

2015 Fall Product Program

Troop Guide



**October 2
to
November 8**

Fall Contact Information

SU Fall Program Chair

Name

Phone

Email

SU Delivery Chair

Name

Phone

Email

SU Rewards Chair

Name

Phone

Email

Product Sales Manager

Name

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 members 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."*

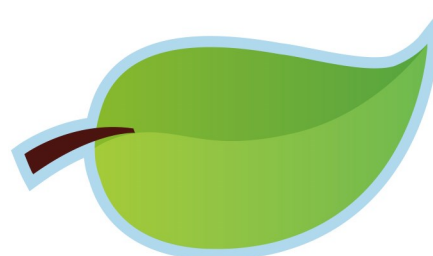
The Girl Scout Law

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.

Girl Scouts of the USA Mission

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

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Welcome!

Dear Troop Fall Product Chair,

Thank you for volunteering to make the 2015 GSGLA Fall Product Program a fun and rewarding experience for your Girl Scouts. It is an important learning opportunity that teaches girls valuable life skills. By managing this program for your troop, girls will exercise the 5 Skills at the core of all product sales programs. We view the Fall Product Program as a Troop Opportunity Sale (or a Learn & Earn) where all troops can earn funds that will support troop activities until the Cookie Program arrives. Also, new troops with no resources in their treasury can quickly earn money to fund their needed uniforms or Journeys and Girl Guides to Girl Scouting.

This year we have a new product, Sweet 'n' Crunchy Trail Mix, at a new price point, \$10. We are also offering a customizable giraffe patch for girls who sell \$175 in magazine subscriptions. In addition, girls are able to earn a custom avatar patch from our eNuts+ site for selling \$175 in nut products.

This guide is designed to assist you as the Troop Fall Product Chair with all aspects of the Fall Product Program - from timelines, product information and checklists to Gift of Caring and the GSGLA guidelines for money management. Look here for all of the important information you will need to have a successful Fall Product Program! Your Service Unit Fall Product Chair and council staff are here to assist, offer guidance and support, answer questions, and help you every step of the way. Reach out for assistance when you need it, and don't go nuts!

Sincerely,

Your Council Product Sales Team

Alisa Abrenica, Woodland Hills & Marina Service Centers
Erlinda Frederick, Long Beach & Marina Service Centers
Cheri Holland, Palmdale & Santa Clarita Service Centers
Tamar Igoyan, Arcadia Service Center
Stephanie Sollow, Montclair Service Center

David Corey, Director, Headquarters



August

- ☐ August 15–September 26: Troop Fall Product Chairs (TFPC) attend their Service Unit's training

September

- ☐ Early September: Plan a troop meeting to set goals with girls, train parents on their responsibilities
- ☐ September 25: Deadline to submit ACH Debit Authorization form, voided troop check and Troop Fall Product Chair Position Description & Agreement due to Service Unit Fall Product Chair (SUFPC).

October

- ☐ October 2: Troops receive access to Trophy Nut Order System (TNOS). Troops should verify access immediately. Visit www.girlscoutsla.org to view/print TNOS/eNuts+ manual. Enter bank account information in TNOS.
- ☐ **October 2: Order taking begins for nuts and magazines.** Send parents email to remind them to go to www.gsnutsandchocolates.com/gsgla to start their online sales campaign.
- ☐ **October 16: eNuts+ "Order Promises" for girl delivery cut off at 9 PM.**
- ☐ **October 16: Nut orders due to troop. Parents enter orders in TNOS/eNuts+ and turn in the order card to the TFPC.**
- ☐ **October 17–18: TFPC to enter/review Nut Order quantities into TNOS/eNuts+ by 9 PM on October 18.**
- ☐ **October 30 – November 1: Trophy Nut order delivery to Service Units and distribution to troops** (dates/locations vary).

November

- ☐ November 1–8: Sales via Walk-about & Lemonade Stands.
- ☐ **November 8: Fall Product Program Ends.**
- ☐ November 9: Parents and TFPCs receive QSP Girl's Online Sales Report via email from QSP. **NEW—council will import this data for you.**
- ☐ **November 13:** Final due date to enter GOC, allocations, and verify that troop-to-troop transfers are completed. **Due into TNOS/eNuts+ no later than 9 PM.** Submit QSP Girl's Online Sales Report to SUFPC. (Note: Troop-to-troop transfers are completed by your SUFPC. Plan accordingly!)
- ☐ November 16: Last day to deposit nut monies into troop account.
- ☐ **November 20: ACH Debit on troop bank accounts.** Due date for troops to turn in Discrepancy Reports.

