

Be SPOTACULAR

WELCOME

**2015 Fall Product Program
Troop Training**



Changes for 2015

- New Trophy Nut product – Sweet 'n' Crunchy Trail mix—new price point, \$10. Replaces Tomato Basil Peanuts.
- TNOS and eNuts+ have one log-in
- Customizable avatar patch for nuts
- Customizable giraffe mascot patch for magazines
- Magazine orders automatically entered in TNOS/eNuts+ by council
- Parents can enter girl nut orders
- New Digital Magazine option—like Netflix for magazines



What is participation



Updated definition of “participation” for additional money-earning projects:

“50% of registered girls must earn the participation patch”

- ***Vetted and approved by the Product Sales GO Team of volunteers***
- ***Applies to Fall and Cookies starting now***

Early September

- Girl & parent meetings

September 25

- ACH form, troop check & Troop Fall Product Chair Position form due to SUFPC

October 2

- Troops receive access to TNOS/eNuts+
- View/print TNOS/eNuts+ manual at www.girlscoutsla.org
- **Order taking begins**

Questions???

October

October 16

- Nut orders due to troop
- Parents enter nut orders
- eNuts+ “Order Promises” for girl delivery end at 9 PM

October 17-18

- TFPC enters orders in TNOS

October 30-November 2

- Nut delivery to troops

Questions???



November

November 1-8

- Walkabouts and Lemonade Stands – no boothing!

November 8

- Fall Product Program ends

November 9

- Parents and TFPCs receive QSP Girl's Online Sales Report email

November 13

- Final day to enter allocations and troop-to-troop transfers

November 20

- ACH debit to troop accounts

Questions???

Fall Product Central Homepage



Nuts & Magazines

You Are Here : [Home](#) : [Cookies & Nuts](#) : Nuts & Magazines



E-Nuts+
Troop/SU Register/Login

E-Nuts+
Parent/Girl Register/Login

QSP
Register/Login



(E-Nuts+ buttons will be live on 10/2)

(QSP button will be live on 10/2)

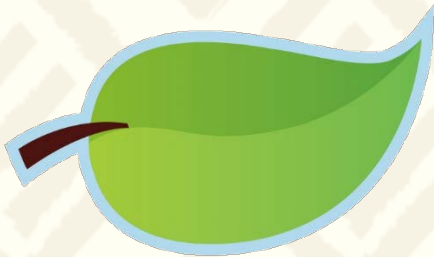


**Note the 3
login links**

Pre-Planning Checklist

p. 6

- New troops open a bank account
- Turn in signed ACH Debit Authorization and Troop Fall Product Chair Position & Agreement forms to SUFPC
- Girls must turn in Parent/Guardian Permission & Responsibility Agreement
- Train girls and parents
- Review Safety Activity Checkpoints
- “Like” GSGLA Cookie & Nut Friends on Facebook



Parent & Girl Training Agenda



- Inspire! Encourage! Motivate!
- Fall Product Program is to generate start-up funds until Cookies gets here
- 5 Skills for Girls
- Troop and girl goals
- Dates and deadlines
- Money Handling

- Each girl receives
 - Order Card
 - Money Envelope
 - Family Letter
 - QSP Magazine Order Envelope
 - Spread the Word Business Cards
- Each troop receives
 - Program Activity Poster
 - Envelopes
 - Receipt Book
 - GOC receipts



- Two software programs
 - TNOS/eNuts+ are now combined
 - QSP
- **Troops** access TNOS through eNuts+ and use the combined sites to manage the Fall Product Program
- **Parents/girls** access eNuts+ and QSP websites to send emails to customers and create custom avatar/giraffe patches

Option of girl delivery (until Oct. 16) or ship to customer

- **Girl Delivery**

- Customers can order our 15 items
- Rolls into girl's nut order in TNOS
- Customer pays upon delivery, saving the shipping costs

- **Shipped:**

- 25 Girl Scout products, as well as gift items
- Customer pays by credit card online
- Girls/troops do not handle product or payment
- Customer pays for shipping
- Order is automatically entered into TNOS

- TFPCs will receive an email from TNOS/eNuts+ with log in information
- One troop login for both TNOS/eNuts+. Toggle between them by clicking on the Nut Tally System (TNOS) link

The screenshot displays the 'Girl Scouts Test Council' dashboard. At the top, it shows 'Stats: Current Campaign' with a line graph for the months of January through July. The graph has two data series: a blue line and a purple line. To the right of the graph, there are three stacked boxes showing sales figures: '\$0.00 Total Sales' (purple), '\$0.00 Nut Commerce' (red), and '\$0.00 Nut Promise' (blue). Below these, there are four progress bars for 'Avatars created', 'Emails Sent', 'Photos uploaded', and 'Videos uploaded'. The bottom section is divided into three columns: 'Campaign Media' with links for 'Campaign Video' and 'Video Instructions'; 'Campaign Administration' with links for 'View Reports', 'Physical Rewards', and 'Paper Order Entry'; and 'Council Administration' with links for 'Manage Accounts' and 'Nut Tally System'. A large red arrow points to the 'Nut Tally System' link.

