girl scouts
greater los angeles

2011 Fall Product Program
Troop Guide

Reaching for the Stars

SU Fall Product Chair _____
Name Phone Email

SU Delivery Chair _____
Name Phone Email

SU Recognitions Chair _____
Name Phone Email

Product Sales Manager _____
Name Phone Email

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Welcome!

Dear Troop Fall Product Chair,

Welcome! Thank you for volunteering to make the GSGLA 2011 Fall Product Program a fun and rewarding experience for your Girl Scouts. In addition to being a great opportunity to earn money for the start of the 2011-2012 100th Anniversary Girl Scout year, it is an important program learning opportunity that teaches girls valuable life skills they will use forever. By managing this program for your Troop, girls will experience and learn the *"5 Skills for Girls"* at the core of all product sales programs:

1. Goal setting
2. Decision making and leadership skills
3. Money management and economic literacy skills
4. People skills
5. Business ethics

This year's program features Trophy Nuts and the QSP magazine subscription/renewal campaign. The *"Nuts for Knowledge"* program encourages and empowers girls and young women to discover fun learning opportunities every day and the *"Be a Reader"* activity program promotes reading, exploration and knowledge. Each troop program packet includes level specific resources to help you through the process of goal setting, planning, safety and selling tips and also includes meeting activity sheets that will help your Girl Scouts *Discover…Connect and Take Action*, while growing in their personal and teamwork skills.

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 new 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

Cheri Holland, Antelope & Santa Clarita Valley
Erlinda Frederick, Marina
Jacqueline Rivero, Woodland Hills
Katie Eckardt, Long Beach
Stephanie Sollow, Montclair
Tamar Igoyan, Arcadia

David Corey, Director, Headquarters
Kate Herring, Administrative Assistant

5 Skills for Girls

Goal Setting
Decision Making
Money Management
People Skills
Business Ethics

Timeline

August 22 – Sept 24	Troop Fall Product Chairs (TFPC) attend Service Unit training (date will be set by SU)
September 25	*ACH Debit Authorization* form, voided troop check and *Troop Fall Product Chair Position Description & Agreement* due to Service Unit Fall Product Chair (SUFPC)
September 27 – 30	TFPCs receive GreenBeans invitation (dates vary by Service Unit). TFPCs visit www.girlscoutsla.org to view/print GreenBeans manual. Troops should verify access immediately.
September 30	Order taking begins for nuts and magazines
October 20	Nut and magazine direct orders due to troop
October 22	TFPC enters nut and magazine direct order quantities in GBs by 11PM. Remit magazine order forms to SUFPC with completed *Troop QSP Direct Order Transmittal Form*.
October 29	Girltopia at the LA Convention Center – the most girltastic event in the country! Register at www.girlscoutsla.org.
November 3 – 7	Trophy Nut Order delivery to Service Units and distribution to troops (dates/locations vary – check with your SUFPC)
November 13	End of 2011 Fall Product Program.
November 14 - 15	Parents receive *QSP Detailed Order Report* – Submit to TFPC by Nov 15
November 20	Troops enter QSP online order data, GOC, allocations, & troop-to-troop transfers. Due into GreenBeans by 11PM. Submit *QSP Detailed Order Report* to SUFPC.
November 21	Last day to deposit nut and magazine direct order monies into troop account.
November 28	Troops authorize ACH Debit payment to Council in GBs.
December 1	Council submits ACH Debits to bank for processing. Deadline for troops to turn in *Discrepancy Reports* (for parents with money due to troop) to Product Sales Manager.

Materials Checklist

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

For each **REGISTERED GIRL**

- ☐ "Reach for the Stars" Trophy Nut Girl Order Card
- ☐ Money envelope
- ☐ QSP Magazine Order Envelope
- ☐ *Parent/Guardian Permission & Responsibility Agreement* (not included - distributed with troop Early Bird registration packet) is required for each participating girl. This form should be completed and kept on file with the Troop Leader.