Before

Dates

Troop Pre-selling Checklist

- ☐ NEW TROOPS: Open a troop bank account if you or your troop leader has not already done so. GSGLA policy requires each troop to have a bank account. Contact Member Services 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 turned in and on file with your Troop Leader.
- ☐ Turn in the following completed forms to your Service Unit Fall Product Chair **no later than the due date listed** to ensure you receive sales materials and TNOS / eNuts+ access prior to the start of the program:
 - Signed ACH Debit Authorization form and voided troop check
 - Signed Troop Fall Product Chair Position & Agreement (include your email address to receive access to TNOS!)
- ☐ You must have internet access and an email address to manage your troop in TNOS/eNuts+ and to receive important updates from your SUFPC and Council throughout the program. See Google, MSN, Yahoo! or Hotmail to set up a free account.
- ☐ Check your email often throughout the program for important updates and critical date reminders from your SUFPC, Product Sales Manager (PSM) and council. Visit www.girlscoutsla.org for useful resources and program information. Contact your SUFPC 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 Sales".
- ☐ For the latest information on the GSGLA Product Programs, we strongly recommend that girls, parents, and Troop Leaders "LIKE" **GSGLA Cookie & Nut Friends on Facebook**. Find out first on Facebook!



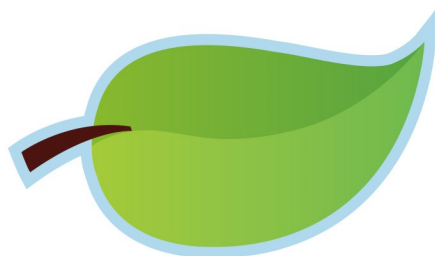
Our best advice is to review this Troop Guide to become familiar with your role in the Fall Product Program. Understand your responsibilities ahead of time when you can ask questions and get answers that keep you ahead of deadlines.

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

Troops contact their Service Unit Fall Product Chair for specific questions, or call the Customer Care Hotline at 213-213-0123 for general information.

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! Girls sell Fall Product to learn how to sell Cookies in a few months.
- ☐ Troops and girls should set individual and collective 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 deadlines is critical to the success of the program;** stress the importance of timeliness with families.
- ☐ Review Cash Handling Procedures. Set clear expectations for conduct and collection of monies due to troop.



What every troop needs to do to place an order:

- Take training from your Service Unit Fall Product Chair.
- Turn in your TFPC Position Description & Agreement, ACH Debit Authorization Form and voided troop check.
- TNOS/eNuts+ username & PW comes from your SUFPC. View/print the TNOS/eNuts+ manual from www.girlscoutsla.org. TNOS/eNuts+ is where you manage your troop. Enter your troop bank account information and add girls as needed.
- Hold a girl and family training to teach your troop about the Fall Product Program.
- Collect signed Parent/Guardian Permission and Responsibility Agreement, distribute Girl Order Cards, money envelopes, QSP Magazine Order Envelopes and the Family Letter to each girl/family.
- Enter nut orders in TNOS/eNuts+ by 9 PM on October 18 (do not enter online orders; they will be automatically entered by the customer)

Before

Checklists for Success

Materials Checklist

Each Troop Fall Product Chair receives a program packet with the following forms and information:

For each REGISTERED GIRL

- Trophy Nut Girl Order Card
- Money Envelope
- Family Letter
- QSP Magazine Order Envelope (with online access information)

Due to the online membership registration process, the Parent/Guardian Permission & Responsibility Agreement is not automatically included, but is required for each participating girl. Forms are available online and must be completed and kept on file with the Troop Leader.

For each TROOP

- Troop Fall Product Chair Position Description & Agreement (available online)
- ACH Debit Authorization Form (available online)
- 2015 Fall Product Program Troop Guide (this guide)
- Program Activity Resource Poster (Note: the Be a Reader patch is not available)
- Jumbo Envelope & Leader Sales Record Envelope
- Receipt Book
- Gift of Caring Receipts

All required forms are available for download at www.girlscoutsla.org

Online Access

Troops and girls need access to both the QSP Online Catalog and the Trophy Nuts/eNuts+ Systems. These powerful online sales programs will power up the girls' Fall campaigns and support big goals by marketing their sales via email.

Trophy Nuts—For the third year, girls are invited to email friends and family anywhere in the US to gather support for her troop. Girls will love this site where they will **build their own avatar**, and reach their goals quickly. Girls should send emails right away on October 2, as the eNuts+ program runs through November 8 only. Orders received after November 8 are not credited to troops or girls.

