

# Create YOUR Path

## 2019 Fall Product Program Troop Guide



## Fall Contact Information

SU Fall Program Manager

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Name

Phone

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Email

Girl Scouts of Utah

801-265-8472

info@gsutah.org

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Phone

Email

### ***The Girl Scout Promise***

On my honor, I will try:

To serve God\* and my country,

To help people at all times,

And to live by the Girl Scout Law.

\*Girl Scouts makes no attempt to define or interpret the word "God" in the Girl Scout Promise.

We look to individual member to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own spiritual beliefs for the word "God".

### ***Girl Scouts of the USA Mission***

Girl Scouting builds girls of courage, confidence, and character who make the world a better place.

### ***The Girl Scout Law***

I will do my best to be

honest and fair,

friendly and helpful,

considerate and caring,

courageous and strong, and

responsible for what I say and do,

and to

respect myself and others,

respect authority,

use resources wisely,

make the world a better place, and

be a sister to every Girl Scout.

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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!

Thank you!

# Fall Product Program Dates

Please adhere to the deadlines set by your Service Unit Fall Product Manager (SUFPM) so orders reach your customers as soon as possible and rewards can be shipped on time.

Some troops choose to change due dates for their girls. Be sure to set realistic deadlines for orders and money to be turned in to you. The girls should be given the opportunity to sell throughout the whole program.

## September

- Attend a mandatory training provided by GSU and/or SUFPM and receive program materials
- Have your troop and girls registered for the 2019-2020 Girl Scout membership year. All girls must have a GSUSA ID number to participate
- Train parents/girls and obtain a *Parent/Guardian Permission Form* for each girl
  - \* Collect and keep all signed permission forms on file for the 2020 Cookie Program
  - \* *Parent/Guardian Permission Forms* contain sensitive information. Please keep these in a secure location.
- QSP UNIFY
  - \* Obtain a login and password from council
  - \* Update troop contact information
  - \* Familiarize yourself with the QSP system
  - \* Girls will be uploaded to QSP UNIFY by the council
  - \* Verify all Girl Scouts are listed in UNIFY

September 1: *Troop Product Sale Manager Agreement and ACH Authorization* form due

September 10: 7:00 p.m. - Troop Fall Product Program Training Webinar

September 14: 9:00 a.m. - In-Person Troop Fall Product Program Training

**September 27: Fall Product Program Officially Begins!**

## October

October 13: Last day for order taking

October 14: Nut orders due to Troop Fall Product Manager

October 15: 10:00 p.m. deadline - Troop Fall Product Manager must:

- Enter nut & chocolate order BY GIRL online
- Submit 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 p.m.

# Fall Product Program Dates...continued

## November

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

- Your Service Unit fall product manager will notify you of delivery locations, date, and time
- TFPM promptly disperses product to girls

November 14-24: Girls deliver nut & chocolate items to customers

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 SUFPM

- TFPMs will receive and give out girl rewards to those with a zero balance using the Recognition Report from UNIFY





# 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



Dark Chocolate Peppermint Pretzels

**\$10.00**

Girl Scout Tin with Mint Treasures



**\$12.00**

Honey Roasted Mixed Nuts



## Magazines & More



Girl Scout Collectible Candle

Price: \$30

Fragrance: Gourmet Sugar Cookie

Share Kindness Soy Candle Tin

Price: \$20



Tervis Tumblers

Price: \$25



Stainless Steel – 10 oz.

Price: \$18

Stainless Steel – 30 & 20 oz.

Price: \$25



# Girl Recognitions

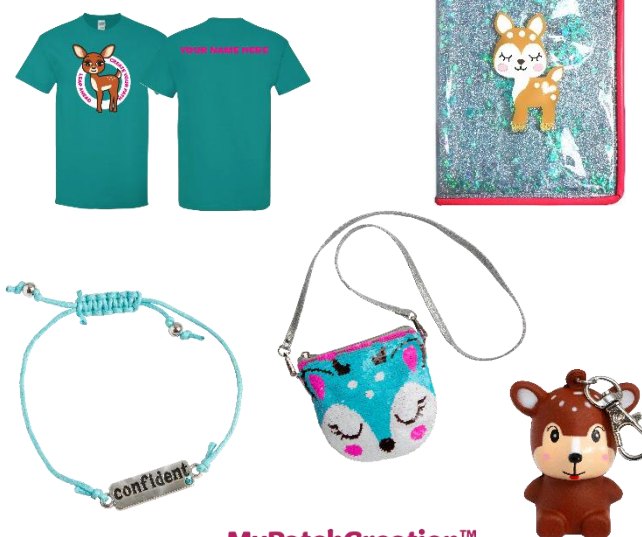
## In-Person and Online Nut and Chocolate Orders

# 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



**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.





## Ways Girls Sell Fall Products

Girls sell Fall Products in multiple ways:

- Nuts and chocolate in-person for delivery (order card)
- Online for shipment (up to 34 nut and chocolate products)
- Online magazine and more orders
- Gift of Caring products may be sold through any of the above avenues



## Online Program

The online program gives Girl Scouts the opportunity to use the internet to send emails to family and friends, inviting them to support their product program efforts by purchasing nuts, chocolates, magazine subscriptions, and more online with links to our secure shopping site.