For each **TROOP**

- ☐ *Troop Fall Product Chair Position Description & Agreement* (submit to SU Fall Product Chair by September 25)
- ☐ *ACH Debit Authorization Form* (submit to SU Fall Product Chair with voided troop check by September 25)
- ☐ 2011 Fall Product Program Troop Guide (this guide)
- ☐ "Reach for the Stars" Program Activity Resource Folder
- ☐ Jumbo Envelope & Leader Sales Record Envelope
- ☐ QSP "Success for Tomorrow" Activity Booklet
- ☐ Receipt Book
- ☐ Gift of Caring Receipts

Additional copies of required forms available for download at www.girlscoutsla.org

Trophy Nut Products & Pricing

$5

Butter Toffee Peanuts

Spicy Cajun Mix

Fruit Slices

$7

Cranberry Trail Mix

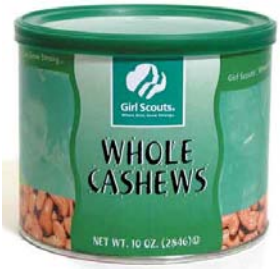
NEW for 2011

Dark Chocolate Cashews

Select Mixed Nuts

Chocolate Raisins

Chocolate Almonds



Whole Cashews

$9 Tins

Peppermint Bark

NEW for 2011

Peanut Brittle

NEW for 2011

Mint Trefoils

QSP Magazine Subscription Orders

The QSP program provides two simple ways for Girl Scout families, friends and relatives to financially support their Girl Scout by purchasing their favorite magazine subscriptions (new & renewals). It's more than just a money earning opportunity…it offers great reading material for the whole family! Girls can participate in either or both of the following ways:

QSP MAGAZINE DIRECT ORDER FORM DIRECTIONS

September 30 – October 20

- Girls use these forms for in-person orders
- Troops collect payment and deposit in the troop bank account
- Enter sales in GreenBeans, submit forms to Service Unit by October 22

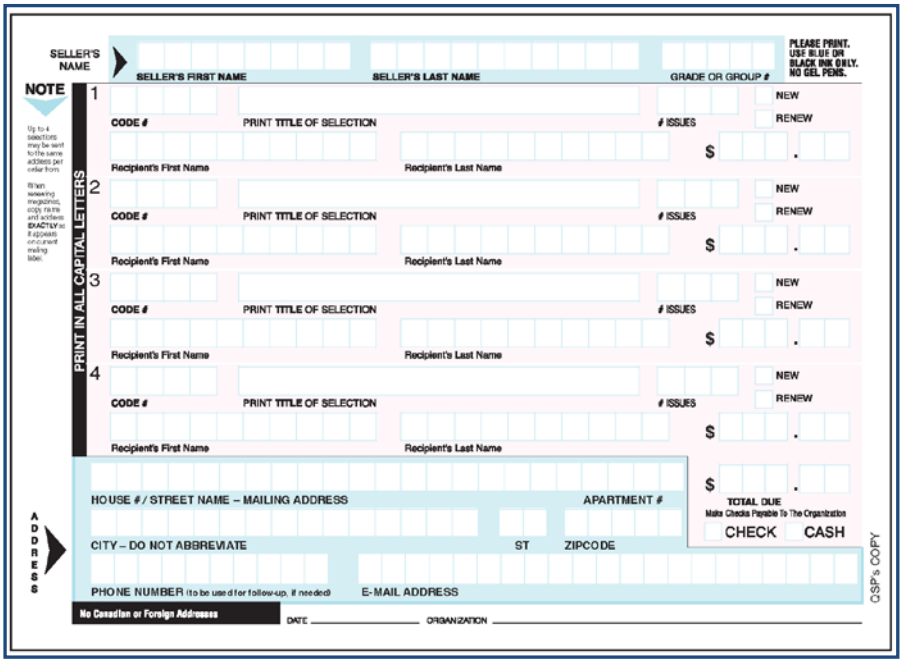
CLEARLY PRINT IN ALL CAPITAL LETTERS

1. Print **girl's name** on the Seller Line
2. Write in the **Troop #** - very important – as the Grade/Group #
3. Fill in the **four-digit code** and the **title** of each selection ordered
4. Print the **customer's name** - recipient's first and last name
5. Fill in the number of issues and mark if your order is **NEW or RENEWAL**
6. Write the **cost** of the selection you are ordering
7. Complete the **mailing address, city, state and zip code** – blue section
8. Write the date and council name (GSGLA) on the bottom line
9. Ask for a check payable to your "Girl Scout Troop XXXXX"
10. Give customer the **pink copy** of the order form
11. **Deadline**: Girls must submit order forms to their TFPC by October 20 to receive credit