Girl Scouts Test Council

Stats: Current Campaign

Troop: 1000
Range: Current Campaign

\$0.00 Total Sales

\$0.00 Nut Commerce

\$0.00 Nut Promise

January February March April May June July

Campaign Media

- Campaign Video
- Video Instructions

Campaign Administration

- View Reports
- Physical Rewards
- Paper Order Entry

Council Administration

- Manage Accounts
- Nut Tally System

Invite Girls to Participate in eNuts+

p. 10

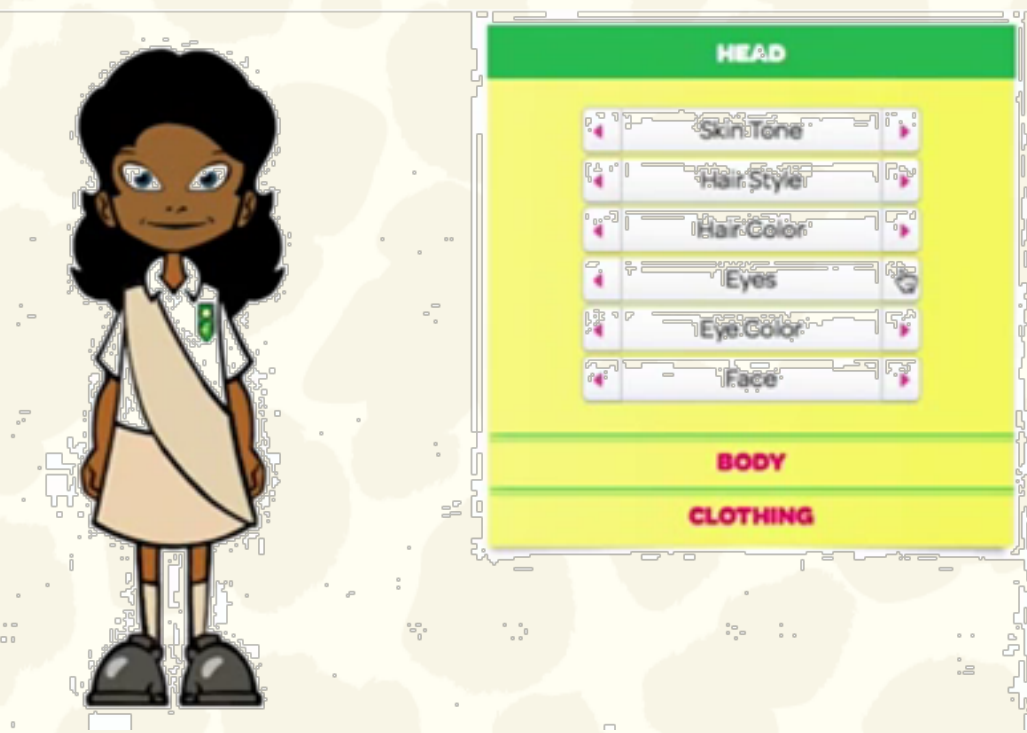
- **Send parents an email with the eNuts+ link:**
www.gsnutsandchocolates.com/gsgla
- Girls create their Me2 avatar
- Send emails to friends and family
- Share on social media
- **New!** Parents can enter girl nut orders. TFPC still collects the order card to verify entries. Choose what works for your troop.



eNuts+ Avatar



- Girls create an avatar that looks just like them
- There are options for customizing everything: skin, hair, eyes, face, clothes, and shoes
- **Girls earn a custom girl avatar patch when they sell \$175 in nut products!**



Customer Landing Page



There is greatness in every girl
Girl Scouts helps her find it



Support Mike!



Being in Girl Scouts, I can help other people. We do fun activities and help the community while learning important skills that will help us forever. I am trying to earn \$200 to help Girl Scouts, and so that our troop can go to Savannah, GA. Will you please help by shopping in my online store? Thank you.

