



Create YOUR Path

2019 Fall Product Program Service Unit Guide



Thank you for volunteering to serve as a Service Unit Fall Product Program Manager. Your efforts are extremely important to the success of the Fall Product Program.

Our council offers this optional program to increase opportunities for girls. Revenues generated from this program create start-up funds for troops, provide services for girls and troops, and develop quality training for adults. Without you, this would not be possible.

Have your questions answered on the spot!

Call 801.265.8472 or email us at info@gsutah.org

**Please remember that you are the first point of contact
for Troop Fall Product Managers for questions and issues.**



Girl Scouts of Utah Council Offices

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American Fork, UT 84003

Ogden

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Ogden, UT 84401

Salt Lake City

445 East 4500 South
Suite 125
Salt Lake City, UT 84107

Thank you!

IMPORTANT NOTE!

Troops cannot add girls in the QSP online system.

This can only be done at the council level. Be sure to verify that all registered girls are listed in QSP Unify prior to when orders are due.

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Why Participate in the Fall Product Program?

The GSU Fall Product Program is an optional council-sponsored program that combines educational activities with money-earning opportunities for troops. The Fall Program is directed toward family and friends—those closest to Girl Scouting, and enables troops to earn start-up funds by selling magazine subscriptions as well as nuts and chocolate.

Five skills girls learn through the program:

-  Goal Setting
-  Decision Making
-  Money Management
-  People Skills
-  Business Ethics

In addition to these important business and life skills, girls will also learn philanthropy through the **Gift of Caring** program.

Benefits for Troops: Earn Funds for Activities

The GSU Fall Product Program is the perfect opportunity for troops to kick-off the Girl Scout year with a fun team-building activity that also generates essential funds to support troop activities. Also, new troops that have no resources in their treasury can quickly earn money to fund uniforms, Journey Books, and Girl's Guide to Girl Scouting books.

Troops retain a full 10% of the purchase price of all Ashdon Farms products as well as 10% of all Magazines and More products purchased through QSP. Plus, girls can earn patches and other fun rewards. Make sure your troop is participating in the NEW Fall Product Program this year!

Dashboard Quick Reference

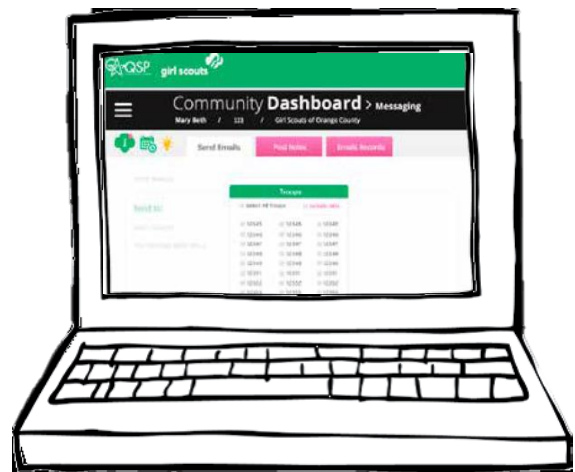
The QSP UNIFY system gives volunteers one site to manage the entire Fall Product Program.

Service Units will be able to message troops, enter delivery site information, easily track troop activity, and quickly pull reports.

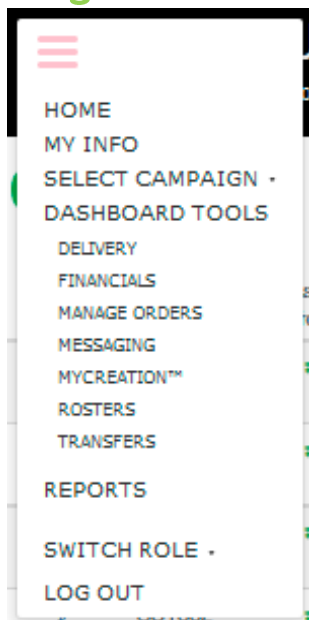
Volunteers can view council troop online trainings, troop guides, and download permission forms!

Volunteers will be able to see all online orders in real-time, view troop rosters, message families, post messages, easily track girl activity, and quickly pull reports.

Volunteers will be able to enter nut & chocolate card orders and select their rewards - saving the troop leader time!