Forms with missing/illegible information can not be processed! Make sure to review all forms to ensure the girl receives credit for her order and the troop receives proceeds.

IMPORTANT!! Troop Fall Product Chair must enter the number of magazine <u>direct</u> orders and dollar amounts into GreenBeans, and turn them in to their SU Fall Product Chair by October 22 with the *<u>Troop QSP Direct Sales Transmittal</u>* form to ensure that:

- customers receive their orders timely
- girls receive recognition credit
- troops receive proceeds.


SELLER'S NAME
SELLER'S FIRST NAME
SELLER'S LAST NAME
GRADE OR GROUP #
PLEASE PRINT. USE BLUE OR BLACK INK ONLY. NO GEL PENS.
NOTE
PRINT IN ALL CAPITAL LETTERS
1
CODE #
PRINT TITLE OF SELECTION
ISSUES
NEW
RENEW
$
Recipient's First Name
Recipient's Last Name
2
3
4
HOUSE # / STREET NAME – MAILING ADDRESS
APARTMENT #
TOTAL DUE
Make Checks Payable To The Organization
CHECK
CASH
ADDRESS
CITY – DO NOT ABBREVIATE
ST
ZIPCODE
PHONE NUMBER (to be used for follow-up, if needed)
E-MAIL ADDRESS
No Canadian or Foreign Addresses
DATE
ORGANIZATION
QSP's COPY

QSP ONLINE ORDER DIRECTIONS *September 30 - November 20*

A fun, fast and easy way for girls to invite family and friends to support the troop!

1. Visit the GSGLA website at **www.girlscoutsla.org**
2. Go to the Fall Product Program page and **click on the link to QSP**
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 (be sure the email addresses are valid or they will bounce back to you)
6. Girls can log in and check their progress at any time to add more email addresses, view bounced emails, track sent emails and total sales to date.
7. **No payment to collect!** Customers pay QSP directly online.
8. **Deadline**: Girl's final *Detailed Order Report* will be emailed to the parent/girl on November 14. Be sure to turn it in to the Troop Fall Product Chair to receive credit for any online orders (scanned and emailed copies are OK).
9. **Deadline:** Troop Fall Product Chairs must enter information from *Detailed Order Reports* into GreenBeans for **girls and troop to receive credit and proceeds!**

IMPORTANT!! Troop Fall Product Chair must enter the number of magazine online orders and dollar amounts into GreenBeans by November 20 at 11 PM.

Troops receive a generous 20% of the subscription price for both direct orders and online orders (placed by Nov 13).

QSP CUSTOMER SERVICE **800-678-2673**

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 only 6-8 weeks. Paper/direct orders require much more processing, by Council and QSP, and customers will typically see their first issue in 12-14 weeks. Both 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. For any issue that is unresolved, please let your Product Sales Manager know and they can also investigate on your behalf.

Proceeds, Recognitions & Incentives

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 Product Sale (TOPS) and council is as generous as possible to focus the program towards the girl.

Troop Proceeds

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.

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
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
Peanut Brittle	$9	$2.25
Mint Trefoils	$9	$2.25

QSP Magazines/Direct - Troops retain 20% of the purchase price of all magazines purchased via the Direct Order Forms that are turned in to their Service Unit according to the due date. Troops deposit all sales into the troop bank account, and only remit the 80% owed to Council.