Through the online store, family and friends can order from a selection of 35 nut and chocolate Girl Scout products, including an exclusive group of Ashdon Farms gift items. Customers may also select from over 800 magazine titles as well.

- Girls will build their own MyPatchCreation avatar! This super fun exercise engages the girl in a new way. Girls earn a patch of their customized creation when they sell \$200 in combined nut and magazine products!
- Customers that choose direct shipment will pay online via credit card, and the products are shipped by Ashdon Farms. With this option, there are no products to handle by troops or girls and no money to collect. Customers have the option of purchasing Gift of Caring online as a stand-alone item
- The Girl Scout manages her online sales at her virtual office. She should send a thank you to her customers in appreciation for their support
- No order entry! All online sales automatically move over to UNIFY so that girls will receive proceeds and rewards for every online order



## How to get started?

GSU will import your troop which sends the Troop Fall Product Manager an email link to log on.

Girls registered by September 20 will be automatically uploaded into the online system. Girls/parents will log onto [www.girlscouts.qspgao.com/utah](http://www.girlscouts.qspgao.com/utah) to set up their online store. UNIFY will track the girls' progress towards rewards in real time and will send the girl/parent an email to let her know how close she is to her goal.

## Social Media Marketing for Girls

Girls can use social networking sites to gather sale commitments from family and friends. Please keep in mind that girls:

- Can market to collect indications of interest from family and friends
- Cannot have customers pay online (such as through a shopping cart function on a website) except through the UNIFY online system. Absolutely no posting on sites such as eBay, Craigslist, KSL, Amazon, NextDoor, etc.

- All social media platforms should always be through accounts set to “private”
- Friends and family or a girl must not market or share a girl’s contact information, sales links, or sales information on public-facing online sites
- Must sign the Girl Scout Internet Safety Pledge (available at [www.gsutah.org](http://www.gsutah.org) on the Resources & Forms page) before doing any online activities, and all online activities must be under the supervision of an adult
- Cannot expose a girl’s email address, physical address, or phone number to the public
- Girl Scouts under 13 can use their parent or guardian’s online sites with their approval and supervision
- Girls over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or the girl’s social media sites

## Troop Pre-selling Checklist

- NEW TROOPS: Open a troop bank account if you or your troop leader have not already done so. GSU policy requires each troop to have a bank account before they can participate in the product programs. Contact Member Support at 801-265-8472 for information on opening a troop account
- All girls who wish to participate must be registered with GSUSA and have a signed *Parent/Guardian Permission & Responsibility Agreement* form turned in and on file with their Troop Leader (form online at [www.gsutah.org](http://www.gsutah.org))
- You must have internet access and an email address to manage your troop in UNIFY and to receive important updates from your SUFPM and GSU throughout the program. See Google, MSN, Yahoo!, or Outlook (Hotmail) to set up a free account
- Submit the following completed forms no later than the due date listed to ensure you receive program materials and UNIFY access prior to the start of the program (found online at [www.gsutah.org](http://www.gsutah.org)):
  - *Troop Fall Product Chair Position & Agreement* (you must include your email address to receive access to UNIFY)
  - *ACH Debit Authorization form*
- Check your email often throughout the program for important updates and critical date reminders from your SUFPM, Product Sales Specialist (PSS) and council. Visit [www.gsutah.org](http://www.gsutah.org) for useful resources and program information. Contact your SUFPM with any additional questions you may have!
- Arrange with troop leader the date, time, and location for training your Girl Scouts and parents/guardians
- Review Safety Activity Checkpoints guidelines on “Council Sponsored Product Programs” at [www.gsutah.org](http://www.gsutah.org)

**We strongly encourage you to review this Troop Guide to become familiar with your role in the Fall Product Program.** Understand your responsibilities ahead of time when you can ask questions and get answers that keep you ahead of due dates.

Fall Products should be easy. With no boothing or cupboards and so many online ordering options, we hope that your selling is robust and fun.

## Materials Checklist

Each Troop Fall Product Manager (TFPM) receives a program packet with the following forms and information:

### For each **REGISTERED GIRL**

- Ashdon Farms Girl Order Card
- Money Envelope
- Family Letter
- QSP Online Flyer
- *Parent/Guardian Permission & Responsibility Agreement*
  - Forms are available online and must be completed and kept on file with the troop leader

### For each **TROOP**

- *Troop Fall Product Manager Position Description & Agreement* (complete and return to GSU)
- *ACH Debit Authorization Form* (complete and return to GSU)
- Fall Product Program in a Nutshell
- 2019 Fall Product Program Troop Guide (this guide, available online)
- Jumbo Envelope
- Receipt Book

Forms are available at [www.gsutah.org](http://www.gsutah.org)

