

## Frequently Asked Questions:

### **Is there a minimum order?**

No, and you are not required to order any extra products to fill cases. We give you exactly what you order!

### **How long can Butter Braid® pastries stay out of a freezer?**

Butter Braid® pastries stay frozen for up to 4 hours after delivery. This allows time for the seller to come pick up the product and deliver immediately or put into their freezers until they can distribute the pastries. We encourage the seller to deliver within one hour of pick up or freeze immediately. Please note this is 4 hours after Stoller delivers the product to your group, not necessarily 4 hours after you pick up.

### **When do I pay and when do I get my profit money?**

You will be collecting the money as you take orders and depositing it into your account. You will pay what you owe Stoller Fundraising at the delivery with **one check from your group**, thus you have your profit available as soon as you deposit the money into your account. You earn a high % profit!

### **Are there any fees or charges?**

The only fee that may occur is a delivery fee if **less than 250 items are ordered**. Please talk to your sales rep to see what other options are available to reduce or waive your delivery fee.

### **Where and how can I get more product?**

The Butter Braid® pastries are offered exclusively through fundraising. You may contact the Stoller Fundraising office (800-939-0322) to see where a group is selling the pastries near you, so you can order through them. By only offering through a fundraiser, it makes the demand high and increases the profits for your group!

### **Can my group sell products online?**

Yes, online ordering is now available to all groups. A group must agree to allow online ordering before the sale has started. Check with your sales rep for the easy step by step process to get online ordering set up. The link can then be shared on your group's website, Facebook, email, text, etc. No log in is required and privacy is provided to protect the sellers.

### **How do I buy items online?**

You can only order online if a direct link has been shared by a group. Items will **not** be shipped to you by Stoller Fundraising. Whoever you buy from is responsible for delivering them to you. You can pay by Apple Pay, Google Pay, and any major credit card.

### **How long does a fundraiser take?**

From the start of your fundraiser to delivery, you should allow 5-6 weeks. You will be taking orders for approximately 2 weeks including 2 weekends. The third week is when you will be collecting the order forms, depositing the money and either mailing the order forms back to us in the office for the free tally service or entering the order into the tally program via the link we emailed you. We then like 1-2 weeks to make sure there won't be any additional orders to come in, process your order, etc. and then deliver.

### **Will the delivery be easy?**

Yes. We offer a FREE warehouse pre-pack for those that order 300 or more items, so the orders will come ready to be distributed after the "pick-up" person double checks to make sure the order was correctly filled. If less than 300 items were ordered, we unload the products and put them in order of how the items are listed on the brochure to make it simple to fill orders. There is a step by step instruction sheet on our website showing how to make this process easy. [Click here to view the instructions](#). The sales rep or the delivery drivers can assist you in getting things organized and provide you with bags to pack orders. It's a good idea to have a few volunteers there to help with packing and/or pick up. The products come in boxes that you can also use to fill the orders. We strive to make this an easy and painless experience!



**STOLLER FUNDRAISING**

800-939-0322/[www.stollerfundraising.com/](http://www.stollerfundraising.com/)