Burger Menu



MY INFO – Location of Service Unit user’s contact details and login information to UNIFY. This is where Service Unit users can change their passwords and update their contact information.

DELIVERY – Ability to edit Delivery Station details based on permissions set by council. Access to view/print girl, troop, and Service Unit product and girl reward delivery tickets. Contact information visible for Delivery Agent for Service Unit.

FINANCIALS – Financial transactions for the troop are recorded. View troop bank information and troop deposits.

MANAGE ORDERS – Add/edit product orders and girl rewards for each of the girls within the Service Unit by the council deadlines. Direct shipped items and girl delivered items (if applicable) are automatically added to each girl’s order.

MESSAGING – Email one or more troops within the Service Unit. Also post notes that appear when the troop user logs into UNIFY.

MYCREATION™ – Service Unit user can build their own MyCreation™ with all categories unlocked and the ability to earn (if applicable) their very own MyPatchCreation™ at the council set level.

ROSTERS – Service Unit Tab – Service Unit user can see all the Service Unit users with accessibility to role designation. Ability to edit Service Unit details and/or assign additional Service Unit users.

ROSTERS – Troop Tab – Service user can see all the troop users with accessibility to role designation. Ability to edit troop details and/or assign additional troop users.

ROSTERS – Girl Tab – Service Unit user can see all the girls within the troops.

TRANSFERS – Service Unit user can transfer products between girls or between girls and the Troop Cupboard (if applicable) before the girl reward order is placed by council. Troop Cupboard to Troop Cupboard transfer of products based on permissions set by council.

REPORTS – Access to Service Unit, troop, and girl level reports.

SWITCH ROLE – Since all Dashboards are accessible from one email address, a user has the ability to switch between Dashboards. If the user has more than one Service Unit or troop, they can change between Service Units and troops under this menu. If the user has one or more girls in Girl Scouting, they can also access the Girl Dashboard(s).



Trefoil Icon – Service Units are able to view Service Unit sales stats, messages from Council Product Manager, view the nut order taker, access council program information, see online council trainings, and view nutritional.



Calendar Icon – Service Units see important upcoming girl, troop, and Service Unit dates/deadlines.

Fall Product Program Dates

Dates below are deadlines set by the council. Some Service Units and troops may choose to change due dates to better accommodate their schedule.

Be sure to set realistic deadlines for orders and money to be submitted. The girls should be given the opportunity to sell for the entire time of the program.

September

Service Unit Fall Product Managers:

- Receive materials via UPS/FedEx to your home
- Train Troop Fall Product Managers (TFPM) with council Product Sales Specialist
- Follow up on those TFPM that did not attend and train them individually as needed
- Secure a site for Service Unit nut & chocolate delivery

Troop Fall Product Managers must:

- Have troop and girls registered for the 2019-2020 membership year
- Attend mandatory training provided by GSU and/or SUFPM and receive program materials
- Train parents and girls and obtain a *Parent/Guardian Permission & Responsibility Agreement Form* for each girl
- Familiarize themselves with UNIFY along with obtaining a login and password from council
- Update troop contact information in UNIFY
- Verify all registered girls are listed in QSP Unify

September 9: 7:00 p.m. - Service Unit Fall Product Manager (SUFPM) Training Webinar

September 10: 7:00 p.m. - Troop Fall Product Manager (TFPM) Training Webinar

September 14: 9:00 a.m. - Troop Fall Product Manager (TFPM) In-Person Training

September 23: Complete Service Unit Fall Product Delivery Site Information

- Name of site
- Physical address (no P.O. boxes) including city, state, and zip code
- Delivery day contact name, phone, and email
- Requested date and time of day for delivery
 - Requests are submitted to delivery agent with every effort to meet each request, however, there is no guarantee that they can accommodate everyone

September 27: Fall Product Program Officially Begins!

- Girls begin taking orders

Fall Product Program Dates...continued

October

October 14: Girls submit to troop and/or online:

- Nut & chocolate orders
- Reward choices (selected online)

October 15: Troop Fall Product Manager must complete the following by 10:00 p.m.