## Parent and Girl Training Checklist

- Host a Fall Program training night for girls and their families. Explain the purpose of the program as a troop opportunity to generate funds to start the Girl Scout year, and hand out program materials
- **Inspire! Encourage! Motivate!** You are the face of the program. How you present the program will have a big effect on the girls' enthusiasm and parent support
- Review the 5 Skills for Girls: Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics. These valuable skills learned at the heart of every product program will last a lifetime!
- Troops and girls should set individual and troop nut, magazine, and Gift of Caring goals. Reinforce how individual sales goals help the troop reach its overall goal and fund troop program activities
- Review all important dates and deadlines. **Meeting due dates is critical to the success of the program;** stress the importance of timeliness with families
- Review Money Handling Procedures. Set clear expectations for conduct and collection of monies due to troop

### **GIRL LED**

When activities are *girl led*, involve *learning by doing*, and *cooperative learning*, girls achieve the desired outcomes of the Girl Scout Leadership Experience.

## Inviting Girls to Participate

Copy the message below and email it to all of the parents/guardians of the girls in your troop:

*"It's time to kick off our troop's Fall Product Program. It's easier than ever to participate online. To get started, go to [www.girlscouts.qspgao.com/utah](http://www.girlscouts.qspgao.com/utah) and follow the simple instructions.*

- 1. Girls create their very own MyPatchCreation avatar and can earn a personalized patch with their MyPatchCreation avatar and their name (or their camp name)*
- 2. Send emails to friends and family and share posts on social media to ask for support*
- 3. Supporters can pay with a credit card (magazines and shipped nut products) and the troop earns money for activities*
- 4. Participating takes as little as 10 minutes and the girls will have so much fun. Thanks in advance for helping our troop!"*

## Planning Your Nut Order

Troops are *not* required to round up their nut order to the nearest case (12 units) in QSP UNIFY. However, we encourage troops to add a small (10%) allowance onto their actual orders. Keep in mind:

1. Customers will want more than they originally ordered. We see it every year, people cannot get enough of their favorites
2. The tins make awesome holiday and party gifts for the upcoming holiday season. They are the perfect gift of appreciation when you attend a holiday house party
3. If you need nine or more of any product (but fewer than 12), we recommend that you round up and take the whole case
4. We recommend rounding up to full cases of 12 cans for the most popular varieties
5. Troops cannot order more products after submitting their order



# UNIFY Online Sales Program

Troops will need to set up online access to UNIFY. This powerful online sales program will power up the girls' fall campaigns and support big goals by marketing their sales via email.

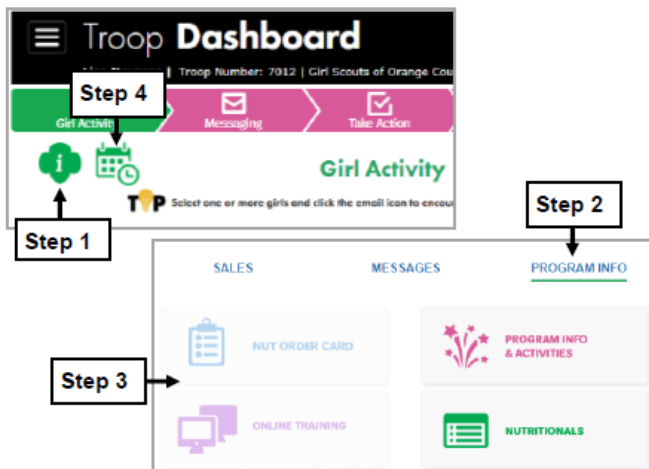
## Accessing UNIFY – September 26 and Beyond

Beginning September 26, a launch email with the link for registering as a volunteer will be sent to you once your Service Unit Product Sales Manager (SUPSM) enters your information into the UNIFY online sales program. Contact your SUPSM if you do not receive an email.



1. Click Go to Troop Dashboard
2. Complete the registration process with your User Name located in the launch email

## To Access Links to Program Information, Training Videos and More



1. Click on the Trefoil Icon
2. Click on Program Info
3. Click on the button for the information needed
  - **Nut Order Card** – electronic version of the girl order card
  - **Program Info & Activities** – access Troop Plan Book and resources
  - **Online Training** – review online videos about UNIFY
  - **Nutritionals** – access product nutritional information
4. Click the Calendar Icon to view important dates

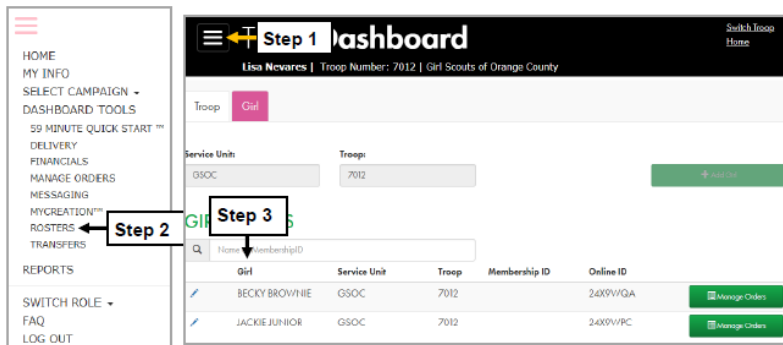
## To Modify Your Information in UNIFY



1. Click on the Burger Menu
2. Click My INFO
3. Update your information
4. Click Save



## To Access Girl Roster in UNIFY



1. Click on the Burger Menu
2. Click Rosters
3. Verify girls on the roster

Girls are invited to email friends and family anywhere in the US to gather support for their troop. Girls will love this site where they will build their own MyPatchCreation avatar, and reach their goals quickly. Girls should send emails right away on September 27, as the Fall Product Program runs through October 13 only.