Please note that money will not be collected online and products will not be shipped directly to customers for these nut and chocolate products. Payments and delivery will be handled by your favorite Girl Scout. Girls will need to contact customers to confirm orders, collect money and deliver products.

Available Products



Available Products



Available Products



Whole Cashews

[View Details](#)



Chocolate Covered Raisins

[View Details](#)



Pistachios

[View Details](#)



Honey Roasted Peanuts

[View Details](#)



Pecan Supremes

[View Details](#)



Butter Toffee Peanuts

[View Details](#)



Chocolate Toffee Almond

[View Details](#)



Dark Chocolate Covered Cashews

[View Details](#)



Chocolate Covered Almonds

[View Details](#)




Spicy Cajun Mix

[View Details](#)

Promise or Shipping Options






Welcome to **Mike's** Chocolate and Nut Store

SAVE SHIPPING COSTS:

I would like to make a promise to purchase nuts and chocolates. I will coordinate with **Mike** and her parent or guardian for payment and to pick up the products. There will be no shipping charges.


(Perfect for people who live close to Mike)



CONVENIENCE:

I prefer the convenience of paying by credit card and having products shipped directly to me. I don't mind paying for shipping.


(Additional products available for this option)



Take me to the Nut Promise Store

Take me to the Nut Commerce Store

The "Girl Scouts" name, mark and all associated trademarks and logotypes, including the "Trefoil Design," are owned by Girl Scouts of the USA. M2 Media Group and Trophy Nut Company are official GSUSA licensed vendors.



Girl Delivery option
expires at the end of
Order Taking
October 16, 9 PM

Promise Confirmation



Help Mike achieve her goal!

[View video and message](#) ▶



Support Mike!



11% achieved of goal

	Product	Price	Qty	Total
ⓧ	Honey Roasted Peanuts	\$11.00	<input type="text" value="1"/>	\$11.00

[Update Total](#)

Order Total: \$11.00

Please note that money will not be collected online and products will not be shipped directly to customers for these nut and chocolate products. Payments and delivery will be handled by your favorite Girl Scout. Girls will need to contact customers to confirm orders, collect money and deliver products.

Continue Shopping

Confirm Promise

Promise Fulfillment Information




Honey Roasted Peanuts	\$11.00	1	\$11.00
-----------------------	---------	---	---------

Need to make a change? [Edit Your Cart](#)

Order Total: \$11.00

Please note that money will not be collected online and products will not be shipped directly to customers for these nut and chocolate products. Payments and delivery will be handled by your favorite Girl Scout. Girls will need to contact customers to confirm orders, collect money and deliver products.



Your Information

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Telephone: [xxx-xxx-xxxx]

E-mail Address:

☐ I would like to receive updates on Girl Scout Cookie activities and products.

[Confirm Promise](#)

System explains what their choice is

Shipping Information



Pistachios	\$11.00	1	\$11.00
------------	---------	---	---------

Need to make a change? [Edit Your Cart](#)

Sub-Total: \$11.00
Shipping: \$10.00
Order Total: \$21.00

Shipping Method

UPS 2nd Day Air w/Ice - \$10.00
recommended

[Change method](#)

Shipping Address

Mike Donna
1 Jones Lane
Tipp City, OH 123
asygdakg@aol.com

[Change Address](#)

Billing

First Name: Last Name:

Address Line 1:

Address Line 2:

City: State: Zip Code:

Telephone: [xxx-xxx-xxxx]

E-mail Address:

☐ I would like to receive updates on Girl Scout Cookie activities and products.

Payment

Credit Card Type:

Credit Card Number:

Expiration Date:

Code [\(What is this?\)](#)

[Confirm Promise](#)

If no chocolate items, you can downgrade shipping method to save \$\$\$

- 15 products plus GOC on the order card
- Four price points: \$5, \$7, \$9 and \$10
- One new product at new \$10 price point!
 - Sweet –n–Crunchy Trail Mix
 - 20 individual packs



Products & Pricing



Peanut Butter Monkeys



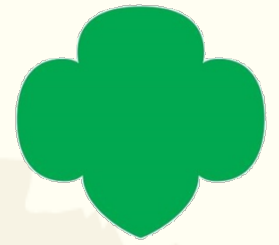
Dark Chocolate Sea Salt Caramels



Each troop receives one sample box

\$5/box

Products & Pricing



Butter Toffee Peanuts *#1 Seller!*

Spicy Cajun Mix



Fruit Slices



\$5/can

Products & Pricing



Cranberry Trail Mix

Cranberries, raisins, almonds, cashews, English walnuts, and banana chips.