- Enter nut & chocolate order BY GIRL online
- Submit troop nut & chocolate order online
- Once troops have submitted their order online, it is not necessary to submit “paperwork” for nut & chocolate orders
- Troops are automatically locked out of the nut & chocolate ordering portion online once order is submitted
- Troops that have not submitted their order will be locked out of the nut & chocolate ordering portion online at 10:00 p.m.
- Troops will still have access to the report section in UNIFY after 10:00 p.m.

October 16: Service Unit Fall Product Managers reviews by 10:00 p.m. all nut & chocolate orders online

- It is not necessary to submit “paperwork” for nut & chocolate orders to the council
- Make any requested changes/additions to troop orders if necessary
- SUFPMs locked out of online nuts & chocolate ordering at 10:00 p.m.
- SUFPMs will still have access to the reports section in UNIFY after 10:00 p.m.

November

Prior to November 11-14: SUFPM check UNIFY for any updates or changes

- Recruit volunteers to help at delivery
- Print reports for dividing troop orders
- This report has a signature line and is a good way to capture a signature at delivery when troops pick up product

November 11-14: Nut & chocolate items delivered to Service Units

- SUFPMs must double count and verify totals before truck leaves and before dividing out to troops
- TFPMs must double count their order and sign a receipt before leaving with the product
- Nut & chocolate items are ordered to the piece, there should not be any “extra” items leftover
- Notify council of any discrepancies
- Damaged items can be replaced at the Salt Lake City council office
- TFPM promptly disperses product to girls
- TFPMs can print reports from UNIFY for parents to double count their order and sign receipt at troop pick up

Fall Product Program Dates...continued

November 14-24: Girls deliver nut & chocolate items and collect payment for orders

November 24: Fall Product Program ends

November 25: All money due to troops

- Deposit girl money into troop account
- Complete *Troop Financial Discrepancy Report* for parents who still owe money and submit to council by due date

November 27: *ACH Debit Adjustment Forms* and *Troop Financial Discrepancy Reports* due to council by 3:00 p.m.

- After this date the TFPM will be responsible for payment of any outstanding debts owed by parents

December

December 4: ACH withdrawal from all troop accounts

December 9: Rewards begin shipping to SUFPMs

- Check packing slips and notify council immediately with any discrepancies
- Print Recognitions report from UNIFY for each troop
- Divide rewards by troop using Recognitions report
- Do not give rewards to troops who have an outstanding balance due to council. You will receive this information from your GSU Product Sales Specialist
- Have TFPMs check their rewards for accuracy

December/January: TFPMs will receive and give out girl rewards to those with a zero balance using the Recognition report from UNIFY



Training Reminders

Girls and their families must always decide whether or not to participate in the Fall Product Program. Leaders do not make that decision for them!

Encourage troop leaders to appoint parents to help as Troop Fall Product Managers

- This helps take the pressure off the leaders and keeps parents involved

Encourage TFPMs to visit the Fall Product page on the council website www.gsutah.org

Encourage troops to sit down with their girls and set goals

- Have them encourage the girls and their families to set individual goals as well

The Troop Fall Product Manager Guide and Parent Fall Product Guide may help answer their questions after the training

- Review key points from each page; there is no need to read the booklet word for word

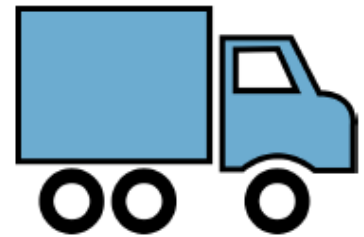
Nut & Chocolate Delivery

As Service Unit Fall Product Manager, you are responsible for securing your Service Unit delivery site.

Excellent delivery site locations are fire stations, National Guard Armories, schools, churches, businesses, and/or warehouses.

If your site has access to an available covered loading dock, it's even better! Even though the business is open, they may have an unused dock or area available.

All products should be picked up the same day so overnight security will not be a factor.



Helpful Hints:

- Planning early helps you select and secure the best possible location for your troops and delivery agent. The people donating their space and time appreciate the advance notice so they can plan accordingly.
- If you choose to use your garage as your delivery site, it must be clean, dry, and free of debris and harmful chemicals and/or odors.

What makes a good delivery site?