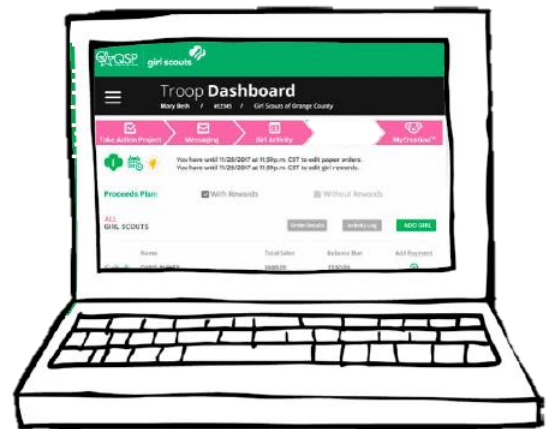
## IMPORTANT NOTE!

### Troops cannot add girls in QSP UNIFY.

This can only be done at the council level.

Call 801-265-8472 for assistance or email us at [info@gsutah.org](mailto:info@gsutah.org).

Be sure to verify that all registered girls are Listed in QSP UNIFY prior to when orders are due



Girls must be registered Girl Scouts for the 2019-2020 membership year to participate.

All girls will be uploaded by the council.

Troops should check UNIFY periodically to verify that all of their registered girls are listed.

### If a girl is not listed in UNIFY, then:

- Verify that a 2019-2020 registration has been submitted to the council
- Send an email to [info@gsutah.org](mailto:info@gsutah.org) noting what girl(s) needs to be added along with the Service Unit name and troop number
- **DO NOT WAIT** until the nut/chocolate orders are due on October 14, 2019 to contact the council

Girls that register with UNIFY will be prompted to link themselves with a troop. They can do this by either choosing from a list sorted by the girl's last name, or searching the list by their last name.

If their last name does not appear, then they can choose from a list of troop numbers.

If their name or troop number is not listed, they will need to contact council to verify one of the following:

- That their membership is up to date and has the correct troop information
- That their email on file is accurate.
- That they have been uploaded into UNIFY

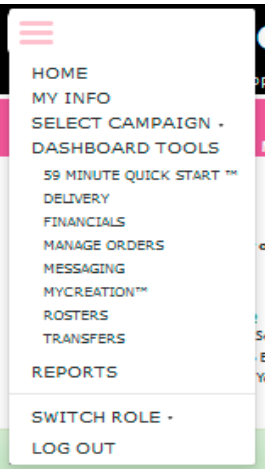
You can contact the council by calling 801-265-8472, or emailing [info@gsutah.org](mailto:info@gsutah.org)

## Dashboard Quick Reference

The UNIFY Troop Dashboard is a simple solution for troop volunteers to manage the Fall Product Program. Troop volunteers have all their tools in a single software to monitor, encourage and support each girl's business experience.

### Burger Menu

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



### 59 MINUTE QUICK START –

Direct access to this amazing troop activity that develops people skills and is proven to help troops increase their year-over-year sales and girl participation

**DELIVERY** – Access to view/print girl and troop product and girl reward

delivery tickets. Contact information visible for Delivery Station Manager for troop product pick-up

**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 troop by the council deadlines. Direct shipped items are automatically added to each girl's order. Manage girl payments to the troop and track each girl's balance due to the troop. Select "with" or "without" girl rewards

**MESSAGING** – Email one or more girls/parents within the troop. Also post notes that appear when the girl user logs into UNIFY

**MYCREATION™** – Troop 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 – Troop Tab

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

**ROSTERS – Girl Tab** – Troop user can see all the girls within the troop

**TRANSFERS** – Troop user can transfer products between girls or between girls and the Troop Cupboard (if applicable) before the girl reward order is placed by council.

