

Juliette Coordinator Guide for the Cookie Program



- **Have you ever been a Troop Leader or Troop Cookie Chair?**
 - ◆ If yes, your responsibility is the same. Juliette Coordinators are the Troop Cookie Chair for all Juliette's in your community.
 - ◆ The exception for products is that each Juliette will use their GSUSA ID as their troop # (but still is considered a girl in "your troop").
- Your Community Cookie Chair is your first point of contact.



Your Role

- Communication is the most important responsibility you will have. For Juliette's to succeed in the Product Program they will need your support and guidance throughout the program.
- Attend Troop Cookie Chair training in your Community.
- Keep in regular contact with the CCC to receive an updated weekly list of all new Juliette's in your Community.
- Invite all your registered Juliette's/parents to a (virtual or face to face) training.
- Continually reach out to Juliette parents as they register.
- Have them sign the Parent Permission Wufoo Form online or paper form. Once the Parent Permission Form is signed, then Juliette's can participate in the cookie program. Encourage all Juliette's to participate.
- Monitor Smart Cookies to make sure Juliette's are participating in all the activities.
- Enter their Initial orders, planned orders and their recognitions into the Smart Cookies.
- Transfer Juliette's product in and out of their "troop" in Smart Cookies.
- Transfer product from troop to girl in Smart Cookies.
- Make sure payments are being made by checking Smart Cookies. Council will enter payments as they are received.
- Once Council enters the payments, from the girl into the troop in Smart Cookies enter the girl payments from troop to girl in Smart Cookies.
- Collect paperwork from each Juliette and verify everything is entered correctly into Smart Cookies.
- If the Juliette is a Junior or above ask them if they want to "OPT OUT" and make the selection in Smart Cookies.
- Create each Juliette's recognition in Smart Cookies. Check with the Juliette's if there is a choice that is required.
- Pick up recognitions from the Community Cookie chair.
- Distribute recognitions to each Juliette.
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Juliette Troop Numbers

- Juliette's will use their GSUSA ID # as their troop #.
- Please let your Juliette Parents/Guardians know their GSUSA ID troop # when the Juliette picks up her planned orders from the cupboard.

Training

- All Juliette Product Coordinators must attend the TCC training in their Community.
- All Juliette parents must attend a parent meeting and sign the online Parent Permission Wufoo Form or paper form before their Juliette can sell.
- Ensure all Juliette's get their cookie materials once the parents are trained.

Booths

- Just like Troops, Juliette's have an option to participate in cookie booths.
- You will invite the Juliette(s) parent to the Community Cookie Booth selection meeting.
- Parents can choose booths and/or connect with other Juliette(s) to work at a booth that the community provides.
- **Juliette parents just like troops cannot acquire their own booths.**
- A minimum of two registered and background checked adults and 2 registered girls must be present at each booth. If 2 non-related Juliette's are working at a booth together, there must be 2 non-related adults present at this booth.
- If an adult male is working the booth, there must be 1 other non-related female adult present at this booth.
- No tagalongs allowed.

Smart Cookies

- You will be the Troop Cookie Chair for the Juliette's in your community.
- Juliette Troop/Girl(s) will be uploaded into Smart Cookies only if they have a current 2023 membership.
- You will receive an email for each Juliette Troop in your Community once they are uploaded into Smart Cookies. (<https://abcsmartcookie.com>)
- Juliette/girls will be uploaded into Smart Cookies and will receive an email to set up their online page to set their goals and send emails to their friends and family.
- If a Juliette has not been uploaded, please check with your Community Cookie Chair to see if the Juliette is registered with a current membership.
 - ◆ If yes, Council will be upload the Juliette's a few times a week.
 - ◆ If no, once the girl is registered she will be uploaded in the next scheduled upload.
- Juliette's will only have access to the girl page and not have access to the troop page. It is important for you to update the girls page so the parents can see their progress.
- Juliette's will not be able to submit a planned order or make any payments in Smart Cookies. You will be able to enter a planned order in Smart Cookies for each Juliette if they order by the case.
- Juliette's can choose their recognitions, or Juliette's can opt out of recognitions **only** if they are Juniors and above. If they choose to Opt Out, you will need to Opt them out in Smart Cookies.

