



**OWN YOUR
magic**



*2023 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 Programs 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."*

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.

Girl Scouts of the USA Mission

*Girl Scouting builds girls of courage, confidence, and character
who make the world a better place.*

Table of Contents

<i>Topic</i>	<i>Page</i>
Ways Girl Scouts Sell Fall Products	2
Gift of Caring	2
Online Program	3
Troop Pre-Selling Checklist	4
Materials Checklist	5
Caregiver and Girl Scout Training Checklist.....	5
Online Access.....	6
Troop M2OS Set-up.....	6
Tracking Sales.....	7
Online Orders.....	7
Inviting Girl Scouts to Participate.....	8
M2 Media Group Magazine Subscriptions	8
Planning Your Nut Order.....	9
Trophy Nut Order Pick-up	10
Returns/Exchanges/Troop-to-Troop Transfers.....	11
Residential Walk-Abouts and Lemonade Stands.....	11
Allocating and Moving Products	12
Money Handling Procedures	12-13
ACH Adjustments, Failures & NSF Fees	13
Returned Checks & Collection Issues	14
Crisis Management	15
Wrap-Up Checklist.....	16
Dates	Back cover

Ways Girl Scouts Sell Fall Products

Girls Scouts sell Fall products in multiple ways:

- Nuts and candy in person for delivery (order card).
- Online nut and candy products for girl delivery (products on order card only).
Customer pays by credit card when they place the order.
- Online nut and candy products for shipment (up to 25 nut and candy products).
- Online magazines and more.
- Residential Walk-about and Lemonade Stands (nut and candy products).
- Gift of Caring products may be sold through any of the above avenues.

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 (\$6/can) that are purchased by GSGLA, who coordinates delivery to our Gift of Caring partners. Again 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. For in-person Gift of Caring sales, Girl Scouts 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 GSGLA know how many cans to purchase and gives Girl Scouts credit for cans sold (make sure the troop has received the funds before allocating credit to the Girl Scouts in M2OS). Girl Scouts may earn the Gift of Caring charm (see order card for details). 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 approximately 45% of all donations.
- **Bob Hope Hollywood USO** Receives approximately 10% of all donations.
- **Operation Gratitude** Receives approximately 45% of all donations

Troops may donate left over product to an organization of their choice, but these donations will not count towards Gift of Caring. Troops may not solicit donations for any other organization, 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 M2OS online system gives Girl Scouts the opportunity to send emails to family and friends, inviting them to support their product sales efforts by purchasing nuts, chocolates, magazines/other subscriptions, and more products online with links to our secure shopping site. Online sales are also a great way for contactless sales and deliveries.

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

- Girl Scouts will build their own personalized avatar! This exercise engages the Girl Scout in a fun way. Girl Scouts may earn a patch of their customized avatar (see order card for details).
- Ship or girl delivery? Customers can opt to have their products shipped directly to them for an additional fee or they may select “girl delivery” if they are local. The Girl Scout will deliver after she receives her nut products. Customers may order products online (and in person) until October 22 at 11:59 PM. Online orders are paid for at the time of the order.
- Customers that choose shipment will pay online via debit/credit card, and the products are shipped by Trophy Nut directly to the customer. With this option, there are no products to handle by troops or Girl Scouts and no money to collect. 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 are automatically recorded in M2OS so that Girl Scouts will receive proceeds and rewards for every online order.

How to get started?

Once the TFPC has submitted the required forms, annual troop financial report, and completed training, they will be added to M2OS and the system will send the TFPC an email link to log on (check spam folder also).

Registered Girl Scouts will be imported into the online system prior to the start of the program. Girl Scouts and their parents/caregivers will log onto www.gsnutsandmags.com/gsgla to set up their online store. M2OS will track progress towards rewards in real time and will send the Girl Scout/parent/caregiver an email to let her know how close she is to her goal.

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 programs. Contact Customer Care at 213-213-0123 for information on opening a troop account.
- All Girl Scouts who wish to participate must be registered with GSUSA and have a signed *Parent/Guardian Permission & Responsibility Agreement* turned in and on file with their Troop Leader (online at www.girlscoutsla.org/fallproduct).
- You must have internet access and an email address to manage your troop in M2OS and to receive important updates from your SUFPC and GSGLA throughout the program. See Google, Yahoo! or Outlook 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/fallproduct):
 - *Troop Fall Product Chair Position & Agreement* (you must include your email address to receive access to M2OS!)
 - *ACH Debit Authorization* form and voided troop check
- Check your email often throughout the program for important updates and critical date reminders from your SUFPC, Product Programs Manager (PPM) and GSGLA. Visit www.girlscoutsla.org/fallproduct 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/caregivers.
- Review *Safety Activity Checkpoints* guidelines on “Council Sponsored Product Sales” at www.girlscoutsla.org/fallproduct.
- Identify yourself as the Troop Fall Product Chair in MyGS.
- Confirm with your Troop Leader that the annual troop financial report has been submitted.