All orders from the eNuts+ website are shipped by Trophy Nut. As before, customers need to be aware of shipping costs. Note that chocolate items are **REQUIRED** to be shipped 2nd day air with refrigeration, and this will add to the standard shipping cost. Even one chocolate item means the whole order will be shipped 2nd day air with refrigeration.

TFPCs' access to eNuts+ is detailed on Page 9.

QSP Magazines—All magazine sales must be completed online. Follow the detailed instructions on page 13.

eNuts+ Program

The eNuts+ Program gives Girl Scouts the opportunity to use the internet to send emails to family and friends, inviting them to support their product sales efforts by purchasing products online with a link to our secure shopping site.

At the eNuts+ site, family and friends can order 25 current Girl Scout products, as well as an exclusive group of Trophy Nut gift items.

- **Girls will build their own avatar!** This super fun exercise engages the girl in a new way. Girls earn a patch of their customized avatar when they sell \$175 in nut products!
- **Ship or girl deliver?** Customers can select “girl delivery” if they are local. The girl will deliver and collect the payment in a traditional manner after she receives her nut products. **Girl delivery is available only until October 16 at 9 PM.** After that, orders must be shipped.
- Customers that choose shipment will pay online via credit card, and the products are shipped directly by Trophy Nuts. With this option, there are no products to handle by troops or girls and no money to collect.
- 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 eNuts+ sales automatically move over to the TNOS so that girls will receive proceeds and rewards for every online order.

How to get started? Your Service Unit informs council (on September 27) that you are participating and have submitted your required paperwork. Council will import your troop which sends each troop an email link to log on.

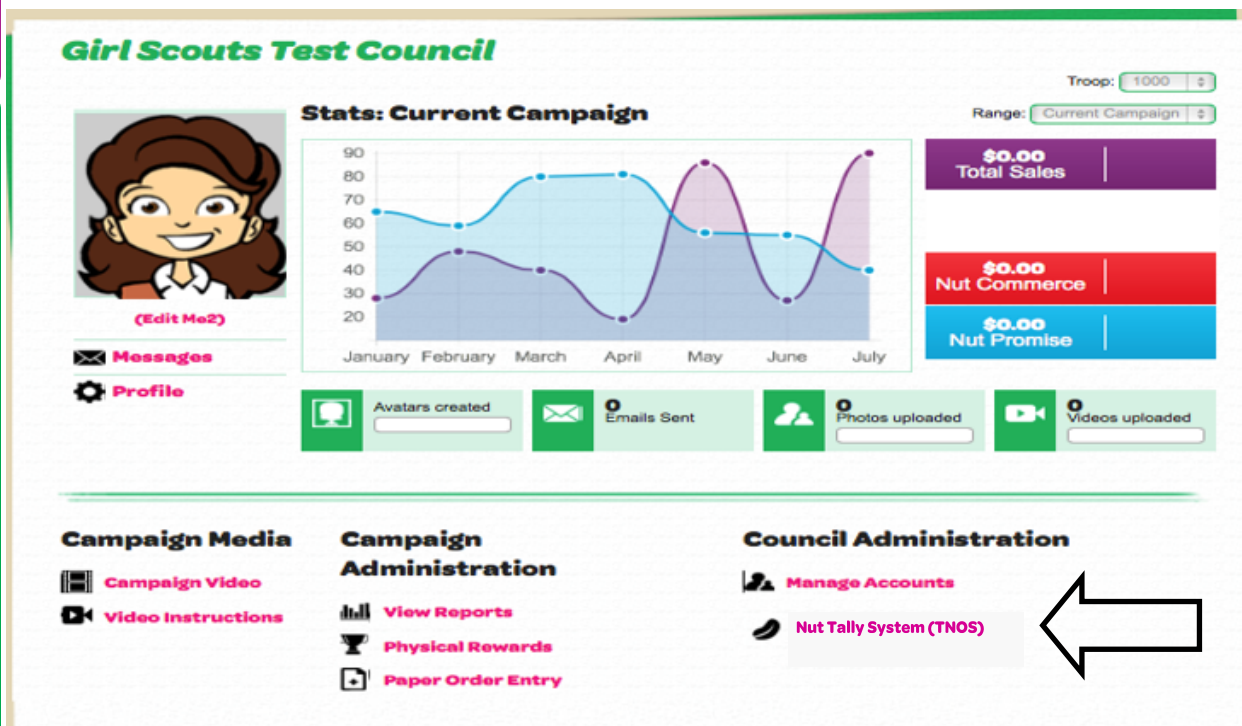
Registered girls will already be imported into eNuts+. TFPCs send email invites to girls/parents. See the next page for detailed instructions.



