



**girl scouts**  
greater los angeles

# **Dare to Dazzle!**

***2016 Fall Product Program  
Troop Guide***

## ***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."*

### ***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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# Welcome!

Dear Troop Fall Product Chair,

Thank you for volunteering to make the 2016 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 three exciting new products: **Dark Chocolate Sea Salt Almonds** and **Cracked Pepper & Sea Salt Cashews**, both for \$7, and the **S'more Mix Mason Jar** for \$9. We have switched to **M2 Media** as our magazine vendor. Making this change means that both products — nuts and magazines — are managed through one integrated system (M2OS), with one log-in for girls, parents, troops and service units. Girls will send one email to each customer that will include links to both the nut and magazine storefronts.

Girls sell Fall products in multiple ways:

- Nuts & Candy in person via order card for delivery
- Online for girl delivery (products on order card only)
- Online for shipment (up to 25 nut and candy products)
- Online magazine orders
- Residential Walk-about and Lemonade Stands (nut and candy products)
- Gift of Caring products may be sold through any of the above avenues

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

## ***Trophy Nut Products & Pricing (Order card)***

**\$5**



**Butter Toffee Peanuts**



**Spicy Cajun Mix**



**Fruit Slices**



**Peanut Butter Monkeys**



**Dark Chocolate Sea Salt Caramels**

**\$7**



**Dark Chocolate Sea Salt Almonds**



**Cracked Pepper & Sea Salt Cashews**



**Cranberry Trail Mix**



**Chocolate Covered Raisins**



**Select Mixed Nuts**



**Chocolate Covered Almonds**



**Whole Cashews**

**\$9**



**Holiday Tin  
Peppermint Bark**



**Snowman Tin  
Pecan Supremes**



**Girl Scout Tin  
Mint Trefoils**



**S'mores Mix**

## 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 (\$5/can) that are purchased by GSGLA, who coordinates delivery to our Gift of Caring partners. New this year, customers may purchase Gift of Caring donations online through either the direct ship link or the girl delivered link.

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 M2OS. 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 M2OS). 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!

Our Fall Product Program Gift of Caring partners are:

- **Los Angeles Regional Food Bank** Receives approx. 45% of all donations.
- **Bob Hope Hollywood USO at LAX** Receives approx. 10% of all donations.
- **Operation Gratitude** 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.



## 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 sales efforts by purchasing nuts, chocolates, and magazines/other subscriptions online with links to our secure shopping site.

Through the online store, family and friends can order from a selection of 25 nut and chocolate Girl Scout products, as well as an exclusive group of Trophy Nut gift items. Customers may also select from over 800 magazine titles as well.

- Girls will build their own Me2 avatar! This super fun exercise engages the girl in a new way. Girls earn a patch of their customized avatar when they send 12 emails by October 14 and sell \$250 in combined nut and magazine 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. Customers may order products online (and in person) until October 23 at 9 PM.
- Customers that choose direct shipment will pay online via credit card, and the products are shipped by Trophy Nut. With this option, there are no products to handle by troops or girls and no money to collect. New this year, 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 the M2OS so that girls will receive proceeds and rewards for every online order.

### How to get started?

Council will import your troop, or your SUFPC will add your troop, which sends each troop an email link to log on.

Registered girls will already be imported into the online system. Girls/parents will log onto [www.gsnutsandmags.com/gsgla](http://www.gsnutsandmags.com/gsgla) to set up their online store. M2OS 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.



Girls earn a custom Me2™ avatar patch when they send 12 emails by October 14 and sell \$250 in nut and magazine products!