- A centrally located area within your Service Unit.
- Streets and parking area must be wide/long enough for a large delivery truck to maneuver without backing into yards or off driveways and with no low hanging power/phone lines.
- The delivery truck and Troop Fall Product Managers need to be able to get close to the entry door for loading and unloading.
- Locations which have a forklift on premises are beneficial and will make your job easier.
- Entry door opens into the room in which items are stacked rather than having to maneuver up and down stairs or through a maze of hallways.
- Room should be large enough to accommodate all the nut & chocolate items, and room enough to separate by troops.
- Try to choose a location that is easily found and central in your Service Unit.

This Year's Product Line Up

\$7.00



Deluxe Pecan Clusters



Dark Chocolate Caramel Caps



Fruit Slices



Chocolate Covered Raisins



Barbeque Flavored Snack Mix



Peanut Butter Bears



Dulce de Leche Owls



Dark Chocolate Mint Penguins



Butter Toasted Peanuts

\$8.00



Thin Mint Almonds



Whole Cashews with Sea Salt

\$10.00

Girl Scout Tin with Mint Treasures



\$12.00

Honey Roasted Mixed Nuts



Dark Chocolate Peppermint Pretzels



Magazines & More



Girl Scout Collectible Candle

Price: \$30

Fragrance: Gourmet Sugar Cookie



Stainless Steel – 10 oz.

Price: \$18

Stainless Steel – 30 & 20 oz.

Price: \$25



Share Kindness Soy Candle Tin

Price: \$20



Tervis Tumblers

Price: \$25



Girl Recognitions

In-Person and Online Nut and Chocolate Orders

# of Items Sold	Recognition Item
15+	“Create Your Path” Patch & Confident Bracelet
25+	Squishy Keychain or Adjustable Headband
30+	Super Seller Patch & Fuzzy Fawn Pouch
35+	Fawn Charm or Liquid Glitter Journal
50+	Small Fawn Plush or Star Marquee Light
75+	Woodland String Lights or Fawn Cross Body Bag
100+	100 Club Patch & Large Fawn Plush or Sequin Pillow
135+	Inflatable Confetti Chair or Fawn Hooded Blanket



Magazines and More Orders

# of Items Sold	Recognition Item
2+	“Leap Ahead” Patch
4+	Mag Super Seller Patch & Leap Ahead Necklace
6+	Small Fawn Plush or Star Marquee Light
12+	Large Fawn Plush or Sequin Pillow



Online Emails

# of Items	Recognition Item
15+ Emails	Online Patch
30+ Emails	2019-2020 Patch
5+ Online Items Sold	Goal Achiever Patch
\$200 in Online Sales	MyPatchCreation Patch
\$375 in Online Sales	Personalized T-Shirt



MyPatchCreation™
Create & Earn Your Own Personalized Patch!

Gift of Caring – donating product through in-person sales or online to the Utah Food Bank

Gift of Caring Donations	Recognition Item
7	Care to Share Patch

With our council-wide Gift of Caring program, Girl Scouts make a difference in our community by thanking those who already make a difference. Girls who sell seven or more items to donate qualify for a special Share patch. Participation means the girls take Gift of Caring orders and collect the money. Delivery of the items to the Utah Food Bank on behalf of the girls who participated is completed by the council.



Product Program Policies & Standards

(Policies uniformly enforced and applicable to all troops/girls – MUST be followed)