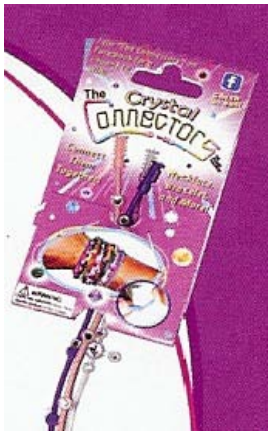
QSP Magazines/Online - Troops will be paid 20% of the purchase price of all magazines purchased online by the QSP Online campaign end date of November 13, 2011. QSP will automatically email the girl's final Sales Report to her at the conclusion of the online campaign. These figures must be entered by the TFPC into GreenBeans according to the due dates. Parents should forward the Detailed Order Report to their TFPC. Online sales are paid directly to QSP via the customer's credit card. Sales must be recorded in GreenBeans for troop proceeds to be paid to the troop. Sales that come in after November 13 are not eligible for troop proceeds.

Recognitions

Whether girls sell nuts, magazines, or both, girls earn credit toward one streamlined recognition structure. Nuts and magazines are UNITIZED, and the # of units for each girl will determine her recognition level.

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

2011 Participation Patch	10 Units
Rocker Patch (at highest level sold)	25+, 50+, 75+, 100+ Units
Gift of Caring Rocker	6 GOC Cans
Crystal Connector Bracelets & Star Shoelaces	50 Units
14" Custom T-shirt Bear	100 Units



Incentives

TROOP INCENTIVE!! Troops with an <u>average</u> of 50 units per total girls participating will earn movie tickets for each participating girl and two adults!

SERVICE UNIT INCENTIVE!! 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 help support your troop. Participation and sales are the focus of the SU Incentive.

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.

To participate, 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 through Gift of Caring, the product is not physically picked up by the customer or the troop. This is why it is described as a virtual donation. Girls collect the donation and complete the Gift of Caring Receipt if the customer requests it. Give one copy to the customer and keep one for the troop records. Then record the quantity sold in GreenBeans under GOC. This lets the council know how many cans to purchase and gives girls credit for cans sold. Girls are eligible for the Gift of Caring Rocker Patch 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!

2011 Fall Product Program GOC Partners

The Los Angeles Regional Foodbank is a charitable food distribution network that includes nearly 900 charitable agency sites throughout Los Angeles County such as food pantries, shelters, senior and childcare 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. *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.

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 3 - 7

Delivery dates and locations vary by Service Unit. Your SUFPC will coordinate a time for you to pick up the troop's Trophy Nut order. You will find this detailed information in GreenBeans in the days prior to pickup. Most SUs will ask for your preferred time and will work to accommodate it. 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 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** the cases before you sign for anything! 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 (home).

5. Once home, separate girl orders before notifying families that product is in.

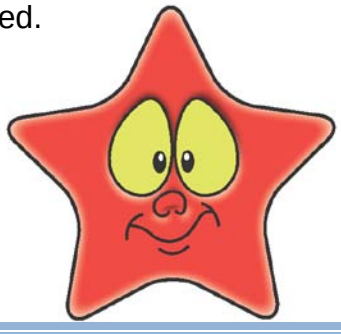
6. Distribute the girls' money envelopes with their product.

7. Prepare an M-3 receipt for each family picking up product.

8. 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. We recommend that you use the Receipt Book (M-3) for this purpose.

9. If you plan to have extra product, please be sure to store it properly. 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!

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.



Cupboard & Boothing Guidelines

No Boothing & Cupboards in 2011 – now what?

Due to the increased demands of producing Girltopia on October 29, 2011, GSGLA is piloting a new abbreviated Fall Product Program which eliminates the traditional 3 week boothing period in November. Council has lengthened the "Initial Order" period to provide additional time for girls to make sales.

Council strongly encourages girls to plan ahead. The single best advice to increase sales is to conduct a door-to-door walkabout after girls receive their delivery from Council. This Direct Sale approach strengthens the girls' customer service skills while providing the general public with a simply delicious way to support Girl Scouts. Girls need to remember that every Fall Product customer becomes another cookie customer down the road. Girls may want to develop their own business card* and ask the customer if she can call on them when it's cookie time.