## Troop Pre-selling Checklist

- ☐ NEW TROOPS: Open a troop bank account if you or your troop leader have not already done so. GSGLA policy requires each troop to have a bank account before they can participate in Product Sales. Contact Customer Care at 213-213-0123 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 (online at [www.girlscoutsla.org](http://www.girlscoutsla.org)).
- ☐ You must have internet access and an email address to manage your troop in M2OS and to receive important updates from your SUFPC and Council 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 sales materials and M2OS access prior to the start of the program (found online at [www.girlscoutsla.org](http://www.girlscoutsla.org)):
  - ACH Debit Authorization form and voided troop check
  - Troop Fall Product Chair Position & Agreement (you must include your email address to receive access to M2OS!)
- ☐ Check your email often throughout the program for important updates and critical date reminders from your Service Unit Fall Product Chair (SUFPC), Product Sales Manager (PSM) and council. Visit [www.girlscoutsla.org](http://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” at [www.girlscoutsla.org](http://www.girlscoutsla.org).
- ☐ 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 due dates.

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.

## ***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
- M2 Online Flyer

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 (complete online)
- ACH Debit Authorization Form (complete online)
- Fall Product Program in a Nutshell
- 2016 Fall Product Program Troop Guide (this guide, available online)
- Jumbo Envelope
- Receipt Book
- Gift of Caring Receipts

Forms are available at [www.girlscoutsla.org](http://www.girlscoutsla.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 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 due dates 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.

## **Online Access**

Troops will need to set up online access to M2OS. This powerful online sales program will power up the girls' Fall campaigns and support big goals by marketing their sales via email.

**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 September 30, as the Fall Product Program runs through October 23 only. Orders received after October 23 are not credited to troops or girls.

All direct-ship orders placed online by customers are shipped by Trophy Nut. 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.

## **Tracking Sales**

Each troop in GSGLA will use M2OS as its product program management system. All transactions must be done through M2OS to ensure accurate and real-time data, and eliminate the reconciliation process.

Troops will enter:

1. bank information
2. orders by girls (if the parents don't enter the orders) and additional troop product, as applicable
3. girl allocations and Gift of Caring, as applicable.

Troops must notify their SUFPC of all troop-to-troop transfers so that they can be entered into M2OS. 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 M2OS, but no entry is required. Any discrepancies should be resolved immediately.