1. All volunteers and girls must be registered to participate in any council product programs.
2. All Daisy, Brownie, Junior, Cadette, Senior, and Ambassador Girl Scouts are encouraged to participate in council sponsored product programs.
3. Training is mandatory for all Service Unit Product Sale Managers, Troop Product Sale Managers, and/or Troop Leaders. Training is mandatory for at least one parent/guardian for each girl participating and the Girl Scout herself.
4. Troop Product Sale Managers are responsible for payment of products ordered and/or received by members of their troop (unsold product included). NO PRODUCT MAY BE RETURNED TO THE COUNCIL.
5. A signed *Troop Product Sale Manager Agreement Form* and *ACH Authorization Form* must be on file with the council for any troop participating in product programs. These forms outline the Troop Product Sale Manager's financial responsibility to the council.
6. A troop financial report must be submitted to the council for any troop participating in the product programs.
7. A signed *Parent/Guardian Permission & Responsibility Form* must be on file with the troop for any girl participating in product programs. This form outlines the parent/guardian's financial responsibility to the council. Troops must collect this form before giving order cards and program materials to girls.
8. Misappropriation of funds by any person in a volunteer role could result in reassignment or dismissal. Examples of misappropriation of funds is defined as, but no limited to: product program debt, mishandling of troop/Service Unit funds and/or products, etc.
9. A *Troop Financial Discrepancy Report* for each parent who still owes money, along with proper documentation (signed permission forms, receipts, etc.) must be submitted to council by deadlines set for each program. If proper documentation is not received, then the Troop Product Sale Manager will be held liable for those funds.
10. Any girl, parent, or volunteer who has an outstanding balance from a prior program will not be allowed to participate in any future product programs until the balance including any processing/collection fees are paid. The Troop Product Sale Manager will be issued a list of ineligible persons prior to the start of a program and it will be strictly enforced. If a person questions their placement on the list they must take the matter up with council personnel.
11. Any Troop Product Sale Manager and/or Troop Leader who has an outstanding balance from a prior program will not be allowed to participate in any future product programs until the balance including any processing/collection fees are paid. These troops must designate a different registered volunteer as the Troop Product Sale Manager. The Service Unit Product Sale Manager will be issued a list of ineligible persons prior to the start of the program and it will be strictly enforced. If a person questions their placement on the list they must take the matter up with council personnel.
12. Any person withholding money for any reason from Girl Scouts of Utah, in connection with the sale of any product, is subject to litigation for recovery of all money due and payable, as well as all costs incurred in the collection process.

13. Girl Scouts of Utah does not accept personal checks for any products sold by girls, parents, and/or volunteers. Troop payments are deducted from troop bank accounts via ACH debit.
14. Extenuating circumstances, which will impact a troop or parent's ability to successfully fulfill their responsibilities, should be communicated to council staff promptly. Circumstances that may require special arrangements for payment will be handled on a case-by-case basis. These may include serious illness or death in the family, fire, theft, and auto accidents. They will be required to provide proof and/or documentation in these instances. In the case of theft documented by a police report, the council would expect the loss to be covered by personal insurance and additional time will be allowed to collect from insurance. If not covered by insurance and not properly documented, payment in full is expected by the due date.
15. Any report of a girl, parent, and/or volunteer selling product for more than the official selling price could result in the girl losing all rewards, their ability to participate in future programs, and/or dismissal of volunteer roles. Each report will be dealt with individually. The person observing an incident should complete and submit a *Product Program Complaint Report* (who, when, where, selling price, etc.) to the council in writing with information and means to verify details.
16. Troops and girls may only sell products provided by licensed vendors currently under contract with GSU during the Fall Product and Cookie Programs.
17. A booth sale is a troop activity and requires a parent/guardian permission slip, attendance by a minimum of three girls and two adults (one of whom is a registered member of GSUSA) as designated by the troop leader, and cannot take place prior to council booth start dates. Girls make all the sales, except in cases where volunteers are helping younger girls with money.
18. A troop not participating in the Cookie Program will not receive permission for other money-earning projects.

Social Media and Email Policies & Standards

Consistent with national guidelines, girls may use Facebook, Twitter, Instagram, text messages, IMs, and emails as online marketing tools to market the Girl Scout product programs to friends and family (for clarity, "friends and family" are people whom the girl or her family personally know).

Girls and troops may use private social networking sites (e.g. Facebook, Twitter, Instagram, Pinterest, etc.) to message family and friends about the Fall Product Program and/or Cookie Program. Troops and girls who are at least 13 years old and have parental permission may set up a troop or group social networking site in accordance with the United States Child Online Privacy and Protection Act [COPPA] and the Child Online Protection Act [COPA]. We ask that girls, families, and troops not advertise or post messages or requests on web-based public groups and pages, such as Facebook Yard Sale sites, Marketplace pages, eBay, Angie's List, Craigslist, or KSL. This also includes social media groups that are labeled as "closed" but include members of the general public. This ensures the safety of our girls and adherence to the product program guidelines, as well as the numerous posting guidelines on websites and social media.

The purposes behind the annual product programs are to help girls develop important life skills and to provide them with the means to participate in great learning experiences. Although we sincerely appreciate the support of our Girl Scout families, we want to ensure that the girl is the one making contact with customers and filling their product orders. If a girl is 13 years old or older, she may use her private social networking accounts to reach out to family and friends about the product programs. Girls under age 13 may reach out to family and friends using their guardians' social networking sites.