Girls earn a custom girl avatar patch when they sell \$175 in nut products!

Log in to TNOS/eNuts+

- The system automatically sends the TFPC an email that provides a link to get her troop started and enables password set up.
- Once logged in, you can manage your troop's dashboard. This dashboard provides a snapshot of the participation and sales for the entire troop. If you manage more than one troop, you will be able to select the troop you want to view.
- **NEW—One troop login for both eNuts+ and TNOS.** Toggle between them by clicking on the Nut Tally System (TNOS) link in your dashboard.



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 Sale. It's easier than ever to participate online. To get started, go to www.gsnutsandchocolates.com/gsgla and follow the simple instructions."

- Girls create their very own Me2 avatar and can earn a custom patch with the avatar and their name.
- Send emails to friends and family and share on social media to ask for support.
- Supporters can pay with a credit card and the troop earns money for activities.
- Participating takes 10 minutes and the girls will have so much fun. Thanks in advance for helping our troop!"

Parents Enter Girl Orders

A new capability this year lets parents enter their girl orders by clicking on the "Nut Order Card Entry" link. You also have the option of asking parents not to enter the orders, and doing the data entry yourself as TFPC. If parents enter the orders, you still collect the order cards and review/reconcile the orders in TNOS/eNuts+. Choose what works for you.

Trophy Nut Products & Pricing

\$5



Butter Toffee Peanuts



Spicy Cajun Mix



Fruit Slices



Peanut Butter Monkeys



Dark Chocolate Sea Salt Caramels

\$7



Cranberry Trail Mix



Chocolate Covered Raisins



Dark Chocolate Cashews



Select Mixed Nuts



Chocolate Covered Almonds



Whole Cashews

\$9



Holiday Plaid Tin
Peppermint Bark



Snowman Tin
Pecan Supremes



Girl Scout Tin
Mint Trefoils

\$10



Sweet n Crunchy Trail Mix
20 individually wrapped servings

Before

Product Choices

Planning your Order

1. **No boothing.** Troops can sell only to pre-order customers, during walk-about, or at Lemonade Stands.
2. **THERE WILL BE NO CUPBOARDS.** The only opportunity troops will have to get additional product will be via troop-to-troop transfers from troops who have too much. This should be rare as every troop only orders what they need. **Do not expect to be able to find availability.** Plan your one and only nut order carefully.
3. As in 2014, without boothing and cupboards, we do not require troops to round up their nut order to whole cases. Do plan to allocate additional time for dividing cases, as needed, at delivery.
4. See the TNOS/eNuts+ Guide for instructions on placing the troop's order.

Without the safety net of boothing, troops are not required to round up their nut order in TNOS. However, we strongly encourage troops to add a small (10%) allowance onto their actual orders. Keep in mind:

1. The sale continues through November 8. It is perfectly OK to continue taking orders and selling long after the Nut Order date has passed.
2. Customers will want more than they originally ordered. We see it every year, people cannot get enough of their favorites.
3. The tins make awesome holiday and party gifts for the upcoming holiday season. They are the perfectly simple gift of appreciation when you attend a holiday house party.
4. **If you need nine or more of any product (but less than 12), we strongly recommend that you round up and take the whole case.** History shows that you will need it.
5. We do recommend rounding up to full cases of 12 cans for the most popular varieties of Butter Toffee Peanuts, Chocolate Almonds, Chocolate Raisins, and Whole Cashews.
6. You can't get more product after you order. A few troops may have excess and a troop-to-troop transfer is a possibility, but don't rely on it completely.

Walk-Abouts and Lemonade Stands

There are two popular ways of selling to the public allowed: walk-about and lemonade stands, from the time girls receive their nut orders through the end of the sale, November 8. Girls must be accompanied by parents/guardians at all times. Girls/Adults are not allowed to sell on sidewalks/street corners or in commercial areas.

Walk-About: A door-to-door (wagon) sale in a residential area.