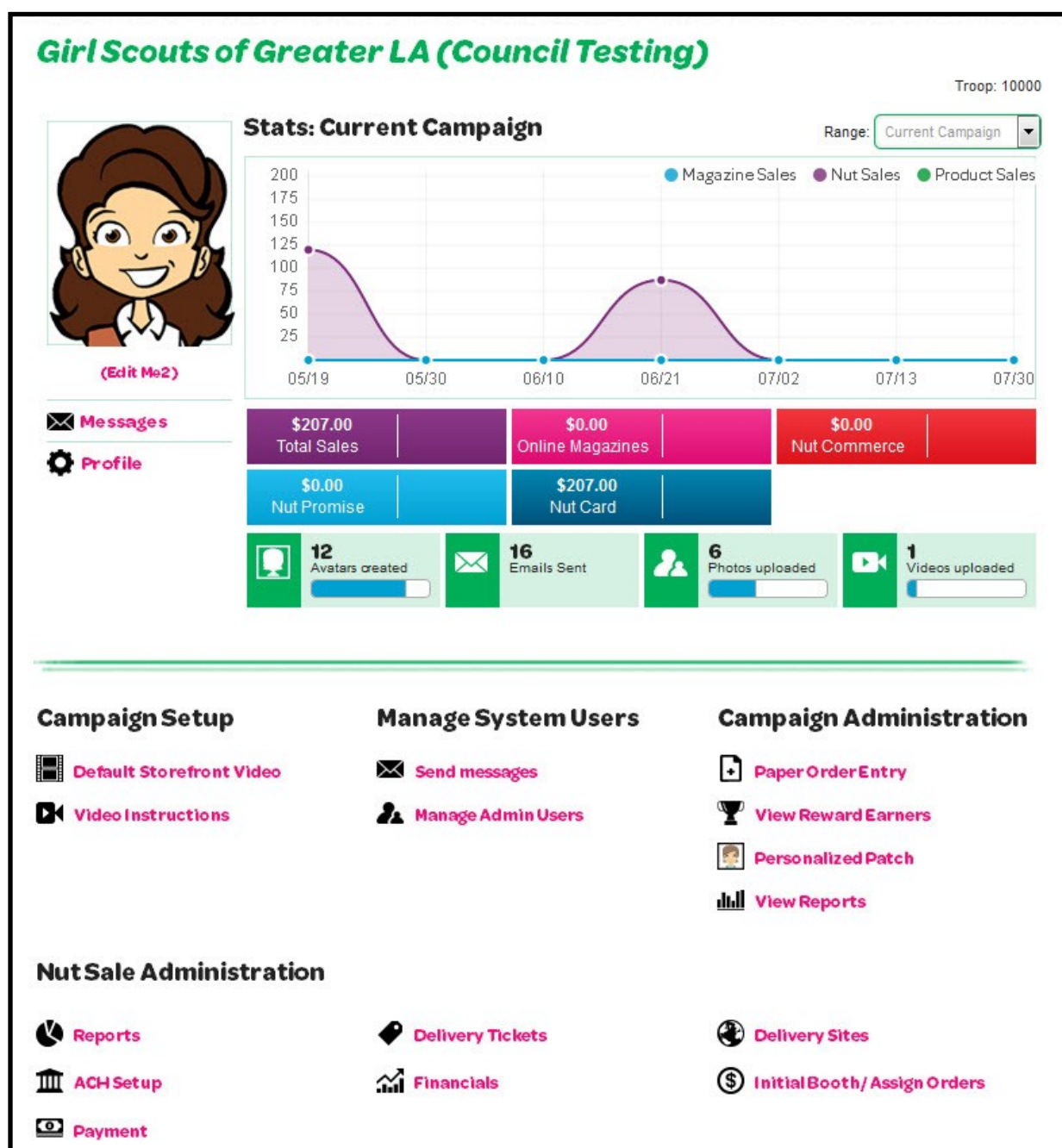
In the event that the full amount due cannot be debited for any reason, troops must contact their PSM to communicate the reason, as well as the amount that can be safely debited from their account by the due date. Further payment arrangements must be made at that time to pay off any outstanding balance, if applicable.

## Troop M2OS Set-up

- The system automatically sends the TFPC an email that provides a link to get the troop started and enables password set up.
- Once logged in, you can manage your troop's sales through the 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.
- Girls registered by September 19 will be automatically uploaded. If a girl is not in the system, her parent can add her.

### Parents Enter Girl Orders

Parents should enter their girl nut order card orders by clicking on the "Paper Order 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 copies of the order cards and review/reconcile the orders in M2OS, just make sure not to double-enter the orders. Choose what works for you and your troop!



## ***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.gsnutsandmags.com/gsgla](http://www.gsnutsandmags.com/gsgla) and follow the simple instructions.

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

## ***M2 Media Group Magazine Subscriptions***

### ***Directions for Girls***

***September 30 — October 23***

1. Visit the GSGLA website at [www.girlscoutsla.org](http://www.girlscoutsla.org) and go to the Fall Product Program.
2. Click on the link provided ([www.gsnutsandmags.com/gsgla](http://www.gsnutsandmags.com/gsgla)).
3. Register and create a **login/password**.
4. Create your Me2 avatar.
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.
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 Me2 patch for sending 12 emails by October 14 and achieving \$250 in nut and magazine sales. See sample on page 7.
8. **No payment to collect!** Customers pay M2 directly online.

### ***M2 Customer Service***

***800-372-8520***

The M2 Customer Service hotline is available to all troops seeking information about the status of an order. 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 or email [questions@gsnutsandmags.com](mailto:questions@gsnutsandmags.com). You must have the customer's name, address, magazine name, and either new or renewal information. M2 has great representatives and can readily track your orders.