Ordering Cookies

- All Juliette orders are handled by the Juliette Coordinator or the Community Cookie Chair **Only**.

Initial Order

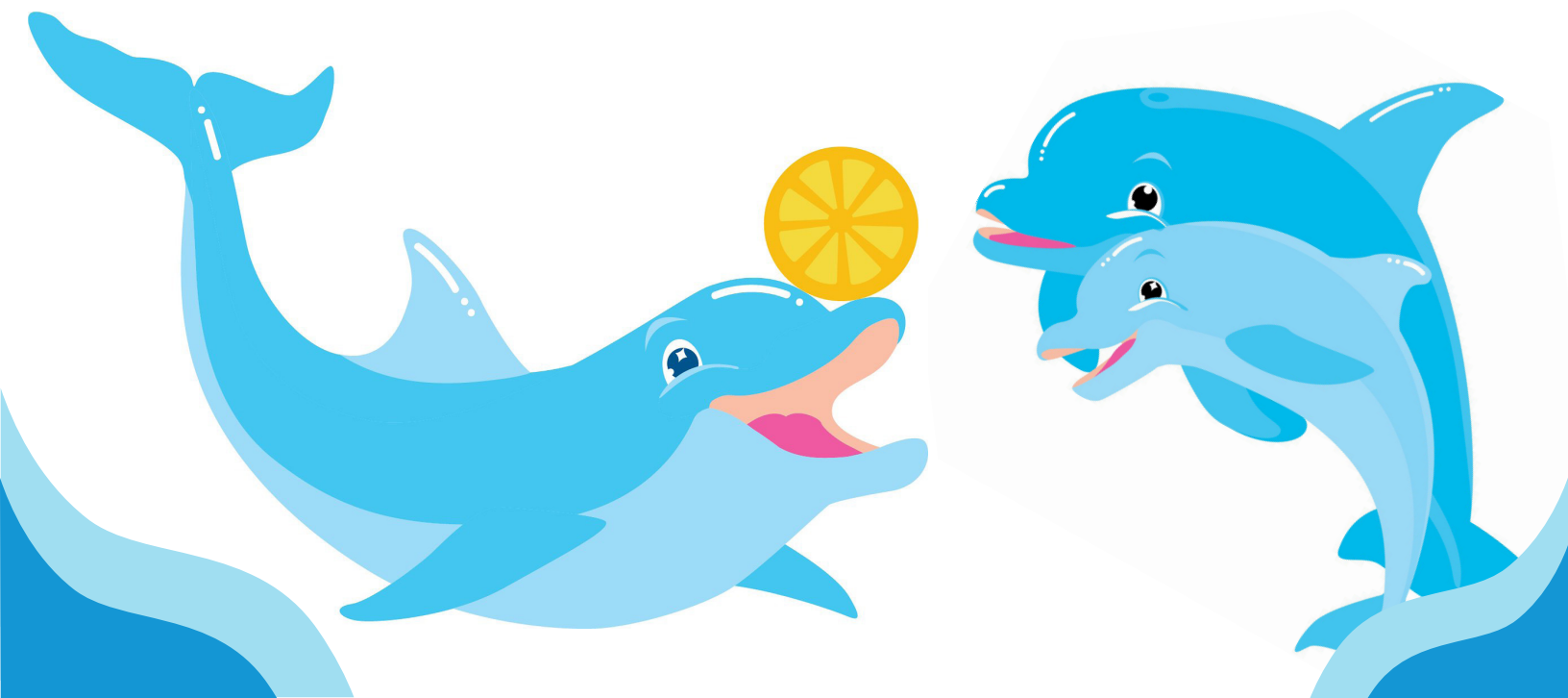
- Juliette's can submit an **initial order** if they are ordering by the **case only**. They will send their initial order along with the time of pick up to you. You will then enter the Initial Order into Smart Cookies.
- Juliette Parents will pick up their Initial order by the **case only**, at the Mega Drop from Central Moving and Storage at 2002 Directors Row, Orlando, FL 32809 at their scheduled time.
- If ordering by the box, Juliette's will **not have an Initial Order**.

