.
3. **By phone:** You can call GSMW (406-252-0488) to pay with a card for the amount of cash collected.
4. **In person to the Billings or Great Falls office:** Bring the completed Juliette Deposit form and money to the Billings or Great Falls office Mon – Fri 8:30 am – 5:00 pm.