## 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 experience.

### 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 online sales and proceeds are paid net of each other.

<b>Product</b>	<b>Sale Price</b>	<b>Proceeds</b>
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 Sea Salt Caramels	\$5	\$1.25
Dark Chocolate Sea Salt Almonds	\$7	\$1.75
Pepper & Sea Salt Cashews	\$7	\$1.75
Cranberry Trail Mix	\$7	\$1.75
Select Mixed Nuts	\$7	\$1.75
Chocolate Covered Raisins	\$7	\$1.75
Chocolate Covered Almonds	\$7	\$1.75
Whole Cashews	\$7	\$1.75
S'mores Mix	\$9	\$2.25
Peppermint Bark	\$9	\$2.25
Pecan Supremes	\$9	\$2.25
Mint Trefoils	\$9	\$2.25

**25%**  
**Troop Proceeds**  
Trophy Nut products

### Direct Shipped Nuts & Chocolate Items

Troops retain 25% on all online orders, too! Sales that come in after October 23 are not eligible for troop proceeds or girl rewards.

### M2 Online Magazines

Troops will be paid 20% of the purchase price of all magazines purchased through the M2 online campaign end date of October 23. All sales are automatically calculated in M2OS and can be viewed under the Reports section. Exact proceeds earned will be tabulated and tracked via the Financials link found in the Nut Sale Admin section on your dashboard. Online sales are paid directly to M2 via the customer's credit card. Sales that come in after October 23 are not eligible for troop proceeds or girl rewards.

**20%**  
**Troop Proceeds**  
M2 Magazines

## 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: Rewards are calculated in M2OS and can be viewed by clicking the Rewards link on your troop dashboard.

**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
Metallic Tattoos.....	25 Units
Jeans Tattoos .....	50 Units
Dazzling Hair Band & Ties.....	75 Units
Baby White Tiger.....	100 Units
# Charm (at highest level sold) .....	25+, 50+, 75+, 100+ Units
Gift of Caring Charm .....	6 GOC Units
Online Email Charm .....	12 valid emails sent by October 14
Custom Girl Avatar Patch.....	Create Me2 Avatar, 12 valid emails sent by October 14 and \$250 in combined nut and magazine sales
Combo Fall and Cookies patch.....	Create Me2 Avatar, 6 valid emails sent by October and \$100 in Nut/Magazine sales and \$250 in 2017 Cookie sales

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

### More Rewards

**TROOP REWARD!!** Troops with an average of 50 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.

## ***Planning your Nut Order***

See the M2OS Guide for instructions on placing the troop's order.

Troops are not required to round up their nut order to the nearest case (12 units) in M2OS. However, we strongly encourage troops to add a small (10%) allowance onto their actual orders. Keep in mind:

1. The sale continues through November 20. It is perfectly OK to continue taking orders and selling long after the Nut Order date has passed, as long as your troop has ordered additional product.
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 perfect 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. If you order additional product, add it as an "Initial Booth Order" so you can allocate it to the girls later.
7. 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.

### ***What every troop needs to do to place an order:***

- Take training from your Service Unit Fall Product Chair.
- Submit your TFPC Position Description & Agreement, ACH Debit Authorization Form and voided troop check.
- M2OS is where you manage your troop's sale. M2OS will send you an access email. Click the link to set up your password. View/print the M2OS manual from [www.girlscoutsla.org](http://www.girlscoutsla.org). To enter your troop bank account information, click on the banking link found on your dashboard under Nut Sale Admin.
- 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, M2 online flier and the Family Letter to each girl/family.
- Parents will enter orders into M2OS by Oct. 23 at 9pm.
- If the parents miss the due date, TFPCs must enter nut orders in M2OS by 9 PM on October 25 (do not enter orders taken online; they will be automatically entered by the customer).

### *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.
- Plan your Walkabouts and Lemonade stands for Nov. 11-20
- Collect money from girls, receipt, 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.