7 oz.

Cranberry Trail Mix

Dark Chocolate Cashews



Dark Chocolate Covered Cashews

Delicious roasted cashews and dark chocolate.

9 oz. (U)D

Select Mixed Nuts



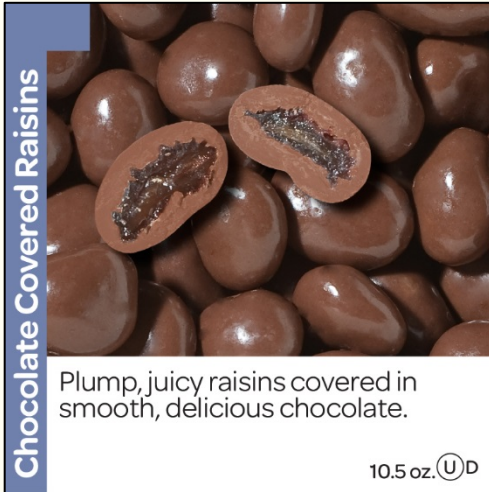
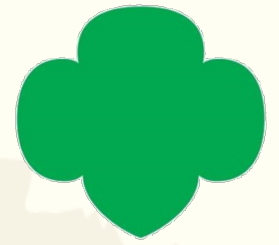
Select Mixed Nuts (with peanuts)

Lightly salted peanuts, cashews, almonds, brazils and pecans roasted in peanut oil.

8 oz. (U)

\$7/can

Products & Pricing



Plump, juicy raisins covered in smooth, delicious chocolate.

10.5 oz. (U)D

Chocolate Raisins



Roasted almonds smothered in a creamy milk chocolate.

9 oz. (U)D

Chocolate Almonds

Whole Cashews

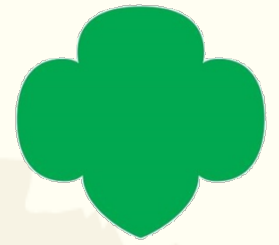


Gourmet cashews roasted and lightly salted to perfection.

8 oz. (U)

\$7/can

Products & Pricing



Peppermint Bark



White milk chocolate with crushed peppermint candy with a coating of rich dark chocolate on the bottom.

10 oz.

Pecan Supremes



A combination of creamy caramel and pecans covered in rich, milk chocolate in an adorable Snowman Tin.

8 oz.

Mint Trefoils



Trefoil shaped milk chocolates with creamy mint centers in a Girl Scouts **Branch Out** Tin.

6 oz.

\$9/tin

Products & Pricing



Sweet-n-Crunchy Trail Mix

New!

Sweet - n - Crunchy Trail Mix



20 individual packs of peanuts, almonds, honey roasted peanuts, chocolate, raisins and sunflower kernels! Yum! 20-.75 oz packs



\$10/box

www.girlscoutsnutsandchocolates/admin

- Enter quantities by
 - **Initial Booth Order** (products can be transferred and you can order extras for the troop)
 - or by **girl** (can not be edited)
- Add girl orders together to make one troop order
- Orders do not have to be in whole cases, but you might want to round up if you need 9 or more of any one product
- This is the only order, so order a little extra, especially the most popular items
- Allocate to girls after your enter the troop order

Placing an Order in TNOS (Initial Booth Order)



Troop Order Add

Order Information	Value
Type	<input type="radio"/> Initial Order <input checked="" type="radio"/> Initial Booth Order (Extras for your Troop) <input type="radio"/> Assign Booth / Cupboard Orders to Girls
Troop Number	99991 ▼

This is an important choice.
Preserve your ability to
move product!

Products

Description	Retail Cost	Units Ordered
Gift of Caring	\$5.00	0
Butter Toffee Peanuts - GS44111	\$5.00	36
Spicy Cajun Mix - GS44221	\$5.00	14
Fruit Slices - GS44184	\$5.00	12
Tomato Basil Peanuts GS44831	\$5.00	12
Peanut Butter Monkey- GS12271	\$5.00	24
Dark Chocolate Sea Salt Caramels GS12272	\$5.00	30
Cranberry Trail Mix- GS44104	\$7.00	17
Dark Chocolate Covered Cashews-GS44344	\$7.00	24
Select Mix Nuts (With Peanuts) - GS44261	\$7.00	15
Chocolate Covered Raisins- GS44195	\$7.00	12
Chocolate Covered Almonds- GS44227	\$7.00	12
Whole Cashews - GS44206	\$7.00	12
Peppermint Bark - Whimsical SnowflakeTin - GS21775	\$9.00	5
Pecan Supremes - 4 Penguin Tin - GS21295	\$9.00	9
Mint Trefoils - 2014 GS Tin - GS23281	\$9.00	7
Total Products Ordered		234

Enter the troop's entire
order as a whole.

