2019

Fall Product Program

Troop Manual
Getting Started

Welcome and thank you for volunteering to be the Troop Product Manager (TPM) for your troop. Please note that to be the TPM you must be an Approved Volunteer with Girl Scouts of Silver Sage, sign a Troop Product Manager Contract and turn the contract in to your Service Unit Product Manager.

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

- Your Service Unit Product Manager
- Council Staff: customercare@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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# Overview of the Fall Product Program

The general look and feel of the Fall Product Program will be like the “Initial Order” part of the Cookie Program. Troops will hold a Family Meeting to distribute materials and teach girls and their parents about the Fall Product Program in mid-September. Each girl/parent must sign a permission slip – to be kept on file by the troop to participate.

Girls will then be equipped with Order Cards for the in-person nuts and candy (Ashdon Farms) part of the sale from September 27- October 13, 2019. Additionally, girls will create an individual account for online magazine sales (QSP) and online nuts and candy sales from September 6 – October 25, 2019.

Once all the orders are complete, the Troop Product Manager will input them into the online logistics center UNIFY (similar to eBudde for the Cookie Program). Then the orders will be submitted to Ashdon Farms and within a few weeks delivered to the Service Unit for pick-up by the troops.

Next, girls will deliver nuts and candy products to customers and collect remaining money from customers. Troops will deposit all money into their troop account and Council will then automatically transfer Council proceeds directly from the troop account. Finally, all girl patches and rewards should be received before Thanksgiving.
### Products and Pricing

**QSP Online Magazines and more...** subscription starting at $12!

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### Ashdon Farms Nuts and Candy

1. Girl Scout Tin w/ Mint Treasures  
   Tin  
   $10
2. Thin Mint Almonds  
   Pop Top  
   $9
3. Dark Chocolate Peppermint Pretzels  
   Bag  
   $9
4. Cashews  
   Pop Top  
   $8
5. Chocolate Covered Almonds  
   Pop Top  
   $8
6. Caramel Caps  
   Box  
   $7
7. English Butter Toffee  
   Box  
   $7
8. Mint Chocolate Penguins  
   Box  
   $7
9. Almond Butter Cups  
   Bag  
   $7
10. Dulce de Leche Owls  
    Box  
    $7
11. Butter Toasted Peanuts  
    Pop Top  
    $6
12. Peanut Butter Bears  
    Box  
    $6
13. Pecan Clusters  
    Box  
    $6
14. Fruit Slices  
    Pop Top  
    $6
15. Dill Pickle Peanuts  
    Bag  
    $6
16. Honey Roasted Mix Nuts  
    Jar  
    $10
Troop Proceeds and Girl Rewards

**TROOP PROCEEDS**

Online Magazines  $3/item  
Nuts and Candy  $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 Magazines  $3.30/item  
Nuts and Candy  $1.10/item  

**GIRL REWARDS** – some of the amazing rewards below  
*all girl rewards are cumulative at each level*

Interlocking Patches  

4+ items  

20+ items  

100+ items  

30+ items  

50+ items
ONLINE ORDER GUIDELINES (Online sales run September 6th - October 25th)

To keep our Fall Product Program as easy to manage as possible but still offer the very best opportunities to our girls, we will be participating in an online magazine sale. That means no paper orders to mail back to Council and no need to collect money.

Please invite parents in your troop to register their own girls. Ensure that they use girl’s registered name with correct spelling along with the troop number so that credit can be given to both the troop and girl.

Once a girl has registered, she will then be able to access her individual site and customize her email messages, set goals, craft a welcome page, create a custom patch, and track her sales! Each girl will be given a unique ID# to help customers know exactly which girl and/or troop they are supporting.

TIPS FOR MAKING THE MOST OF ONLINE SALES:

○ One of the best ways to invite customers is through a customized email from the online page. When 15 emails are sent through the site, girls will earn the “Online” Patch, and, in addition, they can earn the “Goal AcheiverPatch” by sending 30 emails!

○ Be sure to email as early in the sale as possible to get the most out of them!

○ Emails sent will also include the Ashdon Farms online store where more delicious products and bulk items can be ordered and shipped directly to customers. Again this year, if a girl sells $150+ in online sales, she will earn the MyPatchCreation™ Patch, created by her, for her! SO... DON’T SKIP THE EMAILS!

○ Use the Spread the Word business cards. Simply write your name, troop #, and unique ID# on each card and pass them out to friends and family.

○ Use social media to help spread the word. (Remember that all online activities need to follow the Internet Pledge Guidelines and an adult must assist and monitor internet use for girls younger than 13, see Silver Sage web page).
Nuts & Candy Orders and UNIFY

ORDER CARDS GUIDELINES

During the sales period – September 27-October 13, 2019 – girls will use their order cards to record customer purchases. Below is the process in which to correctly navigate this part of the sale:

- In order to create equal sales opportunity for girls we ask that no sales on Order Cards be made prior to September 27, 2019. There is no specific start time.
- Girls record customer information and orders on their Order Card throughout the selling period and direct people through email how to order from the online store.
- We recommend that girls collect money at the time of order taking. This allows girls to drop-off product without requiring a customer to be home. If a customer does not feel comfortable paying upfront, simply take the order and collect on delivery. NEVER give product until payment has been made.
- At the end of the pre-sale, October 13, 2019, girls should add up their totals by variety and overall totals of items sold and turn their Order Card, along with all money collected, into their Troop Product Manager (TPM).

UNIFY GUIDELINES Order due October 17

Both the Online and Order Card sales are hosted in one NEW and UNIFIED site called UNIFY! UNIFY is the online logistics center used to place orders from nuts and candy order cards, run your online sales, and calculate all girl rewards and troop proceeds.