**REPORTS** – Access to 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 troop, they can change between troops under this menu. If the user has one or more girls in Girl Scouting, they can also access the Girl Dashboard(s)

**TAKE ACTION PROJECT** – For troops with a Take Action project, identify the icon that best represents the project along with a vision statement and project description. Take Action projects for the entire council are visible on the Take Action Storyboard and a mention of the project is also included in girl emails going to friends and family

**GIRL ACTIVITY**– See how each girl is participating online with visibility of their MyCreation™ avatars, online sales, use of online tools, and online patch earning



**Trefoil Icon** – Troops are able to view troop sale stats, messages from their Service Unit Fall Product Manager, view the nut order taker, access council program information, see online council trainings, and view nutritional information



**Calendar Icon** – Troops see important upcoming girl and troop dates/deadlines

# Place Your Initial Order

## Fall Product Program Begins – Friday, September 27

- ◆ Girls receive launch emails from [GirlScout-sale@gspgao.com](mailto:GirlScout-sale@gspgao.com) with registration information for the UNIFY online system
- ◆ Girls with adult supervision register online and send emails and texts to family and friends using the UNIFY online system
- ◆ Girls with adult supervision take nut, chocolate, and Gift of Caring orders using their order card
- ◆ Remind girls and parents not to collect money except for Gift of Caring donations

## Troop Bank Information Upload into UNIFY Begins – October 1

- ◆ GSU will upload troop banking information (e.g. bank name, routing number, and account number) into the UNIFY online sales system beginning on October 1, 2019

## Troops Process Initial Orders – October 13-15

The only way to GUARANTEE having the product you want is to place an initial order. All orders are entered in the UNIFY online sales program.

- ◆ Remind girls to continue taking orders both online and with their order card through October 13
- ◆ Enter orders for nuts, chocolate, and Gift of Caring in the UNIFY online sales program
- ◆ Submit the nut orders for your troop in the UNIFY online sales program after girl orders have been entered

## To Enter Girl Initial Orders including Gift of Caring in UNIFY

The screenshot shows the 'Troop Dashboard' for Troop Number 7012. At the top, there are tabs for 'Girl Activity', 'Messaging', 'Take Action', and 'Manage Orders'. A box labeled 'Step 1' points to the 'Manage Orders' tab. Below this, there are sections for 'Proceeds Plan' and 'With Rewards'. A box labeled 'Step 2' points to a table with columns: Name, Total Sales, Balance Due, and Payment. The table lists two girls: Becky Brownie and Jackie Junior, both with \$0.00 in sales and balance due.

The screenshot shows the 'Troop Dashboard' for Troop Number 7012. At the top, there are tabs for 'Girl Order' and 'Select Rewards'. A box labeled 'Step 3' points to a table with columns: PRODUCT DESCRIPTION, PRICE, ORDER CARD QUANTITY, and SALES. The table lists four products: A) Deluxe Pecan Clusters, B) Dulce de Leche Chews, C) English Butter Toffee, and D) Peanut Butter Bears, each with a price of \$3.00 and a sales amount of \$0.00.

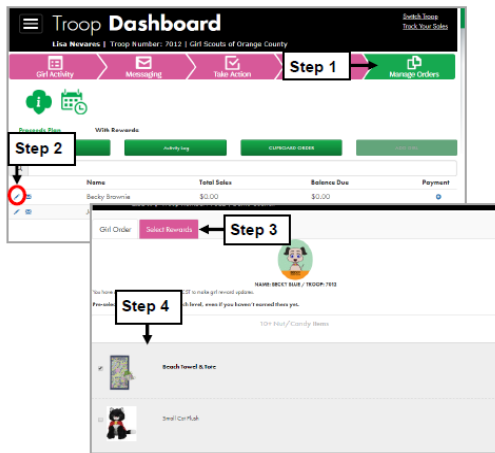
1. Click Manage Orders on the *Troop Dashboard*
2. To access a girl's order form, click the Pencil next to her name
3. Enter the number of items sold in the Order Card Quantity column. Do **NOT** include online sales in this total. Online sales are automatically added to girl totals
4. Click Save and Continue

A pink button with the text 'Save and Continue' and a box labeled 'Step 4' pointing to it.

At the bottom of the screen, you'll see boxes that indicate orders that were placed online and are automatically being calculated in your sales total.

Three boxes at the bottom of the screen: 'ONLINE ORDERS DIRECT SHIPPED' with a green checkmark, 'ONLINE ORDERS GIRL DELIVERED' with a green checkmark, and 'PRODUCT SUMMARY & TRANSFERS' with a green checkmark.

## Selecting Girl Rewards



1. Click Manage Orders on the *Troop Dashboard*
2. To access a girl's order form, click the Pencil next to her name
3. Click the Select Rewards tab
4. Select the rewards for each level where there is a choice using the reward selections the girl made on the Reward Selection form
5. Click Save and Continue

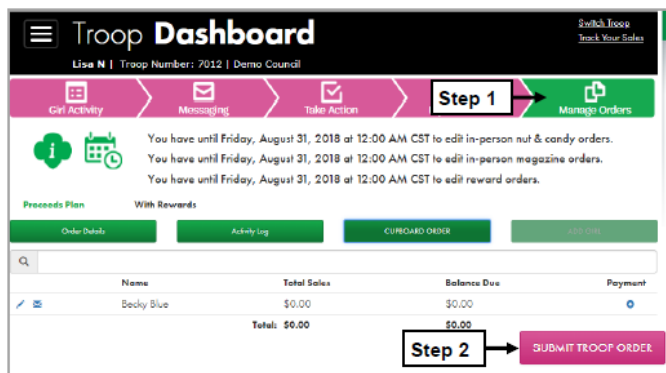
Continue process for each girl who has NOT preselected their girl rewards in UNIFY



## Initial Nut Order Submitted in UNIFY – October 15 by 10:00 p.m.

Troops are encouraged to run the T-2 Nuts/Candy & Magazine report to use when picking up product from their Service Units and for your troop records.