### *November 11—14*

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 by clicking the [Delivery Sites](#) link in your dashboard 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. 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 SUFPC if you encounter damaged items. Know the definition of a damaged product.
- There are NO returns. Troops are financially responsible for all products ordered.
- 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 properly.
- M2OS does not permit exchanges or transfers of girl orders. Product allocated to a girl in M2OS cannot be transferred to another troop or reallocated to another girl. Only product ordered via "Initial Booth Order" may be transferred to another troop.

## ***Residential Walk-Abouts and Lemonade Stands***

There are two popular ways of selling product in hand to the public that are allowed: residential walk-about and lemonade stands, from the time girls receive their ordered nuts through November 20. 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. Girls found selling in a commercial area (i.e. in front of a store or other non-residential area) will risk losing proceeds and rewards.

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

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

# ***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.

## ***Credit Limit Guideline***

Council 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, which has been our longstanding guideline. Troops cannot ignore a parent who does not remit funds promptly and frequently.

## ***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 product 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.

## ***Troops' Monies***

1. All troops will submit an ACH Debit Authorization, attach a voided troop check (or copy), and Troop Fall Product Chair Position Description & Agreement.
2. Troops must enter banking information into M2OS by using the Banking Info link on your dashboard. The system will "ping" the account to verify it is entered correctly.
3. Troops will deposit all Fall Product Program funds for nuts into their troop bank accounts promptly and frequently, and in time for funds to be available on the debit date.
4. All council proceeds will be collected from troops via ACH Debit.
5. Troops with payments due to Council that are still unresolved by January 25 will forfeit all girl and troop rewards, and Cookies 2017 will be impacted.

## ***Critical Dates and ACH Debit Schedule***

1. Troops deposit into troop accounts in time for the funds to be available for the ACH debit. 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 2017 if financial obligations are not complete by published due dates.

## ***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 and define an agreed upon payment plan.

# ***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 approximately 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, it becomes progressively difficult to collect as more time is allowed to pass. Do not wait!
6. Note the guideline regarding collecting money from parents in order to mitigate risk.
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.

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***

- ☐ Online sales data will automatically populate M2OS. Girls need to deliver the Girl Delivered Promise Orders 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.
- ☐ 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.
- ☐ 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) to your PSM within three days of the return 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.
- ☐ 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 distributed by your service unit 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 2017.

## Notes

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## Dates

Early September	Plan a troop meeting to set goals with girls, train parents on dates and their responsibilities.
September 23	Last day to submit ACH Debit Authorization form, voided troop check and Troop Fall Product Chair Position Description & Agreement.
	Troops receive access to M2OS (formerly TNOS). Troops should verify access immediately. Visit <a href="http://www.girlscoutsla.org">www.girlscoutsla.org</a> to view/print the M2OS manual.
	Enter bank account information in M2OS.
September 30	Order taking begins for nuts and magazines. Send parents email to remind them to go to <a href="http://www.gsnutsandmags.com/gsgla">www.gsnutsandmags.com/gsgla</a> to start their online sales campaign.
October 23	<b>Online sales end at 9 PM.</b>
	<b>Nut orders due to troop.</b> Parents enter paper orders in M2OS by 9pm and turn in a copy of the order card to the TFPC.
October 25	<b>TFPC to enter/review Nut Orders in M2OS by 9 PM</b> and notify SUFPC when complete.
November 11-13	Trophy Nut order delivery to Service Units and distribution to troops (dates/locations vary).
November 11-20	Sales via Residential Walk-about & Lemonade Stands. No selling in commercial areas!
November 20	Fall Product Program ends.
November 28	All GOC, allocations, and troop-to-troop transfers must be completed in M2OS no later than 9 PM. (Note: Troop-to-troop transfers are completed by your SUFPC. Plan accordingly!)
Late November	Ensure troop funds are deposited to troop account in time for all funds to be available (no holds) by December 6
December 2	Last day to notify your PSM if you need to adjust your ACH debit.
December 6	<b>ACH Debit on troop bank accounts.</b>
	Due date for troops to turn in Discrepancy Reports.