- Once the TPM collects the girl Order Cards, they will input all the totals by variety into UNIFY. The TPM should keep Order Cards in a safe place and return to each girl when product is distributed.
- First, make sure that all girls selling have been added to the UNIFY system.
- Online Magazine and Nut and Candy orders will automatically enter into the UNIFY system. Please review the orders to make sure all girl’s online sales were showing correctly to ensure your troop receives credit for all online sales.
- Simply add the numbers into the proper column for each girl under the Girl Order Tab, paying careful attention to the 16 different varieties,
- After all orders have been placed the TPM will submit their Order and Rewards, which are automatically tallied. Troop orders are due Thursday, October 17, 2019, four days after the end of sales. Please note that once an order is submitted troops cannot change their order.
DELIVERY AND PICK-UP GUIDELINES

Once orders for nut and candy items have been submitted to Ashdon Farms it takes approximately 10-15 days until the items are delivered to the Service Unit where troops can pick them up. Service Unit Product Managers will help coordinate the when, where, and how to pick up the troop orders for each area.

TIPS FOR DELIVERY

1. ALWAYS COUNT ALL ITEMS before loading and only sign receipts when everyone agrees on the count.
2. KEEP YOUR VEHICLES CLEAN AND CLEAR OF UNNECESSARY CLUTTER.
3. ONLY BRING PEOPLE THAT ARE HELPING TO LOAD. Vehicle space and time is limited.
4. BE ON TIME. Being too early or too late can cause delays; be ready to pick up all items at the designated time.
5. HAVE A PLAN READY TO GET GIRLS THEIR ITEMS QUICKLY! The faster girls get their products, the faster they are out of your possession and in the hands of the customer. Make sure parents count all their girls’ items and sign a receipt before taking possession.

“I am proud to be a Girl Scout!”
- Nickee
Troops participating in Fall Product Program must place their Troop Bank Account information in the online system UNIFY. All deposits are made directly to your Troop Bank Account and an electronic withdrawal to the Council will be made at the end of November.

**MONEY MANAGEMENT GUIDELINES**

As with any product sale, there will be lots of money changing hands – from customer to girl; from girl to parents; from parents to troop leaders; from troop leaders to Troop Accounts – and we want to give troops the best tools and tips to manage the process from beginning to end.

Recording every transaction is key to proper money management. Please see below for complete banking and documentation process:

**Girl Responsibilities**

- When a customer pays for items purchased, the girl will indicate this by marking the “PAID” box on her Order Card.
- After ensuring the correct amount, the girl should put the cash or check into her provided Money Envelope and discuss with her parents the safest place to store money until she turns it into her Troop Product Manager.
- Before turning money over, count the total to make sure all money matches the recorded amounts.

**Troop Product Managers (TPM) Responsibilities**

- When girls turn in money to the TPM, both parties should count the amount being turned in.
- After the amount is agreed upon, a provided Receipt should be filled out and signed by the TPM and parent and each party receives a copy.
- After money is collected from girls the TPM must:
  - Keep physical receipts in a safe place until all final reporting for the year is complete and all money issues are resolved.
  - Record amount turned in by each girl in the Girl Order Tab in UNIFY.
  - Total all money received using either a ten key adding machine or spreadsheet computer software – like Excel – each check with its number should be listed separately and added to the total cash received.
  - Each check will need to be stamped with an Endorsement Stamp.
  - **DO NOT HOLD ONTO MONEY; ALL FUNDS MUST BE DEPOSITED INTO THE TROOP BANK ACCOUNT!** Make at least weekly deposits into your Troop Account.
- Verify the amount being deposited with the teller; all inaccuracies will be the responsibility of the troop to manage.
- Hold on to all deposit receipts and if possible make copies of all materials (checks and deposit slip) before making deposits. Again, store until all final reporting for the year is complete and all money issues are resolved.
- **FINAL DEPOSITS SHOULD BE MADE BY NOVEMBER 13, 2019 TO GIVE ENOUGH TIME FOR ALL CHECKS TO CLEAR IN THE TROOP ACCOUNT, WHICH WILL THEN BE TRANSFERRED IN LATE NOVEMBER IN THE AMOUNT DUE TO COUNCIL. TROOP PROCEEDS SHOULD EQUAL THE AMOUNT REMAINING IN THE ACCOUNT, MINUS ANY TROOP EXPENSES.**
- If for any reason you do not believe there will be sufficient funds to clear the transfer contact the Council Product Team by email before November 14, 2019, at [customercare@girlscouts-ssc.org](mailto:customercare@girlscouts-ssc.org).

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**Donation Program**

**PROJECT THANK YOU**

Within product sales there is a chance that some customers just won’t want to buy anything for themselves but would still like to contribute to the Girl Scouts.

Our Donation Program for the Fall Product Program is Project Thank You which supports our hometown heroes including local Wildland and Municipal Firefighters, Police Officers, and other brave men and women of service.

Customers may donate $7 which will provide our hometown heroes with a delicious can of nuts. No product selection is necessary; Girl Scouts of Silver Sage has already chosen the product varieties to be donated.

At the end of the sale all items marked as Donated will be shipped to Council and distributed to local agencies within our Council service area.
**CLOSE-OUT**

**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 staff 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.

**FINAL BALANCING**
Because the Fall Product Program has an online component not all funds are collected by the girl. Some are taken online with a credit card. When balancing please know that all online items have been paid directly to Council and will count toward your balance due. If for some reason Council owes a troop their proceeds at the end of the sale, a reimbursement check will be sent to the Troop Leader.

**REWARDS**
Rewards will be mailed directly to your Service Unit Product Manager in mid-November. Once the Council Proceeds have been automatically transferred from Troop Accounts, 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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