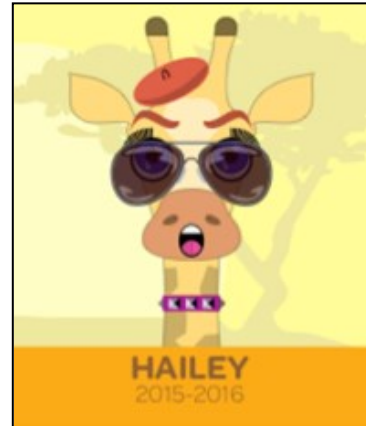
Lemonade Stand: set up a simple "lemonade" type stand to sell on the property where the girl currently resides, as their city and/or home owners' associations permit.

QSP Magazine Subscriptions

Directions for Girls

October 2 – November 8

1. Visit the GSGLA at www.girlscoutsla.org and go to the Fall Product Program.
2. **Click on the QSP Online Program (giraffe button).**
3. Register and create a **login/password**.
4. Complete a short interactive learning activity.
5. Enter the **email addresses** of friends and family to invite them to shop for magazines. These can be imported from your existing email account, or manually entered one at a time. Be sure the email addresses are valid or they will bounce back to your QSP account.
6. Girls can log in and check their progress at any time, **add more email addresses**, view bounced emails, track sent emails and total sales to date.
7. **Girls earn the giraffe avatar patch** for achieving \$175 in magazine sales. See sample ----->
8. **No payment to collect!** Customers pay QSP directly online.
9. **Due date:** On November 9, the final Girl's Online Sales Report will be emailed to the parent/girl and directly to the TFPC.



Directions for TFPCs

November 13

1. Collect Girl Online Sales Report from parents for future reference.
2. **New!** TFPCs no longer need to manually reconcile/enter subscription sales into TNOS/eNuts+. Magazine sales will be automatically uploaded to TNOS/eNuts+ at the end of the program.

QSP Customer Service

877-289-6247

The QSP Customer Service hotline is available to all troops seeking information about the status of their orders. Online orders are placed immediately with the publisher, and customers typically see their first issue in just 6-8 weeks. Please note that schedules are dependent on the frequency of the publication. E.g. quarterly magazines will see a much longer turn around as the order may have just missed an issue, which maximizes the delay.

If you wish to investigate the status of your Girl Scout orders, you may call the 800 number at any time. You must have the customer's name, magazine name, and either new or renewal information. QSP has the best representatives in the business and can readily track your orders.

During

QSP Online Magazine Sales

Troop Proceeds

Girl Scouts of Greater Los Angeles is proud to offer girls and troops the highest troop proceeds in Southern California. The Fall Product Program is a troop opportunity sale and council is as generous as possible to focus the program towards the girl.

Trophy Nuts

Troops retain a full 25% of the purchase price of all Trophy Nut products. Troops deposit all sales into the troop bank account, and only remit the 75% owed to Council. In person sales and eNuts+ sales proceeds are paid net of each other.

Product	Sales Price	Proceeds
Gift of Caring	\$5	\$1.25
Butter Toffee Peanuts	\$5	\$1.25
Spicy Cajun Mix	\$5	\$1.25
Fruit Slices	\$5	\$1.25
Peanut Butter Monkeys	\$5	\$1.25
Dark Chocolate Salted Caramels	\$5	\$1.25
Cranberry Trail Mix	\$7	\$1.75
Dark Chocolate Cashews	\$7	\$1.75
Select Mixed Nuts	\$7	\$1.75
Chocolate Raisins	\$7	\$1.75
Chocolate Almonds	\$7	\$1.75
Whole Cashews	\$7	\$1.75
Peppermint Bark	\$9	\$2.25
Pecan Supremes	\$9	\$2.25
Mint Trefoils	\$9	\$2.25
Sweet-n-Crunchy Trail Mix	\$10	\$2.50

25%

Troop Proceeds

Trophy Nut Products

No other council in the USA provides as generous a Fall Product Program

eNuts+

Troops retain 25% on all online orders, too! Sales that come in after November 8 are not eligible for troop proceeds or girl rewards.

QSP Online Magazines

Troops will be paid 20% of the purchase price of all magazines purchased online by the QSP Online campaign end date of November 8, 2015. QSP will automatically email the Girl's Final Sales Report to her at the conclusion of the online campaign. Parents should forward the Girl's Online Sales Report to their TFPC. Although council will import QSP data into TNOS for you, TFPCs can verify these figures later, if necessary. Online sales are paid directly to QSP via the customer's credit card.

20%

Troop Proceeds

QSP Magazines

Sales that come in after November 8 are not eligible for troop proceeds or girl rewards.