** Safety first – never disclose last name, address, or personal details.*

Troops should encourage girls to place orders for additional product to support their Direct Sale ambitions. Remember, there is only one opportunity to order and receive Trophy Nut products. Troops also need to order with abundant caution so they do not order too much. With no traditional boothing, it may be difficult to estimate a proper quantity. Council encourages girls to reach for the stars, but their goals also must be attainable based upon the girl's past skill level and sales history.

Girls are also permitted to sell in their own front yard – lemonade stand style. All City Ordinances must be followed.

Troops are NOT permitted to booth at the traditional businesses and grocery stores in commercial areas. Service Units are not able to support these booths, and they are prohibited in all circumstances.

Returns/Exchanges

- Troops may exchange damaged product for another can of the same item only.
- Since troops are not required to round up their order, there are NO EXCHANGES permitted.
- There are NO product returns; troops are responsible for all products ordered. Please order responsibly.
- Your SUFPC can assist you in locating other troops to conduct a troop-to-troop (T2T) transfer of product. T2T transfers are the best method to help troops locate more product that they need, or to assist troops is dispensing surplus product. Let's work together!

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 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. Contact your Product Sales Manager for guidance as needed.

Any and all media contact must be handled by the Council. Do not respond to media questions or inquiries, but refer them to your Product Sales Manager.

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Southeast Region

Arcadia Service Center
101 E. Wheeler Ave.
Arcadia, CA 91006
(626) 445-7771 x 2233
Tamar Igoyan

Montclair Service Center
9525 Monte Vista Ave.
Montclair, CA 91763
(909) 399-0808 x 2356
Stephanie Sollow

North Region

Woodland Hills Service Center
20931 Burbank Blvd Ste A
Woodland Hills, CA 91367
(818) 886-1801 x 2324
Jacqueline Rivero

Antelope Valley Service Center
2330 Mall Loop Road #119
Lancaster, CA 93536
(661) 723-1230 x 2362
Cheri Holland

Santa Clarita Service Center
21515 Soledad Canyon Road #118
Santa Clarita, CA 91350
(661) 287-1985 x 2362
Cheri Holland

Southwest Region

Marina Service Center
4551 Glencoe Ave., Suite 140
Marina del Rey, CA 90292
(310) 450-3720 x 2250
Erlinda Frederick

Long Beach Service Center
4040 N. Bellflower Blvd.
Long Beach, CA 90808
(562) 421-8456 x 2250
Erlinda Frederick

Banking

Cash Handling Procedures

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 Fall Product Chair in order to participate in the Fall Product Program.
2. For the nut portion of the program, payment is collected ***only*** when girls deliver nut product. Payments are not to be accepted during order-taking, nor should product be delivered without receiving payment in full.
3. For magazine direct orders and Gift of Caring nut orders, payment is accepted and receipted immediately.
4. 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. No credit/debit cards.
5. Fall Product Program funds should be collected from girls and safeguarded by parents immediately. Council encourages girls to write their *first* name on the check to help identify payments and to keep troop's bookkeeping organized.
6. 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.* Troops should receipt every transaction (e.g. product given to girls, money received from girls) for clarity and reconciliation.

NEW - $300 Credit Limit Policy

Council will impose credit limits on girl's parents as it relates to bad debt. Some troops continue to disregard money handling procedures and have developed bad habits 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 guideline for the past three years. Troops can no longer ignore a parent who does not remit funds "promptly and frequently."

This is a much bigger issue as it relates to Cookies. We are implementing this policy now to educate troops and parents on the seriousness of the issue. We appreciate your understanding.

NEW - Troops responsible for NSF fees

Troops are well aware of their payment obligation to Council, both how much they owe and when it is due. Troops are now responsible for all bank fees charged to Council due to NSF, account closed, or other preventable default. Council will submit an ACH debit to collect any fees incurred.

This includes ACH debits that are authorized by the SUFPC or by Council on behalf of the troop. If the troop does not have sufficient funds, they are obligated to communicate with their PSM to pay what they can on all due dates.