[Go Back](#) [Add](#)

Placing an Order in eNuts+ (by Girl)



M2mediagroup

girl scouts

Girl Scouts Test Council | [Switch Council](#) | [Logout](#)

Girl Scouts Test Council



(Edit Me2)

[Messages](#)
[Profile](#)

Stats: Current Campaign

Troop: 1000
Range: Current Campaign

\$0.00
Total Sales

\$0.00
Nut Commerce

\$0.00
Nut Promise

Avatars created

Emails Sent

Photos uploaded

Videos uploaded

Campaign Media

[Campaign Video](#)
[Video Instructions](#)

Campaign Administration

[View Reports](#)
[Physical Rewards](#)
[Paper Order Entry](#)

Council Administration

[Manage Accounts](#)
[Nut Tally System](#)

Enter girl orders

girl scouts

greater los angeles

2015 Fall Product Program

Allocating Girl Orders in TNOS



Troop Order Add

Order Information	Value
Type	<input type="radio"/> Initial Order <input type="radio"/> Initial Booth Order (Extras for your Troop) <input checked="" type="radio"/> Assign Booth / Cupboard Orders to Girls <input type="text" value="Additional"/>
Troop Number	99991
Girl	Lucy Monniker Add
Age Group	Daisy

Here is the detail for what can be allocated to girls.

Products

Description	Retail Cost	Available Units	Units Ordered
Gift of Caring	\$5.00	0	2
Butter Toffee Peanuts - GS44111	\$5.00	72	16
Spicy Cajun Mix - GS44221	\$5.00	21	5
Fruit Slices - GS44184	\$5.00	18	2
Tomato Basil Peanuts GS44831	\$5.00	24	3
Peanut Butter Monkey- GS12271	\$5.00	39	9
Dark Chocolate Sea Salt Caramels GS12272	\$5.00	54	12
Cranberry Trail Mix- GS44104	\$7.00	33	4
Dark Chocolate Covered Cashews-GS44344	\$7.00	48	5
Select Mix Nuts (With Peanuts) - GS44261	\$7.00	33	4
Chocolate Covered Raisins- GS44195	\$7.00	36	7
Chocolate Covered Almonds- GS44227	\$7.00	29	0
Whole Cashews - GS44206	\$7.00	31	0
Peppermint Bark - Whimsical SnowflakeTin - GS21775	\$9.00	12	0
Pecan Supremes - 4 Penguin Tin - GS21295	\$9.00	14	0
Mint Trefoils - 2014 GS Tin - GS23281	\$9.00	16	0
Total Products Ordered			69

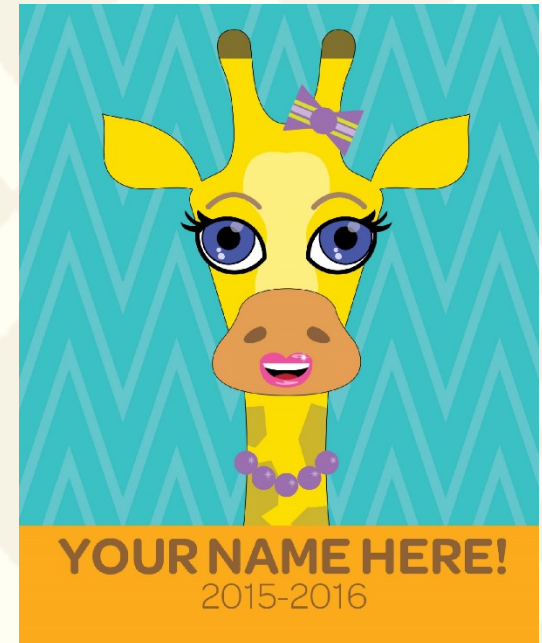
Go Back Add

- Girls may do walkabouts (door-to-door sales) and lemonade stands (a booth at a private residence where the girl resides) Nov. 1-8.
- No booths on commercial property.
- Troops must not solicit booths; your SU is working on cookie booths right now.
- No cupboards. **Troops that do not place an order on time CANNOT expect to get product later.**
- Troops should order extra product if they think girls will continue to sell.

