



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. I heard that GSMW is partnered with a different bakery, can you tell me more?

GSMW is now partnered with ABC and the core cookies are the same though you will notice that a few of them have different names. With this change, you will be using Smart Cookies for your online orders. Smart Cookies Tech is always open, email them at ABCSmartCookieTech@hearthsidefoods.com or call 1-800-853-3730.

2. How much are cookies this year?

The core varieties will be \$5 and the specialty varieties will be \$6. Juliettes will receive \$0.60/per package in proceeds.

3. 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 2022 Fall Program, you must submit the form again for the 2023 Cookie Program.

4. 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 from Smart Cookies 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 19th.**

5. 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 3rd** to opt out your Juliette.

6. 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?

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

7. 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.

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. If I received Gift of Caring (GOC) orders, how does that work?

If you get any Gift of Caring orders, please submit your GOC order on the Juliette Cookie Program Initial Order Form when prompted. Please do **not** include the GOC orders in any of the variety orders. If your Juliette would like to personally gift these cookies, you will need to request to pick them up from your closest Cookie Cupboard at the end of the Cookie Program and contact the Juliette Coordinator to arrange to receive your Gift of Caring cookies. If you would prefer, your Gift of Caring cookies will be donated with the GSMW Gift of Caring cookies 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). GSMW asks that Juliette Mentors are registered and background checked. If you would like to sign up for a booth sale that has been set up with businesses such as Walmart and Sam's Club, please contact the Juliette Coordinator. To preview the booth times for these businesses, please contact the Juliette Coordinator in early February. You can also hold a booth sale at other 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 your 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.

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 25th**.

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 Program Credit Deposit form included in this packet (also found at www.gsmw.org/juliettescookies). We highly recommend that you send your package with at least a tracking number. You will receive an email from the Juliette Coordinator when GSMW receives it.

15. Where can I find more resources and information?

More resources can be found at www.gsmw.org/juliettescookies or you can email customercare@gsmw.org or call 406-252-0488.