However, the girl must be the one to send the messages and make contact with potential customers. This helps her to really be a part of the largest girl-led business in the world and it keeps her safe while doing so.

CUSTOMERS

Girls can market to, collect indications of interest, and take orders from customers within their councils' zip codes. EXCEPTION to this zip code rule are family members, friends, former customers, and Digital Cookie sales (see below).

ONLINE SALES

UNIFY and Digital Cookie are the only approved online sales tool available for girls to use when selling (exchanging money online) products. Outside of UNIFY and Digital Cookie, girls cannot setup online sites where products are sold and money is exchanged via the internet. See the guidelines specific to Digital Cookie below.

Girls must sign the Girl Scout Internet Safety Pledge before doing any online activities, and all online activities must be under the supervision of adults.

EMAIL

Girls cannot expose their own or any other girl's email address, physical address, or phone number to the public. When writing email messages or online announcements girls should sign with their first name only along with their troop number, or first name and council name. Girls may also use a group account, monitored by an adult; or an adult's email account, which is supervised by that adult.

ADVERTISING AND AUCTION-TYPE SITE

Girls and adults cannot post messages, requests or advertisements on Facebook Yard Sale groups or pages, eBay, Craigslist, KSL, or any type of classified or auction-type site.

GUIDELINES SPECIFIC TO DIGITAL COOKIE

1. Girls must read and accept the Girl Scout Digital Cookie Pledge before they can participate in Digital Cookie
2. Volunteers must read and accept the Digital Cookie Terms and Conditions for Volunteers before they can participate in Digital Cookie
3. Girls may only post about their participation on Digital Cookie on social media that allows them to restrict access to friends and family (e.g. Facebook)
4. Friends and family of a girl participating in the cookie program must not market or share a girl's contact information, sales links, or sales information on public-facing online sites
5. Parents/guardians must approve the content of a girl's Digital Cookie web page before it goes live
6. For girls under 13 years old, a parent/guardian must manage the girl's web site and be responsible for all content. In other words, girls under 13 are not allowed to post anything to their websites; it must be done by their parent/guardian

Should any online marketing activities be identified as "in violation of guidance," GSUSA or the council reserves the right to intervene and request removal or remove the post.



Product Program Proceeds Standards

- Troops/groups should be financed by troop/group money-earning activities and by a share of money earned through council sponsored product programs.
- Girl Scouts engage in troop budgeting activities that help them to learn money management. The girls are part of the decision making process in determining troop dues, troop money-earning projects, and uses of collective funds. The funds are for Girl Scout activities and are not to be retained by individuals as their property.
- Girl Scouts may not earn money for other organizations. However, girls may contribute a portion of their troop treasury to organizations or projects they consider worthwhile (for example, local or international service organizations or environmental projects).
- Girls should be encouraged to designate a portion of their troop treasury for the annual membership dues of all troop members. This is a sound and efficient practice that enables girls to meet membership dues and lessens the burden to individual members.
- All proceeds earned by the girls through product programs must support Girl Scout program experiences for girls (such as camp, troop/group travel, and program events; but not scholarships or financial credits toward outside organizations). Individual gift cards or individual tickets to external establishments would not be within guidance.
- Example:
 - Accepted: Tickets for a troop/group trip to the zoo
 - Not Accepted: Tickets given to an individual girl or her family to the zoo
- Do not reimburse girls for experiences – travel and event rewards should be Girl Scout hosted and funded. If a girl is unable to attend an event sponsored by the troop/group, she is not to be reimbursed for the funding that would have been spent for her experience.
- Proceeds received by a troop/group are non-transferrable. Girls who leave the troop or leave Girl Scouting are not entitled to proceeds earned while in the troop/group they leave. Proceeds do not follow the girls.
- Proceeds may only be allocated to Girl Scout troops/groups for Girl Scout program activities. Cash-based accounts may not be kept for or distributed to individual girls. Do not track proceeds for individual girls in any pathway – either by council or troop/group.
- All reward events offered by the council are non-transferrable. If a girl is unable to attend an event sponsored by the council, she is not to be reimbursed for the funding that would have been spent for her experience.



Notes

