Getting Started

Welcome and thank you for volunteering to be the Service Unit Product Manager (SUPM) for your Service Unit. Please note that to be the SUPM you must be an Approved Volunteer with Girl Scouts of Silver Sage, sign a Service Unit Product Manager Contract, turn the contract in to the Council Office, and have participated for at least one year in a Girl Scout Product Program.

This manual will help guide you through the Fall Product Program along with other valuable resources and tools, such as:

- Product Manager, Katie Baker: kbaker@girlscouts-ssc.org
- Girl Scouts of Silver Sage Fall Product Program website: www.girlscouts-ssc.org/cookies/fall-product
**Dates to Remember**

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<th>Date</th>
<th>Fall Product Program Calendar</th>
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<td>July through August, 2019</td>
<td>Register as the Service Unit Product Manager</td>
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<td>By September 9, 2019</td>
<td>Designate a delivery location</td>
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<td>Early September, 2019</td>
<td>Fall Product Trainings and Material Distribution</td>
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<td>Sept. 27 – Oct. 13, 2019</td>
<td>Fall Product Program (Order Cards and Online)</td>
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<td>October 17, 2019</td>
<td>Troop Orders Due</td>
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<td>October 19, 2019</td>
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<td>Final Troop Deposits into Troop Accounts</td>
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**Service Unit Overview of the Fall Product Program**

The Service Unit Product Manager (SUPM) plays a crucial role in the Fall Product Program. Starting in mid-August, SUPMs will begin to coordinate the “when and where” of the product delivery drop-off and enter this information into the online logistics center UNIFY.

SUPMs will also begin receiving volunteer and girl materials in mid-August from Ashdon Farms and QSP for the program, like: Order Cards, Receipt Books, Girl Permission Slips, Troop Manuals, Service Unit Manuals, Parent Guide, and more! SUPMs will distribute these materials to troops in early September.

While Council will provide a Troop Training in each area, we ask that every Service Unit also provide one Troop Training and distribute all program materials.

The next main responsibility is to provide guidance to troops throughout the program and ensure that all troops submit their Girl Orders on time.

And finally, manage the delivery process; coordinate troop product pick-up and the distribution of Girl Rewards.
Products and Pricing

QSP Online Magazine prices starting at $12 per order/subscription.

Ashdon Farms Nuts and Candy
Products prices range from $6-$10 per item.

Troop Proceeds and Girl Rewards

Troop Proceeds

Online Magazines
Nuts and Candy

$3/item
$1/item

Troop Sales Bonus Proceeds
Troops that are able to sell 30+ items per girl selling will be eligible for the Troop Sales Bonus, 10% increase in Troop Proceeds:

Online Magazine sales
Nuts and Candy

$3.30/item
$1.10/item

Girl Rewards

All girl rewards are cumulative at each level
Troop Training

Each Service Unit is responsible for hosting a Troop Training after their Service Unit Training is complete in early September. An agenda and PowerPoint presentation will be available for all trainers to use as well as other resources, including:

- Fall Product Program: Troop Manual
- Product Manager, Katie Baker: kbaker@girlscouts-ssc.org

TIPS FOR TRAINING

- Read everything! Familiarize yourself with all the materials and be knowledgeable about the program.
- Be enthusiastic, ask for help, and have fun during training. Your excitement, or lack thereof, can have a huge impact on your Service Unit’s goals and troop morale through the Fall Product Program.
- Schedule the Troop Training early in September, and as soon as possible let troops know when and where training will take place.

Orders and UNIFY

UNIFY GUIDELINES

UNIFY is the online logistics center used to both directly order nuts and candy from order cards and to tabulate all sales orders from online sales to compile the totals for rewards and troop proceeds.

SET-UP due prior to start of sale September 27

- In UNIFY make sure to update the following:
  - Verify Service Unit Product Manager information
  - Add Delivery location information (inventory will be much lower than during the Cookie Program and most residences are appropriate for delivery).
  - Finally, add any additional users at the Service Unit level (Must be on the Service Unit Team and be an Approved Volunteer).
- Make sure that all the Troops in your Service Unit that are participating have been added into the UNIFY system.

GIRL ORDERS due October 19 for Service Unit Users

Troops will add their girl orders into the UNIFY system on or before October 17, 2019. Service Units can still add or make changes for troops through October 19, 2019 if Troops have not submitted their order.
DELIVERY AND PICK-UP GUIDELINES

Delivery of product from Ashdon Farms will be November 6, 2019. Please coordinate with the Director of Product prior to September 9, 2019, to confirm location of delivery.

TIPS FOR DELIVERY

1. ALWAYS COUNT ALL ITEMS before signing a Delivery Ticket and only when everyone agrees on the count.
2. MAKE SURE THERE IS A SAFE PLACE TO STORE ITEMS until troop pick-up; more than likely the same day.
3. ASK FOR HELP this can be a very physically demanding day.
4. BLOCK OUT ENOUGH TIME because delivery systems are not an exact science and more time may be needed.

TIPS FOR TROOP PICK-UP

1. SCHEDULE FOR TROOPS TO ARRIVE in 10 to 20 minute timeslots.
2. ALWAYS COUNT ALL ITEMS before loading and only sign receipts when everyone agrees on the count.
3. KEEP ALL RECORDS AND RECEIPTS until the end of the season.

“I am proud to be a Girl Scout!”
- Nicke
PARENT BAD DEBT REPORTING
If a girl has not turned in money for items she has taken possession of and the troop leaders have made at least 3 attempts to collect, then it may be necessary to fill out an online Outstanding Debt Form. After an Outstanding Debt Form and accompanying documentation is turned over to Council, an attempt to collect by staff will be made. Finally, if we fail to collect, the amount will be turned over to North Star Collections.

Approved troops will be reimbursed the full value amount minus the value of troop proceeds earned on items of the outstanding balance.

We ask that Service Units Product Managers help troops through this process as needed.

REWARDS
Rewards will be mailed directly to the Service Unit Product Manager in mid-November. Once the automatic payment transfer has collected all Council Proceeds from troops, rewards can be released to troops.

Service Unit Product Managers will notify troop leaders when their rewards may be picked up.

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