Reorders/Planned Orders

- Reorders need to be sent to you each Sunday evening by 8 pm to receive their cookies the following week.
 - ◆ Please send the cupboard locations, days and times each week to your Juliette parents so they will know where and what times they can pick up.
 - ◆ Reorders will need to include the cupboard, location, date and time for that weeks pick up.
- If ordering by the full case, you will enter Juliette reorders as a planned order in Smart Cookies every Sunday before 8 pm.
- If ordering by the box the Juliette will email you their reorder with the cupboard, date and time for that week's pick up.
 - ◆ You will use the reorder form (You received from the Community Cookie Chair) to submit reorders to the cupboard of the Juliettes choice.
 - ◆ This form will need to have the Juliette's Troop number, Juliette's name and time and cupboard location of the pick up.

Cupboard Pick Up

- Just like troops, Juliette's will pick up their re-order or planned order during their **scheduled time** at the cupboard they requested. If there is a line, they will pull up and wait until it is their turn. They will need to count and sign to enable them to pick up their order.



Payments

- Payments need to be made before placing another order.
- As the Juliette Product Coordinator, you will be responsible for checking Smart Cookies to see if the Juliette is making payments. If they are not making payments, do not place the planned order for the Juliette.
- Payments are as follows:
 - ♦ Credit Cards – Contact Millie Gomez mgomez@citrus-gs.org or 407-228-1614
 - ♦ Cash – Contact Chiara Lazarus clazarus@citrus-gs.org or 407-228-1681 or Customer Care (customercare@citrus-gs.org or 407-896-4475).

Final Paperwork

- Set a day and time to review final paperwork. This date should be prior to your deadline to turn into your CCC.
- Verify you have the following forms/papers and check against Smart Cookies for accuracy:
 - ♦ Troop Balance Summary
 - ♦ Parent Permission Forms (if they used a paper form)
 - ♦ Statement of Responsibility (if their first planned order is their Initial Order)
 - ♦ Troop Transfers
 - ♦ Care to Share Form
 - ♦ Buy 5 forms
- You will turn in all Juliette's paperwork into your Community Cookie Chair by their deadline.

Juliette Cookie Program Credits

- All Juliettes are required to pay in full **Juliettes do not keep their proceeds**, instead they earn credits.
- Juliettes may request their credits after their balance is paid in full.
- Credits are non transferable to any troop and cannot be gifted to other Girl Scouts. If a Juliette moves to a traditional troop, she will forfeit her credits.
- Juliettes must have a current, active membership to access credits.

How to use Juliette Credits

- **Membership Renewal** - Credits can be redeemed toward the renewal of the Juliettes membership and the membership of 1 adult per Juliette. Log onto MyGS to process renewals. Please select Program Credits as payment type.
- **Girl Scouts of Citrus Programs** - Credits can be used towards GSC program events. Log onto MyGS to register for the event. Please select Program Credits as payment type.
- **Council Shop/Camp/Community Events** - Credits can also be used towards the above listed items by going to the forms section of the website and filling out the Program Credit Request Form.
- **Travel/Events** - Travel/ Event credits must adhere to Girl Scout related programming. All expenses will be paid directly by the Council to the vendor. Covered expenses would include all pre-approved accommodations, experiences, rental or cost of transportation and prepaid meals for the Juliette/s and 1 chaperone. You must complete the Program Credit Request Form a minimum of 6 weeks prior to your planned activity.

Product Questions

Customers inquiring about their product should contact ABC Customer Service by calling the number on the package of cookies.



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