



*Bravely
be you*

2020 Troop Fall Product Program Guide



Fall Contact Information

Service Unit Fall Program Manager (SUFPM)

Name

Phone

Email

Girl Scouts of Utah

801-716-5125

cookies@gsutah.org

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 work "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.

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

People Skills

Decision Making

Business Ethics

Money Management

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 15% of the purchase price of all Ashdon Farms products as well as 15% of all Magazines. Plus, girls can earn patches and other fun rewards. Make sure your troop is participating in the Fall Product Program this year!



Thank you!

Fall Product Program Dates

August 15	Service Units submit <i>Service Unit Product Sales Manager Agreement Form</i>
September 1	Troops must submit <i>Troop Fall Product Manager Agreement Form</i> and <i>ACH Debit Authorization</i>
September	Attend a Service Unit Fall Product Manager (SUFPM) Training Webinar
September	Attend a Troop Fall Product Manager (TFPM) Training Webinar
September TBD	Service Unit and Troop Fall Product Manager (TFPM) In-Person Training
September 25	Order taking begins for nuts, candy, and magazines
October 11	Order taking ends (order card) Parent/Guardian nut orders due in M2OS
October 13	TFPM to enter and finalize nut orders in the M2OS by 8 p.m.
October 14	SUFPM to finalize orders by 8 p.m.
November 11-14	Nut & candy items delivery to Service Units and distribution to troops (dates/locations vary)
November 14-24	Girls deliver nut & candy items to customers
November 24	Fall Product Program ends
November 25	All money due to troops Deposit money into troop account
November 25	Last day for girls and TFPM to enter rewards
December 4	ACH withdrawal from all troop accounts
January 4	Rewards begin shipping to Service Unit Fall Product Managers

Ways Girls Sell Fall Products

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



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 the Senior Finance Specialist at 801-716-5129 or email finance@gsutah.org for information on opening a troop account
- Submit the following completed forms by the due date listed to ensure you receive program materials and M2OS access prior to the start of the program (found online at www.gsutah.org):
 - *Troop Fall Product Manager Agreement*
 - *ACH Debit Authorization form*
- Attend a Troop Fall Product Manager training
- Arrange with troop leader a time to train your Girl Scouts and parents/guardians
- All girls who wish to participate must be registered with GSUSA, cannot have any debt owed to council 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)
- Review Safety Activity Checkpoints guidelines on “Council Sponsored Product Programs” at www.gsutah.org
- Contact your SUFPM with any additional questions you may have

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
- Fall Program Flyer
- Parent/Guardian Permission & Responsibility Agreement

For each TROOP

- Fall Product Program in a Nutshell
- 2020 Fall Product Program Troop Guide (this guide, available online)
- Jumbo Envelope
- Receipt Book

Troop Fall Product Sale – September 25

Volunteer M2OS Access

Volunteers will receive an email invitation from M2 that explains how to access the site and get started. If you have not received an email invitation to access the M2OS site by September 19, 2020 please visit www.gsnutsandmags.com/admin and select “Forgot Password”. If you need further assistance, please contact your SUFPM or M2 Customer Service.

Your access email will prompt you to create a password to access your M2OS Volunteer account.

Watch a short system training video, enter a mailing address, create your Avatar, and send access emails to the participants in your Troop.

You will be able to see a list of pre-uploaded girls. Any girl not pre-loaded can simply register once the sale begins at www.gsnutsandmags.com/gsu. They will then be added automatically to your Troop roster.

Girls can launch their accounts on September 25, 2020. Please note that the system will not accept any early participant activity. Girls must wait until the launch date.

Participants can enter their own paper orders into their accounts through October 11, 2020. If they do not enter their orders, you will need to do so through your Volunteer account. Leaders cannot enter orders until after the cutoff for girls. Do NOT enter online girl-delivered products. Only enter product from the girl Paper Order Card.

All product is automatically submitted for fulfillment. There is no “submit” button! TFPM will finalize nut orders in M2OS by 8 p.m. on October 13, 2020.

Gift of Caring

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

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
- 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
- Receipts are to be used for all transactions (both product and money)
- 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
- If you plan to have extra product on hand for more sales opportunities, please be sure to store it properly
- 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

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

- 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. Both parents and the troop should have copies of signed receipts for clarity and reconciliation

Rewards

Girls must make their rewards selections online by November 25, 2020.

- If a girl does not make her selections, you may do so through the Troop account until November 25, 2020.
- Reward deliveries will be coordinated with your SUFPM in a similar fashion as products.

Girl Deliveries

Troops should make sure their girls coordinate delivery of product with their customers. Happy customers equal return customers!

- Girls will receive an online report of orders with email addresses and phone numbers of their customers
- Participants may contact customer service for additional customer information if necessary for delivery
- 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.



Troop Finances

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.

- All troops will submit an *ACH Debit Authorization and Troop Product Sales Manager Position Description & Agreement*
- 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
- Troops with payments due to council that are still unresolved will not be able to participate in the 2021 Cookie Program

ACH Debit

The full balance of council proceeds will be debited from troop accounts beginning **Wednesday, December 4, 2020**

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

Troops will not be allowed to participate in the 2021 Cookie Program if there is a balance owed to council.

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, scan the front and back of the check and email to finance@gsutah.org.

Parent/Guardian Collection Issues

- 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
- If the matter has not been rectified by the end of the program, Troop Leaders/Fall Product Managers must scan and email all receipts, along with the original signed *Parent/Guardian Permission & Responsibility Agreement Form*, no later than November 25, 2020. Please include the balance owed. Council will begin the collections process.

- 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

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 M2OS 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 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

FAQs:

Q: My girls are attempting to register and a “Campaign is Currently Unavailable” message.

A: Girls cannot begin online account registration until the sale launch date.

Q: I entered the email addresses to send access notifications to the girls in my Troop, but they haven’t sent, it says “Queued for Sending”.

A: Access emails will not be sent to the participants until the launch date of the sale.

Q: I am a Volunteer and have a daughter participating. Can I use the same email address for my Volunteer and Girl accounts?

A: Yes! You will be notified upon login as to which account you are signing on to.

Q: One of my girls received an online girl-delivered order that the family is unable to deliver. How do I remove it?

A: The parent/guardian (or customer) will need to contact M2 Customer Service to have the order cancelled and removed

For questions regarding specific Utah Council-related details, contact GSU Customer Care. For questions regarding M2OS or other general sales questions, contact M2 Customer Support.

Girl Scouts of Utah

cookies@gsutah.org

801-716-5125

M2 Customer Service

questions@gsnutsandmags.com

800-372-8520