### To Submit Troop's Nut Order



1. Click Manage Orders on the *Troop Dashboard*
2. Click Submit Troop Order once all girl orders have been placed

### To run the T-2 Troop Order-Nuts, Candy, Mags & More report

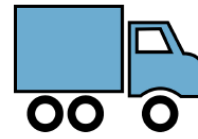


1. Click the Burger Menu icon
2. Click Reports
3. Click View Reports to get the report listing
4. Click the T-2 Troop Order-Nuts, Candy, Mags & More report in the *Troop Reports* section

## What to do next.....

- Pick up your troop's nut order and distribute the products to the girls/parents. Have the parents sign receipts for all products received
- Collect money from girls, receipt, and deposit it in the troop's bank account promptly and frequently, well before the due date

# Nut Order Delivery – November 11-14



## Pick up Troop Initial Order

- ◆ The SUPSM will schedule a date and time for each troop to pick up their product from the Service Unit
- ◆ Carefully check and count the product you receive before signing the receipt
- ◆ The troop is financially responsible for all product received on the signed receipt
- ◆ Take the troop's order directly home. Keep away from direct sun or excessive heat, water leaks, pets, and ensure product is not placed on floor of garage

## Guidelines for a Successful Troop Pick-up

1. Wear flat, comfortable, closed toe shoes with traction, and dress accordingly, as you may get a little dirty
2. Please be patient, flexible, and ready to help out others if needed. Everyone working at the distribution site are all volunteers like you
3. **Count, count, count** and verify before you sign for anything, especially since items may not be in full cases. Take a print-out of your order with you to be sure you are getting the correct number of cases and cans. Remember, you are responsible for whatever product you sign for. No exceptions!
4. Do not separate girl orders at the delivery station. Delivery is too congested a place to do this well. Wait until you take all product to another staging area (i.e. home)
5. Once home, separate girl orders before notifying families that product is in
6. Receipts are to be used for all transactions (both product and money)
7. When parents/guardians pick up product, have them count, confirm totals, and sign for all product received. **KEEP ALL SIGNED RECEIPTS.** They are your only proof of your inventory should there be any discrepancies
8. Do not store product in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place. Remember, you are responsible for this product
9. If you plan to have extra product on hand for more sales opportunities, please be sure to store it properly
10. Melted chocolate is NOT considered damaged. All chocolate items are shipped to us with refrigeration. **Anything that is melted is considered to be the result of improper handling by troops or consumers and will not be exchanged**

## Distribute Orders to Girls

- ◆ Sort each girl's order prior to pick up
- ◆ Fill in money envelope for each girl
- ◆ Distribute product to the girls with their money envelopes
- ◆ Have parents and girls count and sign for their product. Use receipts for all transactions
- ◆ Give parent the yellow copy of signed receipt and save the white (original) copy with troop records
- ◆ Instruct girls to deliver orders and collect money immediately. Remind them to deliver all items ordered
- ◆ Remind girls and parents to turn money in as quickly as possible. Emphasize the date that final payment is due (November 25)

Instruct the girls to notify you at once if a customer has moved or refuses to accept the items ordered. Everyone in the troop can help sell those items. Since the nuts are part of the troop's order, they are a troop responsibility.



# Money Handling Procedures



This is a financial literacy program. That means GSU tries to instill good business ethics in girls and volunteers by determining best practices. All policies are for the common good of everyone. Please be sure everyone, especially parents, understands the business part of the Fall Product Program.

## Credit Limit Guideline

As troops are responsible for all product signed for, GSU recommends using caution in how much product you distribute to a parent before collecting money. Until you are comfortable with a parent's payment patterns, a best practice is to limit liability to \$300. Some troops disregard money handling procedures whereas they only collect funds from girls/ parents at the end of the program. Troops must be proactive and collect funds from girls throughout the program, and before distributing additional product.

## Girls' Monies

1. All participating girls must be registered with GSUSA and have a *Parent/Guardian Permission and Responsibility Agreement* on file with their troop in order to participate
2. For the order card portion of the program, payment is collected **only when girls deliver product**. Likewise, product should not be delivered without receiving payment in full
3. For Gift of Caring product orders, payment is accepted immediately
4. GSU advises that troops determine the largest check amount they are willing to accept, keeping in mind that any check could bounce. GSU also advises that nothing larger than a \$20 bill be accepted in order to limit the passing of counterfeit bills
5. Girls may accept cash and/or checks made payable to "Girl Scout Troop XXXXX" as payment for product. Girls should accept only preprinted checks with issuer's address. It is required that girls record the telephone number of the issuer on the face of the check. The driver's license number is recommended, if possible. GSU cautions against accepting out-of-state checks or checks for more than the TFPM's determined limit
6. Credit/debit cards may only be used when the troop has a smart phone card swiper that is directly connected to the troop bank account. Troops are responsible for paying any fees associated with credit cards
7. Fall Product Program funds should be collected from girls and safeguarded by parents immediately. Council encourages girls to write their first name on checks to help identify payments and to keep the troop's bookkeeping organized
8. Fall Product Program funds should be submitted for deposit to the troop treasurer, in their original form (i.e. cash and checks from customers), promptly and frequently. Parents must never deposit program funds into their personal bank accounts
9. Troops should receipt every transaction (e.g. product given / money received)
10. Both parents and the troop should have copies of signed receipts for clarity and reconciliation