We strongly encourage you to review this *Troop Guide* to become familiar with your role in the Fall Product Program. Understand your responsibilities ahead of time so that you can ask questions and get answers that keep you on track with due dates.

Fall Product should be easy. With no booting 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 SCOUT

- Trophy Nut Girl Order Card
- Money Envelope
- Family Letter
- M2 Online Flyer
- Door hangers and personalized business cards (online only for printing)

Due to the online membership registration process, the *Parent/Guardian Permission & Responsibility Agreement* is not automatically included, but is required for each participating Girl Scout. 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* (for experienced troops)
- *Fall Product Program Troop Guide* (this guide, printed for new troops only)
- Jumbo Envelope and Girl Scout Money Envelopes
- Receipts (now in sheet form; also available in M2OS for printing)
- Gift of Caring Receipts (online only for printing)

Parent/Caregiver and Girl Scout Training Checklist

- Host a Fall Program Training for Girl Scouts 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 impact on the Girl Scouts' enthusiasm and parent/caregiver support.
- Review the 5 Skills for Girls: Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics. These valuable skills are learned at the heart of every product program and will last a lifetime!
- Troops and Girl Scouts should set individual and troop goals. Reinforce how individual sales goals help the troop reach its overall goal and fund troop program activities. Help Girl Scouts and caregivers to understand that their participation in the Fall Product Program benefits all Girl Scouts in GSGLA.
- 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 Money Handling Procedures. Set clear expectations for conduct and collection of monies due to the troop.

Online Access

Troops will need to set up online access to M2OS. This robust online sales program will power up the Girl Scouts' Fall campaigns and support big goals by marketing their sales via email, text, and social media.

Girl Scouts are invited to email friends and family anywhere in the US to gather support for their troop. Girl Scouts will love this site where they will build their own avatar and reach their goals quickly. Girls Scouts should send emails right away on the program start date, as the online portion of the Fall Product Program only runs for four weeks.

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. Check your spam folder if you don't receive the email.
- 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.
- Girl Scouts registered for the 2023-24 Girl Scout membership year by September 8 will be automatically uploaded if the troop has submitted required forms. If a Girl Scout is not in the system, her parent/caregiver can add her and her account will be released once membership and troop eligibility has been verified. This is a manual process and may take up to a few days.

Girl Scouts of Greater Los Angeles

Karen Phillips
 Edit Avatar
 Your Patch
 View Troop
 Photo
 Change Role

24 Avatars created
 44 Emails Sent
 7 Photos uploaded
 5 Videos uploaded

Stats: Current Campaign Troop: 200000

\$807.00 Total Sales	\$73.00 Online Magazines	\$6.00 Direct Ship Nuts	\$85.00 Online Nut Girl Delivered	\$643.00 Nut Card
\$138.00 Last Year	\$20.00 Last Year	\$118.00 Last Year	\$0.00 Last Year	\$0.00 Last Year

Note: Sales data is updated every 15-30 minutes.

Hide Campaign Metrics

Campaign Setup

- Parent and Guardian Email Blast
- Default Storefront Video
- Training Video
- Video Instructions

Manage System Users

- Send messages
- Manage Troops & Girl Scouts
- Manage Admin Users

Product Management

- Paper Order Entry
- Delivery Tickets

Rewards & Patches

- Rewards
- Personalized Patches

Financials & Reporting

- Banking & Payments
- Reports
- Troop Summary / Amount Due Report

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 if it is not included in the council upload.
2. Orders by Girl Scouts (if the parents don't enter the orders) and additional troop product, as applicable.
3. Girl Scout allocations and in-person Gift of Caring sales, as applicable.

Troops enter transfers of product in M2OS

- The troop that gives the 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.
- The "giving" troop enters the transaction in M2OS. Troops that accept product should confirm the quantity entered in M2OS, but no entry is required. Any discrepancies should be resolved immediately.
- Troops who transfer products outside of their service unit must notify their SUFPC, who will complete the transfer in M2OS on their behalf.

Parents/Caregivers Enter Girl Scout Orders

Parents should enter their Girl Scout's 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!

Online Orders

Direct-Ship

All direct-ship orders placed online by customers are shipped directly to the customer for a fee. Customers need to be aware of shipping costs. Note that chocolate items are recommended 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.