Rewards

Whether girls sell nuts, magazines, or both, girls earn credit toward one streamlined reward structure. Nuts and magazines are unitized, and the number of units for each girl will determine her reward level. Note: New this year, magazine units will be imported into TNOS/eNuts+ after the end of the sale, meaning troops do not need to enter magazine data.

1 can or tin of nuts = 1 unit
1 magazine subscription = 2 units
(regardless of price)

Girl Rewards

Girl Rewards are cumulative

Participation Patch	10 Units
Gift of Caring Charm	6 GOC Units
# Charm (at highest level sold)	25+, 50+, 75+, 100+ Units
Online Email Charm	12 valid QSP emails
eNuts+ Email Charm.....	12 valid eNuts+ emails
Tie-dye Bracelet with charms.....	25 Units
Decorative Hair Pins	50 Units
Nail Art Kit.....	75 Units
Giraffe Plush	100 Units
Custom Giraffe Patch.....	\$175 in magazine sales
Custom Girl Avatar Patch.....	\$175 in nut sales

Please see the back of the Girl Order Card for Reward images.

More Rewards

TROOP REWARD!! Troops with an average of 45 units per total girls participating (minimum of five registered girls participating) will earn a movie ticket for each participating girl and two adults! A perfect troop outing is just waiting for you.

SERVICE UNIT REWARD!! In addition, Service Units who increase the number of girls participating by 10 girls or 10% over last year (whichever is less) AND have a Per Girl Average of 40 units or higher, will receive proceeds per number of units sold. Every troop can help their service unit earn funds that directly support your troop by getting the highest PGA you can. Participation and high sales are the focus of the SU Reward.

Gift of Caring

The Gift of Caring program is a council-wide community service project that gives Girl Scouts the opportunity to learn philanthropy and community service through their participation in the Fall Product Program. Troops collect monetary donations from customers for Trophy Nut products that are purchased by GSGLA, who coordinates delivery to our Gift of Caring partners.

When your troop sells product as Gift of Caring, the product is not physically picked up by the customer or the troop. It is a virtual donation. Girls collect the donation and complete the Gift of Caring Receipt, if requested. Give one copy to the customer and keep one for the troop records, then record the quantity sold in TNOS. This lets the council know how many cans to purchase and gives girls credit for cans sold (make sure the troop has received the funds before allocating credit to the girls in TNOS). Girls are eligible for the Gift of Caring Charm for selling six or more cans. The troop receives their proceeds and the donor can feel good that their tax deductible donation is supporting Girl Scouts AND these organizations at the same time!

The **Los Angeles Regional Food Bank** is a charitable food distribution network that includes nearly 900 charitable agency sites throughout Los Angeles County such as food pantries, shelters, senior and child-care centers, and others. Receives approx. 45% of all donations.



The **Bob Hope Hollywood USO at LAX** provides a "touch of home" to all veterans and service men and women by providing morale, welfare and recreation support services. This home away from home serves as a comfortable private reception area for service men and women to be with their family before deployment. In addition, it is a welcoming reception area when they return from tours of duty from around the world. Receives approx. 10% of all donations.



Operation Gratitude seeks to lift morale and put smiles on faces by sending care packages addressed to individual Soldiers, Sailors, Airmen and Marines deployed in harm's way. Care packages contain food, hygiene products, entertainment items and personal letters of appreciation, all wrapped with good wishes of love and support. Operation Gratitude recently celebrated their one millionth care package. Girl Scout products are included in every care package they deliver. Receives approx. 45% of all donations



Troops may donate left over product to an organization of their choice, but cannot solicit donations for any other organization. This is per GSUSA's Safety Activity Checkpoints. The Gift of Caring council-wide service project is the only activity of this type approved by Girl Scouts of Greater Los Angeles and follows both GSUSA and the US Department of Defense Guidelines.

Gimme my nuts! What to do next...

- Pick up your troop's nut order and distribute the products to the girls. Have the parents sign receipts for all products received.
- Plan your Walk-about and Lemonade stands for Nov. 1-8
- Collect money from girls and deposit it in the troop's bank account promptly and frequently, well before the due date.

Trophy Nut Order Pick-up

Note: Some Service Units have designated a Service Unit Delivery Chair who will coordinate this process. Service Unit Fall Product Chairs will fulfill this duty in most service units.

October 30 – November 1

Delivery dates and locations vary by Service Unit. Your SUFPC will coordinate a time for you to pick up the troop's nut order. You will find this information in TNOS in the days prior to pickup. Once you are assigned a time and location, please be aware of this time commitment and plan accordingly. If need be, recruit someone else in your troop to help you.