## Entering Payments into UNIFY

**Troop Dashboard**  
Lisa N | Troop Number: 7012 | Demo Council

Switch Troop  
Track Your Sales

Girl Activity Messaging Take Action MyCreation™ **Manage Orders**

You have until Saturday, May 12, 2018 at 12:00 AM CST to edit in-person nut & candy orders.  
You have until Wednesday, May 16, 2018 at 12:00 AM CST to edit in-person m...  
You have until Monday, May 21, 2018 at 8:30 PM CST to edit reward orders.

**Step 1**

Proceeds Plan With Rewards

Order Details Activity Log CUPBOARD ORDER **ADD**

**Step 2**

Name	Total Sales	Balance Due	Payment
Becky Brownie	\$0.00	\$0.00	
<b>Total:</b>	<b>\$0.00</b>	<b>\$0.00</b>	

### To Enter Girl Payments in UNIFY

1. Click Manage Orders on the *Troop Dashboard*
2. Click the blue button under *Payment*
3. Enter transaction information
4. Click Save

**Girl Payment**

Troop: 7012 Girl: Becky Brownie

Transaction Date: 05/02/2018 Amount: 100.00

Memo:

Transaction Date Amount Memo

Payment may take up to 15 minutes to be applied.

**Step 4** → Save Cancel

## Editing Girl Payments in UNIFY

**Troop Dashboard**  
Lisa N | Troop Number: 7012 | Demo Council

Switch Troop  
Track Your Sales

Girl Activity Messaging Take Action MyCreation™ **Manage Orders**

You have until Saturday, May 12, 2018 at 12:00 AM CST to edit in-person nut & candy orders.  
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You have until Monday, May 21, 2018 at 8:30 PM CST to edit reward orders.

**Step 1**

Proceeds Plan With Rewards

Order Details Activity Log CUPBOARD ORDER **ADD**

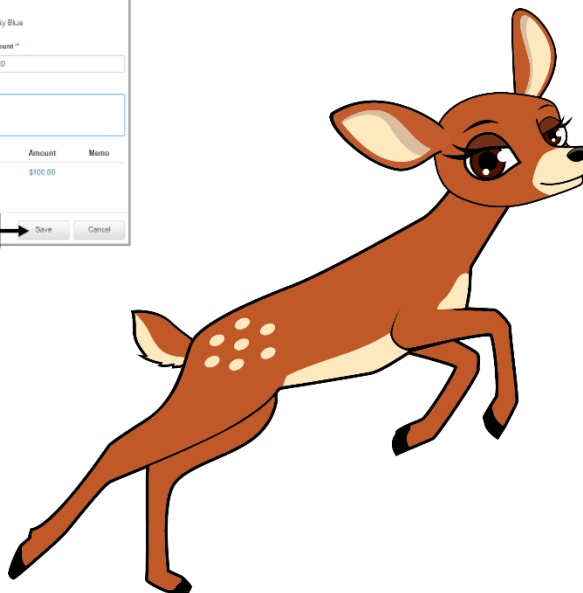
**Step 2**

**Step 3**

**Step 4**

**Step 5**

1. Click Manage Orders on the *Troop Dashboard*
2. Click the blue button under *Payment*
3. Click the Pencil next to the transaction to be updated
4. Update the information
5. Click Save



## Troops' Monies

All council proceeds will be collected from troops via ACH (Automatic Clearing House) debit. ACH is a nationwide electronic funds transfer network which enables banks to distribute electronic charges (debits) to bank accounts and to settle such entries.

1. All troops will submit an *ACH Debit Authorization and Troop Product Sales Manager Position Description & Agreement*
2. Troops will deposit all Fall Product Program funds into their troop bank accounts promptly and frequently, and in time for funds to be available on the debit date
3. Troops with payments due to council that are still unresolved by the time the cookie initial order is due will forfeit all Fall Product Program girl and troop rewards, and they will not be able to participate in the 2020 Cookie Program
4. Council will upload the troop's payment into the UNIFY online sales program after the bank has completed the ACH debits

## Critical Dates and ACH Debit Schedule

Beginning Wednesday, December 4, 2019, council will automatically withdraw the amount owed from each troop's account.