Customers must call M2 Customer Service to change or cancel any online orders: 800-372-8520.

Girl Delivery

Customers may choose the "Girl Delivery" option when placing an online order. These orders will be delivered to the troop on delivery day and the girl will connect with the customer for delivery. Payment is made at the time of the order, so no financial transaction is necessary.

Inviting Girl Scouts to Participate Online

On the first day of the program, copy the message below and email it to all of the parents/caregivers of the Girl Scouts in your troop (you can send it via your personal email provider or through M2OS' messaging system):

"It's time to kick off our troop's Fall Product Program. It's easier than ever to participate online. To get started, go to www.gsnutsandmags.com/gsgla and follow the simple instructions. Save the link to your Favorites

- *Girls create their very own avatar and can earn a personalized patch with their avatar and their name (or their camp name).*
- *Send 18+ emails to friends and family through your Girl Scout's storefront and share on personal social media, or text to ask for support.*
- *Supporters can pay with a credit card and the troop earns money for activities.*
- *Participating can take as little as 10 minutes and the girls will have so much fun. Thanks in advance for helping our troop!"*

Directions for Girl Scouts

Visit the GSGLA website at www.girlscoutsla.org/fallproduct.

1. Click on the link provided (www.gsnutsandmags.com/gsgla). (Save this in your favorites!)
2. Register and create a **login/password** (or if you participated last year, you can use the same login/password).
3. Create your personalized avatar.
4. Enter the **email addresses** of friends and family to invite them to shop at your storefront. These can be imported from your existing email account, or manually entered one at a time. Be sure the email addresses are valid. Girl Scouts who have participated online in the past will have their customer emails in the system.
5. Girl Scouts can log in and check their progress at any time, add more email addresses, view bounced emails, track sent emails, and see total sales to date.
6. Girl Scouts may earn the personalized avatar patch (see order card for details).
7. **No payment to collect!** Customers pay M2 directly online.

M2 Customer Service

800-372-8520
question@gsnutsandmags.com

The M2 Customer Service team is available to all troops seeking information about the status of an order. Magazine 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 question@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.

Planning your Nut Order

See the *Troop M2OS Manual* at www.girlscoutsla.org/fallproduct 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 program continues through November 19. Girl Scouts may 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 fewer than 12), we recommend that you round up and take the whole case. History shows that you will need it.
5. We recommend rounding up to full cases of 12 cans for the most popular varieties of Butter Toffee Peanuts, Chocolate Almonds, English Butter Toffee, and Chocolate Sea Salt Caramels.
6. To order extra troop products, choose "Manage Troops and Girl Scouts" from the dashboard. Click the "+" to the left of your troop number and select "Add Extra Products" from the menu. Enter the extra units that you would like to add to your troop's order.

To place an order:

- 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 *Troop M2OS Manual* from www.girlscoutsla.org/fallproduct.
- GSGLA will upload troop banking information received by late October. If a troop's banking information is not automatically uploaded, they must enter their banking information in M2OS prior to placing their order for the order to be submitted to Trophy Nut Co. **To enter your troop bank account information, click on the Banking and Payments link** in the Financials and Reporting section on your troop dashboard.
- Parents/caregivers will enter orders into M2OS by Oct. 22 at 11:59pm.
- If the parents/caregivers miss the due date, TFPCs must enter nut orders in M2OS by 11:59 PM on October 23 (**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 Girl Scouts/parents/caregivers. Have the parents/caregivers sign receipts or delivery tickets printed from M2OS for all products received.
- Plan your Walk-about and Lemonade stands for Nov. 11-19
- Collect money from girls, receipt, and deposit it in the troop's bank account promptly and frequently, well before the debit date.

Trophy Nut Order Pick-up

November 10-12

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 to be on time. If need be, recruit someone else in your troop to help you. Be sure to follow any health and safety guidelines set by your SUFPC.

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. Everyone working at the distribution site is a volunteer like you.
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/boxes/tins. Remember, you are responsible for whatever product you sign for. No exceptions!
4. Once home, separate Girl Scout orders before notifying families that product is in.
5. Schedule the Girl Scouts and families to pick up so their orders. Troops may print a delivery ticket from M2OS, along with financial information for each Girl Scout, so that the family knows what they owe the troop.
6. When parents/caregivers pick up product, have them count, confirm totals, and sign for all product received on a receipt or delivery ticket printed from M2OS. **KEEP ALL SIGNED RECEIPTS/DELIVERY TICKETS for one year. They are your only proof of your inventory should there be any discrepancies.**
7. 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.
8. If you plan to have extra product on hand for more sales opportunities, please be sure to store it properly.
9. 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 at a GSGLA service center/community center, but only for the same variety. Contact your SUFPC if you encounter damaged items. Remember, melted product is not considered damaged and is your financial responsibility.
- There are no returns. Troops are financially responsible for all products ordered.
- There are no exchanges with GSGLA (except damages). Troops may work with their SUFPC to facilitate troop-to-troop transfers. Troops must notify their SUFPC of transfers out of your service unit in order for them to be logged in M2OS.
- Troops may transfer product to another troop in M2OS by following the instructions in the *Troop M2OS Manual*.

