



### 1. Do I need to give GSMW permission for my Juliette to participate?

Yes! Please complete the [Juliette 2023 Fall Product Program Permission Form](#) found at [www.gsmw.org/juliettesfallprogram](http://www.gsmw.org/juliettesfallprogram) prior to September 29<sup>th</sup>.

### 2. Do Juliettes have a training for the 2023 Fall Program?

Yes! Please join us on Zoom on Monday September 11<sup>th</sup> at 7pm for the 2023 Fall Program Juliette Kickoff. This will be a great opportunity to get your questions answered and get the scoop on everything. Register at [www.gsmw.org/juliettesfallprogram](http://www.gsmw.org/juliettesfallprogram). It will be recorded and posted later at [www.gsmw.org/juliettesfallprogram](http://www.gsmw.org/juliettesfallprogram).

### 3. When and how do I submit my order to GSMW?

You will submit your paper order card(s), reward choices, and order verification to GSMW by completing the online Juliette 2023 Fall Program Order Form found at [www.gsmw.org/juliettesfallprogram](http://www.gsmw.org/juliettesfallprogram). Submit your order no later than **October 22<sup>nd</sup> at 11:59 pm**.

- You will be asked to upload picture(s) of your paper order card, if used, when completing this form.
- Do **not** include any online girl delivery orders as GSMW already has this information.
- Please submit this form even if you do not collect any paper card orders and only participated online to acknowledge your participation and provide delivery and reward information.
- You can enter your paper order card into M2OS but you **must also** use the Juliette Fall Program Order Form so that GSMW receives the information.

### 4. My Juliette is an older girl (Cadette, Senior or Ambassador), does she have to receive the rewards or can she choose to earn an additional 2 % in proceeds? Note: Girls who are K-5 must choose the rewards and receive 15% of their sales.

Yes! If your Juliette is a Cadette, Senior or Ambassador Girl Scout and would prefer to receive an additional 2% in proceeds, please email [customercare@gsmw.org](mailto:customercare@gsmw.org) before September 29<sup>th</sup> so GSMW can make the adjustment necessary to reflect her choice.

### 5. How and when will I receive my product?

Please be on the lookout for an email from Bridget Moore with details regarding your product delivery/pick up. Product will be delivered approximately November 14<sup>th</sup> – 22<sup>nd</sup>. You will receive exactly what you ordered, it will **not** be rounded up to the next case like cookies.

### 6. Can I continue taking orders using the paper order card after October 23<sup>rd</sup>?

No! Once you have submitted your order from the paper order card, please do not continue taking orders that way. You can direct customers to your online platform and Girl Delivery orders will continue until October 26<sup>th</sup> at 11:59 pm and will be included in your delivery. After October 26<sup>th</sup> at 11:59 pm, the shipped option will only be available for customers.

**7. Who should customers make out a check to? Is there a limit a customer can make out a check for?**

Customers should make checks out to GSMW. Please do not accept a check for more than \$200 as GSMW will not reimburse for any fees if the check does not clear.

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

**Yes!** You will be asked to submit the required information on the Juliette 2023 Fall Program Order Form if you would like to use the Clover Go App. Once set up, you will receive an email from GSMW on how to get started using the Clover Go App.

**9. When is my money due and how do I submit it to GSMW?**

The Fall Program ends on November 15<sup>th</sup> and Juliette proceeds are due by **Tuesday December 12<sup>th</sup>**. You can submit the money in one of the following ways and you may submit money as frequently as you choose:

1. **By mail:** Mail your checks/money orders (**do not mail cash**) to GSMW, 2303 Grand Ave, Billings, MT 59102 with the Juliette Program Credit Deposit form included in this packet. **You must mail it with a tracking number.** You will receive an email from Bridget Moore when GSMW receives it. If you have cash, you can either call GSMW with a debit/credit card # for that amount or mail a personal check or money order for the amount of the cash.
2. **First Interstate Bank:** If you have a **First Interstate Bank** in or near your community, you can deposit the money into the GSMW depository account #153974. Please be sure to get a deposit receipt from the bank and submit the [Juliette First Interstate Bank Deposit](#) form within 2 business days.
3. **In person:** You can bring your money into a regional GSMW staff person along with the Juliette Program Credit Deposit form. Please schedule an appointment with your local staff person. There is no need to make an appointment for the Billings office.