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.
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. Prepare a receipt for each family picking up product (required – no exceptions).
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. As we state every year, 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.

Returns/Exchanges/Troop-to-Troop Transfers

- Troops may exchange damaged product, but only for the same variety. Contact your PSM if you encounter damaged items. Know the definition of a damaged product.
- There are NO returns. Troops are financially responsible for all products ordered.
- Without cupboards, there are NO exchanges with council. Work with your SUFPC to facilitate troop-to-troop transfers. **Troops must notify their SUFPC of the transfer** in order for it to be logged in TNOS/eNuts+.
- TNOS does not permit exchanges or transfers of girl orders. Product allocated to a girl in TNOS cannot be transferred to another troop or reallocated to another girl. Only product ordered via "Initial Booth Order" may be transferred to another troop. **Therefore, we strongly encourage troops to order all nut products as an "Initial Booth Order" in TNOS instead of individually by girl.** To facilitate transfers of any kind, the product cannot be linked to a girl. Keep your options open, order everything as an "Initial Booth Order", and allocate to individual girls later.

Cash Handling Procedures

This is a FINANCIAL LITERACY PROGRAM. That means Council determines best practices and tries to instill good business ethics in girls and volunteers. All policies are for the common good of everyone. Sometimes that can be a hard lesson when the rules below are not followed. Please be sure everyone, especially parents, understands the business part of the Fall Product Program.

\$300 Credit Limit Policy

Council imposes credit limits on girls' parents as it relates to bad debt. Some troops disregard money handling procedures whereas they only collect funds from girls/parents at the end of the program. Council will only accept a maximum \$300.00 in uncollectible debt from any one parent. Troops must be proactive and collect funds from girls throughout the program, which has been our longstanding guideline. Troops cannot ignore a parent who does not remit funds promptly and frequently.

Troops' Monies

1. Troops must enter banking information into TNOS. TNOS will 'ping' the account to verify it is entered correctly.
2. Troops will deposit all Fall Product Program funds for nuts into their troop bank accounts promptly and frequently.
3. All troops will sign an ACH Debit Authorization, attach a voided troop check (or copy), and submit to the Service Unit Fall Product Chair with their completed Troop Fall Product Chair Position Description & Agreement.
4. All council proceeds will be collected from troops via ACH Debit.
5. Troops are responsible for all bank fees charged to Council due to NSF, account closed, or other preventable default.
6. Troops with payments due to Council that are still unresolved by February 1 will forfeit all girl and troop rewards, and Cookies 2016 will be impacted..

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 nut 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 nut orders, payment is accepted immediately.
4. Council advises that troops determine the largest check amount they are willing to accept, keeping in mind that any check could bounce. Council also advises that nothing larger than a \$20 bill be accepted. Many counterfeit \$100 bills have been laundered onto Girl Scouts over the years.
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. Council cautions against accepting out-of-state checks or checks for more than the TFPC'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.

ACH Failures & NSF fees

Troops are well aware of their payment obligation to Council, both how much they owe and when it is due. Troops are responsible for all bank fees charged to Council due to NSF, account closed, or other preventable default. There is a \$25 fee in these instances collected by the ACH Administrator, not Council. If the troop does not have sufficient funds, they are obligated to communicate with their PSM well in advance of any due dates to pay what they can.



Critical Dates and ACH Debit Schedule

1. Troops deposit into troop accounts no later than the due date on the Timeline in this manual. Reminder: Pasadena Federal Credit Union deposits take extra time to clear.
2. The full balance of council proceeds will be debited from troop accounts by the date listed on the Timeline in this manual.
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 Cookies 2016 if financial obligations are not complete by published due dates.

Tracking Sales

Each troop in GSGLA will use TNOS/eNuts+ as its product program management system. All transactions must be done through TNOS /eNuts+ to ensure accurate and real-time data, and eliminate the reconciliation process.

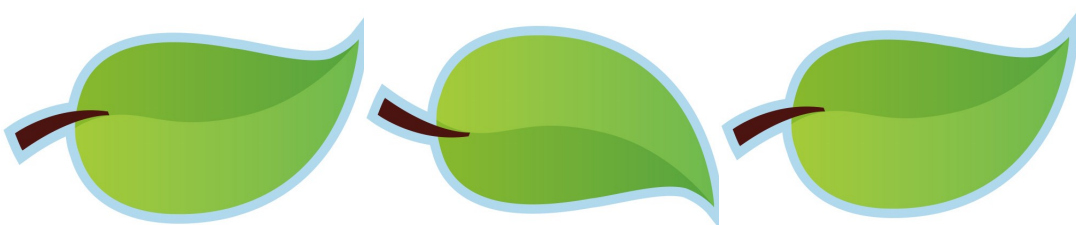
Troops will enter:

1. bank and girl information,
2. orders by girls and additional troop product,
3. girl allocations and Gift of Caring, as applicable.