Troops' Monies

1. Troops will deposit all Fall Product Program funds for nuts and magazine orders into their individual troop bank accounts "promptly and frequently."
2. Troops will enter banking information (e.g. bank name, routing number, and account number) into GreenBeans.
3. All troops will sign an *ACH Debit Authorization*, attach a voided troop check, and submit to the Service Unit Fall Product Chair with their completed *Troop Fall Product Chair Position Description & Agreement* by September 25.
4. SUFPC will submit *ACH Debit Authorizations* and *Troop Fall Product Chair Agreements* to their Product Sales Manager no later than September 27.
5. All council proceeds will be collected from troops via ACH (Automatic Clearing House) debit. ACH is a nationwide electronic funds transfer network which enables banks to distribute electronic charges (debits) to bank accounts and to settle such entries.
6. NEW – Troops are responsible for all bank fees charged to Council due to NSF, account closed, or other preventable default.

Critical Dates and ACH Debit Schedule

1. Troops deposit Fall Product Program funds into troop accounts and authorize the final direct debit in GreenBeans no later than Monday, November 21.
2. The full balance of council proceeds will be debited from troop accounts on Thursday, December 1st.
3. Additional ACH debits will occur to accommodate missed troops, troops with collection issues, and ACH returns.
4. ACH debits will continue until all council proceeds have been collected.

Tracking Sales

1. Each troop in GSGLA will use GreenBeans as its product program management system.
2. All transactions must be done through GreenBeans to ensure accurate and real-time data, and eliminate the reconciliation process.
    a. Troops will enter:
        i. troop number, troop contacts, bank and girl information,
        ii. initial orders by girls and additional troop product,
        iii. girl allocations & Gift of Caring as applicable.
    b. Any additional product obtained after the October 20 troop order must be done as a troop-to-troop (T2T) transfer in GreenBeans.
    c. All troop-to-troop transfers will be entered into GreenBeans by the troop giving away the product. The troop that relinquishes product will be responsible for completing the M-3 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 GreenBeans, but no entry is required. Any discrepancies should be resolved immediately.
    d. GSGLA Finance Team will record all ACH debits (payments) to allow for precise accounting of balances due.
    e. Troops cannot change the amount due to council or direct debits once they have been authorized. In the event that the full amount due cannot be debited for any reason, troops must use the notes section in GreenBeans to communicate the reason as well as the amount that can be safely debited from their account by the debt authorization due date.

Returned Checks and Parent/Guardian Issues

Returned Checks

1. Should a check not be honored (e.g. non-sufficient funds, account closed, etc.), troops should forward the original or bank "legal copy" to their Product Sales Manager within ***7 days of the return date*** for collection. Troops should include troop number and contact information with the returned check.
2. Council will attempt to collect the amount of the check, plus bank charges up to $25, through a succession of phone calls and letters to the issuer of the check. If successful, council will refund the troop 100% of recovered funds.
3. 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.
4. 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.
5. Time is of the essence as it relates to returned checks.

Parent/Guardian Collection Issues

1. All troops must ensure that all participating girls are registered with GSUSA and keep a signed *Parent/Guardian Permission & Responsibility Agreement on* file for each registered girl. 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 troops.
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 Product Sales Manager, along with the original signed *Parent/Guardian Permission & Responsibility Agreement* **no later than December 1st.** The *Discrepancy Report* must contain all pertinent information and, detailed documentation of collection attempts. (Examples of documentation include signed receipts for product, girl order card, emails with requests for product or attempts to collect, dates when parent was called for repayment, etc.)
5. Troops should understand that 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 new policy regarding the $300 parental uncollectible debt maximum on page 14.
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 a collection agency, or brought to Small Claims Court.

Fall Product Program Planning Info & Wrap-up Checklists

The following checklists will help you keep on track with requirements and deadlines throughout the program.