1. Make final deposit into troop account by November 25 for the funds to be available for the ACH debit
2. The full balance of council proceeds will be debited from troop accounts beginning Wednesday, December 4, 2019
3. Additional ACH debits will occur to accommodate missed troops, troops with collection issues, and ACH returns, etc. Council reserves the right to process additional ACH debits without the troop's express knowledge
4. ACH debits will continue until all council proceeds have been collected. Delinquency may require certified checks, subject to the PSM's discretion
5. Troops will not be allowed to participate in the 2020 Cookie Program if financial obligations are not complete by published due dates

## ACH Adjustments, Failures, and NSF fees

- Troops should be well aware of their payment obligation to GSU, both how much they owe and when it is due
- Troops are responsible for all bank fees charged to GSU due to NSF, account closed, or other preventable default. There could be a fee in these instances
- If the troop does not have sufficient funds, they are obligated to submit a *Request for Debit Adjustment Form* to GSU by November 29 to pay what they can and define an agreed upon payment plan



# Returned Checks & Collection Issues

## Returned Checks

GSU will make whole a troop who receives a returned check for the purchase of Fall Program Products and, for Wells Fargo accounts, reimburse any fees the troops may incur when depositing such checks.

- ◆ Should a check not be honored (e.g. non-sufficient funds, account closed, etc.), troops should work with the check's maker, if known to the troop. Usually these can be easily re-deposited.
- ◆ If assistance is needed from GSU, complete a Troop Financial Discrepancy Report and submit to council with the original or bank "legal copy" to GSU by the set deadline
- ◆ Time is of the essence as it relates to returned checks
- ◆ At the conclusion of the program, GSU will reimburse returned checks to the troop's bank account through ACH

## Parent/Guardian Collection Issues

1. Troops must ensure that all participating girls are registered with GSUSA and keep a signed *Parent/Guardian Permission & Responsibility Agreement* on file
2. Should payment concerns arise with a parent/guardian in the troop, Troop Leaders/ Troop Fall Product Managers are asked to document the situation and first try to resolve the issues within their own troop
3. If the matter has not been rectified by the end of the program, Troop Leaders/Fall Product Managers must complete the *Troop Financial Discrepancy Report* and return to GSU, along with the original signed *Parent/Guardian Permission & Responsibility Agreement Form*, no later than November 27, 2019. The *Troop Financial Discrepancy Report* must contain all pertinent information and detailed documentation of collection attempts (e.g. signed receipts for product/payments, girl order card, emails, dates when parent was called for repayment, etc.)
4. It becomes progressively more difficult to collect as time is allowed to pass. Do not wait to submit your *Troop Financial Discrepancy Report*
5. Council will ACH funds to the troop's account to cover the outstanding debt and will work directly with those parents to ensure outstanding debt is paid, so the troop can enjoy the full proceeds and incentives due from the program

## Crisis Management

In the food industry, product complaints are not unusual. Councils and GSUSA expect a certain number of product complaints every year. These include, for example, reports that the product does not taste right or was found damaged when the package or can was opened. Occasionally, there are reports of foreign objects in the product. Containment - confining a difficult incident to the situation and the locale in which it took place - is the key to the successful resolution of product complaints.

Immediately notify your Service Unit Fall Product Manager of any irregularities with the product or other situation to ascertain a course of action - whether an exchange of product or a refund is appropriate. Any and all media contact must be handled by GSU. Do not respond to media questions or inquiries, but simply refer them back to council.

Contact Member Support at 801-265-8472 for guidance as needed.

Incidents must be reported in writing, even if you have talked to GSU.  
Please find the Incident form on GSU's website at [www.gsutah.org](http://www.gsutah.org).

## Wrap-up the Program – November 25

- ◆ Online sales data will automatically populate UNIFY. For nut orders that were shipped to the customer, there is nothing to do here except watch the sales and troop proceeds roll in
- ◆ Make sure all Gift of Caring donations have been recorded and allocated to girls so they will receive credit
- ◆ Verify that all nut products ordered and delivered to the troop have been completely allocated to a girl. You cannot opt out of fall rewards so every item needs to be allocated to a girl. There is no “Submit” button. You are finished when all units are allocated to the girls
- ◆ In the event of an NSF check, make every attempt to contact the issuer and collect payment. If you are unsuccessful, forward the original or bank copy of any NSF (non-sufficient funds) with the *Troop Finance Discrepancy Report* to GSU by due date for collection attempt
- ◆ All money should be deposited into the troop bank account promptly and frequently, in time for the funds to become available for the ACH debit
- ◆ Submit a *Debit Adjustment Request* form to GSU if the ACH debit cannot be processed for any reason on the due date. Bank fees are charged back to the troop. Don't spend your nut proceeds on a bank fee!
- ◆ If you have a parent with money outstanding to the troop, DO NOT WAIT! Make sure you turn in the *Troop Financial Discrepancy Report* to council by the due date. Troop leaders should be great troop leaders and not a collection agency. We want you focused on the girls' troop experience and not diverted by a negative situation. Let us help you
- ◆ Girl rewards for your troop will be distributed by your Service Unit in December. Please pick up and distribute promptly! Rewards not picked up by March 1 will be forfeited
- ◆ Celebrate your girls' successes. Learn from your planning, and start the conversation about setting girl and troop goals for the 2020 Cookie Program





# 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.