All troop-to-troop transfers must be entered by the SUFPC/PSM on behalf of the troop giving away the product. The troop that relinquishes product will be responsible for completing the receipt and making sure both the giving and receiving troops have copies of the transaction. Both troops should retain their receipts for reconciliation purposes. Troops that accept product should confirm the quantity entered in TNOS/eNuts+, but no entry is required. Any discrepancies should be resolved immediately.

GSGLA's Finance Department will record all ACH Debits (payments) to allow for precise accounting of balances due. They are the final word on whether troops have paid or not.

In the event that the full amount due cannot be debited for any reason, troops must contact their PSM to communicate the reason, as well as the amount that can be safely debited from their account by the due date.



Returned Checks & Collection Issues

Returned Checks

1. 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
2. If assistance is needed from Council, forward the original or bank "legal copy" to your Product Sales Manager within 3 days of the return date.
3. Council will attempt to collect the amount of the check, plus bank charges, through a succession of phone calls to the issuer of the check. When successful, council will refund the troop 100% of recovered funds.
4. All amounts not collected within 45 days will be forwarded to a collection agency. If the collection agency is able to recover funds, council will refund to the troop recovered funds up to the face value (only) of the check.
5. The troop should understand that collection may be more difficult if the telephone number and/or driver's license number is not recorded on the face of the check.
6. Time is of the essence as it relates to returned checks.

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. This document will help protect the troop in the event of parent/guardian non-payment.
2. Should payment concerns arise with a parent/guardian in the troop, Troop Leaders/ Troop Fall Product Chairs are asked to document the situation and first try to resolve the issues within their own troop.
3. If problems persist, troops are asked to notify their Service Unit Fall Product Chair as soon as possible.
4. If the matter has not been rectified by the end of the program, Troop Leaders/Fall Product Chairs must submit a Discrepancy Report to their PSM, along with the original signed Parent/Guardian Permission & Responsibility Agreement, no later than the due date. The 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.).
5. Unless a Discrepancy Report is submitted to the council by the due date, the troop will be held liable for the total amount due. DO NOT WAIT! It becomes progressively difficult to collect as more time is allowed to pass.
6. Note the policy regarding the \$300 parental uncollectible debt maximum.
7. Council will contact the parent/guardian and try to collect the debt. Payment plans and/or promissory notes may be used, or in extreme cases the debt may be referred to the local police department for follow-up, a collection agency, or brought to Small Claims Court.

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 Chair 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 the Council. Do not respond to media questions or inquiries, but simply refer them back to Council.

Contact the Customer Care Hotline at 213-213-0123 for guidance as needed.



Branch Out

Stand Tall

Give Back

**You need to report an incident in writing, even if you have talked to Council.
Please find the form using this link:**

<http://www.girlscoutsla.org/documents/2015ProductQualityIncidentReport.pdf>

Wrap-up Checklist:

- ☐ 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.
- ☐ eNuts+ sales data will automatically populate TNOS. Girls need to deliver the "Nut Order Promises," and collect payment. For nut orders that were shipped to the customer, there is nothing to do here except watch the sales and troop proceeds roll in.
- ☐ Verify that any troop-to-troop transfer has been properly accounted for. This will ensure your final balance due to Council is correct.
- ☐ Make sure all Gift of Caring donations have been recorded and allocated to girls so they will receive credit.
- ☐ Collect QSP Girl's Online Sales Report data (for online orders) from each girl and verify the information is correct in the system. Turn in to your Service Unit Fall Product Chair by the due date listed.
- ☐ Forward the original or bank copy of any NSF (non-sufficient funds) to your PSM within **three days of the return date** for collection.
- ☐ All money should be deposited into the troop bank account promptly and frequently.
- ☐ Notify your PSM 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 a Discrepancy Report to your PSM so the council may assist your troop by working directly with the parent. This increases the troop's chances of being reimbursed for lost proceeds. 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 shipped to your Service Unit for distribution in January. 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 Cookies 2016.

After

Wrap-up Checklist

Notes

Notes