QSP Magazine Subscriptions

p. 13

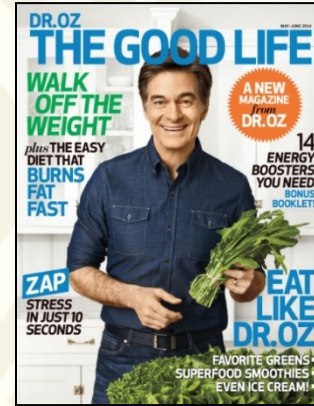
- Parents visit www.girlscoutsla.org and click on the QSP Online Program button
- Girls set up their accounts, send out emails and customize their giraffe. 
- Girls earn the customized giraffe patch for \$175 in magazine sales!
- QSP has the best customer service in the business! Call their 800 number for any issues.



Magazines

NEW

- Food Network, HGTV & Dr. Oz in Fall 2015



- Magazine Gift Card options
 - \$20, \$25 and \$50



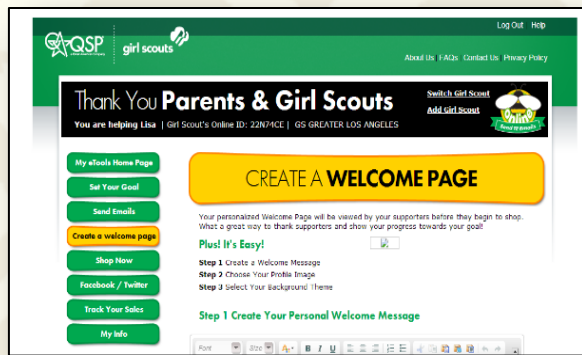
- Donation option: Girls Helping Girls



How to Participate

Online Ordering

- Participants register or login (returning girls) at <http://girlscouts.qspgao.com/greaterla>
- Click Compose Message
- Set Goal for customers to see
- Customize message
- For best results, upload your picture or create a video



Troop/Girl Custom Sales Videos

1. New way to customize the message.
2. Shoot video
3. Upload on hosting site



4. Copy URL and Paste here



Step 4 Add A Link To A Personal Video Message [More Info?](#)
Need to update these GS instructions.

<https://www.youtube.com/watch?v=AmHMZ6xuC6c> [Edit](#)

APPROVE AND SAVE **PREVIEW PAGE**

[Skip This Step](#)

[Portunities](#) | [About](#) | [FAQ](#) | [Contact Us](#) | [Privacy Policy](#)

[Questions? Ca](#)

Sites like YouTube and Vimeo will allow you to upload your personal message. To add a link to your message, simply copy the url link they provide for you. Ensure that the list is not included in the list.

Prospects are **72% More Likely** to purchase a product or service when **video or picture is used**.

Video decreases the time it takes a viewer to make a buying decision by over 70%
(Wharton School of Business)

Sending Emails to Family & Friends

- Click *Manage Contacts*
- Upload or manually enter addresses
 - Previously entered email addresses accessible
 - Order history from Fall 2014 available

Encourage girls to send out emails right away!

Let time work for you.

Customers need to respond by November 8

The screenshot shows the Girl Scouts Greater Los Angeles website interface. At the top, there's a green header with the GSP logo and 'girl scouts' text. Below this is a black banner with 'Thank You Parents & Girl Scouts' and a personal ID. A navigation bar contains buttons for 'Compose Message', 'Manage Contacts', 'Text & Share', 'Welcome Supporters', and 'My Creation'. The main content area is titled 'Email Friends and Family' and includes a tip about reviewing past sales, a link to the online nut store, and options to import address books from Outlook, Yahoo!, and Google. There's a section for 'Add Contacts Individually' with input fields for First Name, Last Name, Nickname, and Email, and an 'ADD' button. At the bottom, there's a 'Select Contacts' section with a table of contacts.

Log Out

Home | My Info

Thank You **Parents & Girl Scouts** [Switch Girl Scout](#) [Add Girl Scout](#) [Track Your Sales](#) [SHOP NOW](#)

Lauren's Personal Online ID: 237JSLV | GIRL SCOUTS OF GREATER ATLANTA

[Compose Message](#) [Manage Contacts](#) [Text & Share](#) [Welcome Supporters](#) [My Creation™](#)

Email Friends and Family

TIP Think of friends and family who have supported your past fundraisers.
[Review past sales](#)

If your council is participating in the online nut store option, a link to the nut store will be automatically included with each email sent. If you want to purchase nut and chocolate items online, be sure to send yourself an email so you can access the online nut store.

