



Juliette Supplement to the Girl Scout Cookie Program

- **Why should my Juliette participate in the Girl Scout Cookie Program?**

The Girl Scout Cookie Program is an amazing way for your Juliette to learn and perfect her entrepreneurship skills! She will be in charge of her own business and learn essential skills such as business ethics, people skills, inventory management, and so much more! These skills come in all shapes and sizes depending on your Juliette's age. While your Juliette is perfecting these skills, she is also earning program credits. She will earn 1 program credit for every box of cookies sold during the program.

- **What do I need to do to participate?**

Both you and your Juliette will need to have an active 2018-2019 Girl Scout Membership and you will need to have a current Background Check on file with GSSNV. Complete a Cookie Training and sign the permission form.

- **How can I get training if my Juliette wants to participate?**

If your Juliette would like to participate in the Girl Scout Cookie Program complete a Cookie Training with your Juliette Liaison and Council can help you get in touch with him or her! The training is for adults only and your Juliette does not need to be present.

- **What does Juliette participation in the Girl Scout Cookie Program look like?**

Juliettes participate in their Service Unit groups with a Juliette Liaison facilitating the girls' sales. Juliettes are able to sell to family and friends via in-person and online through Digital Cookie. For in-depth explanations of the process, please refer to the 2019 Family Cookie Manual.

- **Who is my Juliette Liaison, and how can I get a hold of them?**

Your Juliette Liaison is an amazing volunteer or set of volunteers in your Service Unit that have stepped up to help the Juliettes have an amazing Girl Scout experience in the Girl Scout Cookie Program. Contact GSSNV staff by calling 702-385-3677 or email customerservice@girlscoutsnv.org so we can connect you with your Juliette Liaison.

- **My Service Unit doesn't have a Juliette Liaison, what do I do?**

If your Service Unit doesn't have a Juliette Liaison, as a Juliette parent you can step up and act as the Liaison for the Cookie Program. You would be the point of contact for your Service Unit group and assist your fellow Juliette parents in making sure their girl's program experience is easy and enjoyable! You are also able to team up with another Juliette parent in the Service Unit to share the responsibility. If your Service Unit is unable to get a volunteer to act as the Liaison, the Juliette group will be unable to participate in the current Cookie Program.

- **How do I become a Juliette Liaison?**

If you are interested in becoming a Juliette Liaison, please contact GSSNV and ask to speak with the Membership Department. They will assist you in completing the required online training and getting you set up with your Service Unit Team.

- **How can I place an order?**

In order to place an order for Cookies, you will need to reach out to your Juliette Liaison and communicate what items you are ordering. The Juliette Liaison will be able to place the order through eBudde ordering system.

- **How do I make a deposit for the products my Juliette has sold?**

To make depositing easy for our Juliettes, your Juliette Liaison will provide the Service Unit bank account information. You can locate deposit slips in the bank, please bring your ID with you when you're making deposits at the bank. Please ensure to get a copy of the deposit slip for your Juliette Liaison and one for your records. Don't forget to put your Juliette's name on the deposit slip so the treasurer knows who has made the deposit!

- **How does my Juliette receive her Product Program Rewards?**

The Cookie Program Rewards are delivered directly to your Service Unit Product Manager (SUPM). Once your SUPM has received the rewards, they will set up times for the Juliette Liaison to pick up all the Juliette Rewards. Once your Juliette Liaison has the rewards, they will let you know when they are available for pick up.

- **What is a Program Credit and How can I use them?**

As a Juliette, your Girl Scout will earn Program Credits. She earns 1 program credit for every box of cookies sold. Program Credits are used within the Girl Scout Program only to enjoy all sorts of experiences! Program Credits can be used in the following ways:

- Renewing Girl Scout Membership
- Registering for Council Events – Go to www.girlscoutsnv.org to see all of the upcoming events!
- Registering for ANY Council Sponsored Girl Scout Camp
- In the Council Shop
- Service Unit Events!

- **I am completely lost, who can help me?**

GSSNV works to make the Girl Scout Cookie Program as easy as possible, but questions come up and you may need some extra help! The expert in your Service Unit is first your Juliette Liaison and Service Unit Product Manager (SUPM). They know all the ins and outs of the Cookie Program and are your mentors during the process! If you need additional help you can always reach out to the Product department at the Council office!

- **How can I get a hold of Council?**

Phone: 702-385-3677

Email: Customerservice@girlscoutsnv.org

Address: 2941 E. Harris Ave Las Vegas, NV 89101