Residential Walk-Abouts and Lemonade Stands

Two popular ways of selling product in hand to the public are residential walk-about and lemonade stands, from the time Girl Scouts receive their ordered nuts through November 19. Girl Scouts and supervising adults must follow GSGLA safety guidelines, which may be updated throughout the program.

- Girl Scouts must be accompanied by parents/caregivers at all times.
- If a customer isn't home, a Girl Scout may leave a customized doorhanger or personalized business card at the door for the customer to contact the Girl Scout's parent/caregiver (available online).
- Girl Scouts/adults are not allowed to sell on sidewalks/street corners or in commercial areas.
- Girl Scouts 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 Scout resides, or that of someone she knows, as their city and/or homeowners' associations permit.

Money Handling Procedures

This is a **financial literacy program**. That means GSGLA tries to instill good business ethics in Girl Scouts and volunteers by determining best practices. All policies are for the common good of everyone. Please be sure everyone, especially parents and caregivers, understands the business part of the Fall Product Program.

Credit Limit Guideline

As troops are responsible for all product signed for, GSGLA recommends using caution in how much product you distribute to a parent/caregiver before collecting money. Until you are comfortable with a parent/caregiver's payment patterns, a best practice is to limit liability to \$300, or an amount that the troop determines to be its threshold. Troops must regularly and proactively collect funds from girls throughout the program, and before distributing additional product.

Girl Scouts' Monies

1. All participating Girl Scouts 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 order card portion of the program, payment is collected **only when Girl Scouts deliver product**. Likewise, product should not be delivered without receiving payment in full. For Gift of Caring product orders, payment is accepted immediately. Products ordered online for girl delivery have already been paid for and no money should be collected.
3. GSGLA advises that troops determine the largest check amount they are willing to accept, keeping in mind that any check could be returned for non-payment. GSGLA also advises that nothing larger than a \$20 bill be accepted in order to limit the passing of counterfeit bills.
4. Girl Scouts may accept cash and/or checks made payable to "Girl Scout Troop XXXXX" (where the Xs represent your troop number) as payment for product. Girl Scouts should accept only preprinted checks with issuer's address. It is required that the telephone number of the issuer is recorded on the face of the check. The driver's license number is recommended, if possible. GSGLA cautions against accepting out-of-state checks or checks for more than the TFPC's determined limit.
5. Credit/debit cards may be accepted 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. Fees may not be up-charged to the customer.
6. Fall Product Program funds should be collected from girls and safeguarded by parents immediately. GSGLA encourages Girl Scouts to write their first name on checks to help identify payments and to keep the troop's bookkeeping organized.
7. Fall Product Program funds should be submitted for deposit to the troop Treasurer, promptly and frequently. Parents/caregivers may deposit program funds into their personal bank accounts and pay the troop via Venmo/Paypal/Zelle/Cheddar Up, etc., at the troop's discretion
8. Payment from **customers** via Paypal/Venmo/Zelle is not permitted.

Money Handling Procedures (...continued)

Troops' Monies

1. All council proceeds will be collected from troops via ACH Debit. Troops may be ACH credited for any proceeds owed to them by GSGLA.
2. All troops will submit an ACH Debit Authorization, copy of a voided troop check, and Troop Fall Product Chair Position Description & Agreement.
3. Troops must enter banking information into M2OS by using the Banking Info link on your dashboard, if the information is not automatically uploaded by GSGLA.
4. Troops will deposit all Fall Product Program funds collected by Girl Scouts for products and Gift of Caring into their troop bank accounts promptly and frequently, and in time for funds to be available on the debit date.

Customer/Troop/Parent payment options

Payment from	Venmo/Paypal	Credit card
Customer to Girl	No	Yes
Customer to Troop	No	Yes
Girl Scout to Troop*	Yes	Yes

*Parents/caregivers may deposit funds into their personal account and pay the troop, at the troop's discretion.

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 may 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. ACH debits will continue until all council proceeds have been collected. Delinquency may require certified checks, subject to the PPM's discretion.
4. Troops will not be allowed to participate in the 2024 Cookie Program if financial obligations are not complete by published due dates.