Pre-planning Checklist:

- ☐ Open a troop bank account if you or your troop leader has not already done so. GSUSA policy requires each troop to have a troop bank account.
- ☐ Collect names, addresses, phone numbers, email addresses for every registered girl participating in the Fall Product Program. Remember, 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.
- ☐ Contact your SU Manager or SU Fall Product Chair to find out the date of your Fall Product Training. Troop training dates are set by your Service Unit, and take place Aug 22-Sept 24.
- ☐ Turn in the following completed forms to your Service Unit Fall Product Chair ***no later than September 25*** to ensure your troop receives sales materials and GreenBeans 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 a GreenBeans invitation!)
- ☐ You must have internet access and an email address to set up your troop in GreenBeans and to receive important updates from your Service Unit Fall Product Chair and Council throughout the program. See Google, MSN, Yahoo or Hotmail to set up a free account.
- ☐ 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."

Training Checklist:

- ☐ Host a Fall Program Training night for girls and their families. Explain the purpose of the program and hand out program materials.
- ☐ Review all important dates and deadlines. ***Meeting these deadlines will be critical to the success of the program;*** stress the importance of timeliness with families.
- ☐ Set both troop and girl goals. Reinforce how individual sales help the troop reach its overall goal and fund troop program activities.
- ☐ **Motivate! Motivate! Motivate**! You are the face of the program. How you present the program has a big effect on the girls' enthusiasm…remember, a little positive energy goes a long way!
- ☐ Encourage parents/guardians to submit orders to you via email. This allows girls to retain their order cards so they can fulfill their orders quickly and provides you with documentation should there be any questions regarding possible discrepancies with orders.
- ☐ Encourage parent/guardians to submit their *Detailed Order Reports* for online magazine orders to you via email on November 14, to ensure that you are able to enter them into GreenBeans by the deadline.

Requirements and Deadlines Checklist:

- ☐ **September 17-October 1st,** go to www.girlscoutsla.org to download the GreenBeans Troop Manual.
- ☐ Set up your troop in GreenBeans as soon as you receive your invitation. If you have not received your GreenBeans invitation by October 1, please contact your Service Unit Fall Product Chair for assistance.
- ☐ Enter Initial Trophy Nut and QSP magazine orders into GreenBeans by October 22. Turn in any Direct Magazine Orders to your SUFPC along with a completed Troop QSP Direct Sales Transmittal form. *Forms with missing information can not be processed! Make sure to review all forms.*
- ☐ Pick up product from Service Unit Delivery Site (check with your SU Fall Product Chair or SU Delivery Chair for date, location and time).
- ☐ Make sure that at all monies have been deposited into your troop account by November 21 for the ACH direct debit and complete authorization in GreenBeans.

Fall Product Program Wrap-up Checklist:

- ☐ Collect *QSP Detailed Order Report* (for online orders) from each girl and make sure they are complete. Turn in to your Service Unit Fall Product Chair by November 20.
- ☐ Make sure all girl orders for Trophy Nut and QSP magazine subscriptions have been entered in to GreenBeans and that all Gift of Caring donations have been allocated to girls so they will receive credit.
- ☐ Ensure that all monies are deposited into your troop bank account by November 21. Complete authorization in GreenBeans.
- ☐ Forward the original or bank copy of any NSF (non-sufficient funds) to your Product Sales Manager within ***7 days of the return date*** for collection. Include your troop number and contact information.
- ☐ If you have a parent with money outstanding to the troop, **DO NOT WAIT!** Make sure you turn in a Fall Product Program *Discrepancy Report* to your Product Sales Manager no later than December 1st so the council may assist your troop by setting up a payment plan for the parent. This increases the troop's chances of being reimbursed for lost proceeds!
- ☐ Girl recognitions for your troop will be shipped to your Service Unit for distribution in January. Please pick up and distribute promptly! Recognitions not picked up by March 1 will be forfeited.
- ☐ Be sure to view your GreenBeans Troop Dashboard often throughout the program for important updates and critical date reminders. Visit www.girlscoutsla.org for useful resources and program information contact your Service Unit Fall Product Chair with any additional questions you may have!

Notes