Import Using Your Address Book:

[Outlook](#) [Yahoo!](#) [Gmail](#) [GSV](#)

Add Contacts Individually

First Name Last Name Nickname Email [ADD](#)

Select Contacts

[Select All](#) [Deselect All](#) 0 Selected of 0 Contacts [Delete Selected](#)

Status	First Name	Last Name	Nickname	Email
<input type="checkbox"/>				

Text & Share Feature



- Click *Text & Share*
- Create your text message
- Girl/parent sends verification text to girl's/parent's phone
- Once verified, active link received to be forwarded to friends and family

The screenshot shows the 'Text & Share' page on the Girl Scouts QSP website. At the top, there's a green header with the QSP and Girl Scouts logos, and a 'Log Out' link. Below the header, a black banner says 'Thank You Parents & Girl Scouts' with a 'SHOP NOW' button. A navigation bar contains links: 'Compose Message', 'Manage Contacts', 'Text & Share' (highlighted), 'Welcome Supporters', and 'My Creation™'. The main content area is titled 'Text and Share' and includes a 'TIP' about calling supporters. A checkbox labeled 'YES!' is for sending a text message with a shopping link. Below this is a text input field for 'My Text Message:' with a 'Remaining: 2' character count. A 'Mobile Number:' field and a 'SEND TEXT' button are also present. Social media icons for Facebook and Twitter are shown with a note about login prompts. A photo of a Girl Scout is on the right. A 'CONTINUE' button is at the bottom. The footer contains the QSP logo, Girl Scouts logo, a copyright notice, and links for 'About', 'FAQ', 'Contact Us', and 'Privacy Policy'. A phone number '877-305-4148' is also listed.

Facebook & Twitter

Opportunity to reach
broader network of
family and friends!

Message SEND Contacts & Share Supporters Creation

Text and Share



TIP Calling supporters before texting or sharing your shopping link will help you reach your goal. [More Info](#)

☐ **YES!** Please send me a text message with my shopping link and verification code. Data and messaging rates may apply.


My Text Message: Remaining: 8

I am excited to help my Girl Scout troop earn money. Please click below & help me reach my goal. Thanks!

Mobile Number: **SEND TEXT**


 

Note that you may be prompted to login to your Facebook/Twitter account first, if you're not already logged in.



22 seconds ago via QSP Girl Scout Store (TEST)

____ GIRL SCOUT CAN ADD CUSTOM MESSAGE HERE. ____





Shop and Support...Please Help Today!

I am excited to share an easy way for all my FB friends to help raise needed funds for Girl Scouts of Greater Atlanta.

If you like to shop online for great reading materials, you are going to really love this idea. To check it out, just [click above](#). There

Like · Comment · Share



**MAGAZINE
ONLINE PROGRAM**

[CLICK HERE TO REGISTER](#)

Spreading the Word

- Include assigned **Girl Online ID** **OR name & troop number** on each "Spread the Word" card.
- Distribute "Spread the Word" cards to customers who can go online to girlscouts.qspgao.com and order magazines.



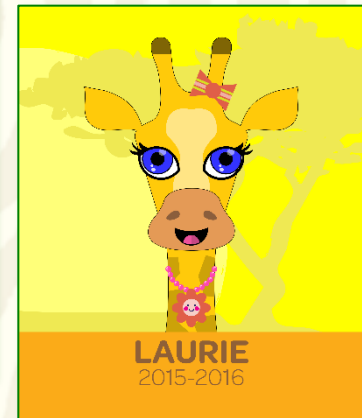
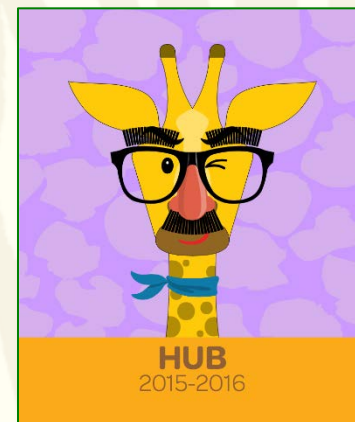
*Just give'em the
card... Works
every time!*

MyPatchCreation™

- Girls who reach \$175 in online magazine sales earn their own personalized patch, with her name date and MyCreation™ image
- Email automatically sent to registered email address link to create/edit patch.
- Parent provides shipping address
- Patch is shipped directly to the girl in 4 to 6 weeks



**Create & Earn
Your Own Giraffe Patch!**



- Troops earn 25% of the purchase price on nut products, including all eNuts+ items.
- Troops earn 20% of the subscription price of magazines.
- These are highest troop proceeds in the country.
- Fall Product is about funding the troop until cookies.



- Rewards are “unitized” whether girls sell nuts or magazines
- Troop reward: Average 45 units per girl to earn a movie ticket for each girl and two adults

Participation patch
and rocker charms



Tie-dye bracelet
with charms



Giraffe plush



Decorative hair pins

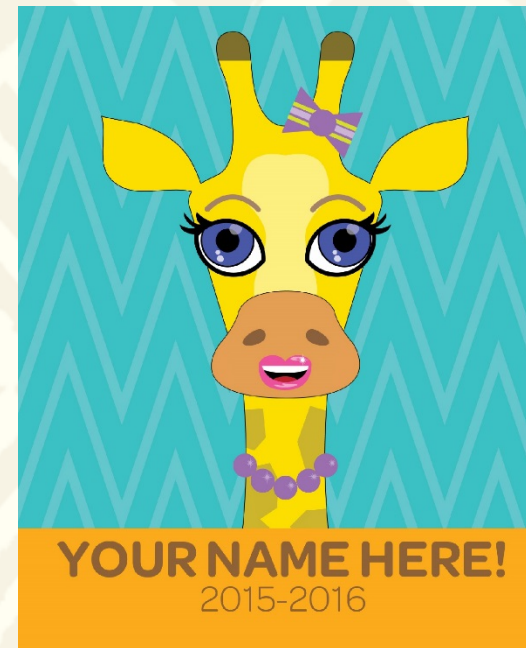


Nail art kit

Rewards – New Customized Patches!



- Girls earn avatar patch for selling \$175 in nut products
- Girls earn giraffe patch for selling \$175 in magazines



- Customers purchase nut products to donate
- Girls need to sell this concept
- Ideal for customers who do not want a product, but do want to support their favorite Girl Scout
- “Virtual” donation—customers and girls do not order or handle the product
- GOC donations count towards rewards like all sales
- **Can only be recorded during Initial Order phase (through Oct. 16)**



Trophy Nut Order Pick-up

p. 17

- October 30 – November 1
- Be on time!
- Count, count, & recount. Get a receipt to confirm your delivery.
- Take orders straight home
- Have parents sign receipts for the girls' orders
- Store product properly. Melted chocolate is **not** considered damaged.



Returns, Exchanges & Transfers

p. 18

- No returns
- Replace damaged product at a service center
- No exchanges
- SU can facilitate troop-to-troop transfers as the only method to change a troop's order
- TNOS only allows transfers of "Initial Booth Order" product



- Payment is collected only when product is delivered
- Troops may use their CC reader from prior sales
- Receipt every transaction
- Record girl payments in TNOS
- Understand girl responsibility vs. troop responsibility
- \$300 maximum debt limit
- Troops deposit money **promptly and frequently**
- One ACH debit, November 20
- Troops will be “pinged” \$1 via ACH, which will be credited to the troop as a payment
- ACH failures will result in \$25 administrative fee

Enter in TNOS:

- Bank information
- Girl allocations
- Girl payments to troop
- Verify troop transfers entered for you by SUFPC
- Verify magazine orders after November 9

Enter in eNuts+:

- Add girls as needed
- Girl orders and Gift of Caring



Returned Checks/Parent Issues

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- Contact check's maker as soon as possible to try to resubmit check
- If necessary, forward original or bank copy to council within 3 business days
- Submit *Discrepancy Reports* at end of program if parents owe money
- Follow detailed guidelines from your Troop Guide



- If you receive a serious product complaint, call the Customer Care Hotline:

213-213-0123

- “Contain” the situation
- Gather relevant information
- Fill out an *Incident Report*
- Refer all media inquiries to the council



Finish strong!

- Allocate all products – down to zero
- Verify Troop-to-Troop transfers so you pay council the exact right amount
- Record Gift of Caring donations
- Verify magazine subscriptions in TNOS
- Deposit money **no later than Nov. 16**
- Turn in Discrepancy Reports as necessary
- **Celebrate your girls' successes!**
- Rewards should be ready in January

Our council's success is due to your efforts...