ACH Adjustments, Failures, and NSF fees

- Troops should be well aware of their payment obligation to GSGLA, both how much they owe and when it is due.
- Troops are responsible for all bank fees charged to GSGLA due to NSF, account closed, or other preventable default. There is a \$35 fee in these instances.
- If the troop does not have sufficient funds to fulfil the ACH debit, the troop **must** submit a *Request for Debit Adjustment* form to their PPM **by the date listed on the Timeline**. In completing the form, the troop indicates how much is available to debit, provides documentation to support the adjustment request, and defines 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 (customer). Usually these can be easily re-deposited.
2. If assistance is needed from GSGLA, forward the original or bank "legal copy" to your Product Programs Manager within 3 days of the return date.
3. GSGLA will attempt to collect the amount of the check, plus bank charges, through a succession of phone calls to the issuer of the check. GSGLA will refund the troop 100% of any 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, GSGLA will refund to the troop recovered funds up to the face value (only) of the check, minus the agency's fees.
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.

Collection Issues

1. Should payment concerns arise with a parent/caregiver 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.
2. If problems persist, troops are asked to notify their Service Unit Fall Product Chair as soon as possible.
3. 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 PPM, along with the original signed *Parent/Guardian Permission & Responsibility Agreement*, no later than the due date listed in this Guide. 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/caregiver was called for repayment, etc.).
4. It becomes progressively difficult to collect as more time is allowed to pass. Do not wait to submit Discrepancy Reports!
5. Note the guideline regarding collecting money from parents/caregivers in order to mitigate risk.
6. GSGLA will contact the parent/caregiver 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. Please note: funds collected through a collection agency will be returned to the troop, minus the agency's fees, which may be up to 50% of the amount collected. Exhaust all other avenues before submitting for collections, as this will reduce the amount ultimately recovered by the troop.

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.

Complete a *Product Incident Report*, found at www.girlscoutsla.org.

Any and all media contact must be handled by GSGLA. Do not respond to media questions or inquiries, but simply refer them back to GSGLA.

Incidents must be reported in writing, even if you have talked to GSGLA.
Please find the *Product Incident Report* form on GSGLA's website at
www.girlscoutsla.org.

Wrap-up Checklist

- ❑ Online sales data will automatically populate M2OS. Girl Scouts need to deliver the Girl Delivered Orders and collect payment for order card orders (online orders were already paid for at the time of order). 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 GSGLA is correct.
- ❑ Make sure all Gift of Caring donations have been recorded and assigned to Girl Scouts so they will receive credit.
- ❑ Verify that all nut products ordered and delivered to the troop have been completely assigned to a Girl Scout. Troops cannot opt out of Fall rewards so every item needs to be assigned. There is no “Submit” button. You are finished when all units are assigned to the Girl Scouts. Changes cannot be made after product assignments are completed.
- ❑ In the event of an NSF (non-sufficient funds) check, make every attempt to contact the issuer and collect payment. If you are unsuccessful, forward the original or bank “legal copy” of any NSF to your PPM 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.
- ❑ Submit a *Debit Adjustment Request* to your PPM by the due date if the ACH debit cannot be processed for any reason on the scheduled date. Bank fees are charged back to the troop. Don’t spend your nut proceeds on a bank fee!
- ❑ If you have a parent/caregiver with money outstanding to the troop, DO NOT WAIT! Make sure you turn in a *Discrepancy Report* to your PPM so GSGLA may assist your troop by working directly with the parent. This increases the troop’s chances of being reimbursed for lost proceeds.
- ❑ Girl Scout 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 Girl Scouts’ successes. Learn from your planning, and start the conversation about setting girl and troop goals for the 2024 Cookie Program

Key Dates

Early September	Plan a troop meeting to set goals with Girl Scouts, train parents/caregivers on dates and their responsibilities.
September 8	Troops must submit <i>ACH Debit Authorization</i> form, voided troop check and <i>Troop Fall Product Chair Position Description & Agreement</i> .
September 14	Troops receive access to M2OS. Troops should verify access immediately. Visit www.girlscoutsla.org/fallproduct to view/print the M2OS manual.
September 22	Order taking begins. Send parents/caregivers email to remind them to go to www.gsnutsandmags.com/gsgla to start their online sales campaign.
October 13	Last day for Girl Scouts to send 18+ valid emails through their storefront to be eligible for online-related rewards (includes online charm, avatar and combo patches).
October 22	Orders due to troop. Parents/caregivers enter paper orders in M2OS by 11:59pm and turn in a copy of the order card to the TFPC. Online orders end at 11:59pm.
October 23	TFPC to enter/review nut orders in M2OS by 11:59pm and notify SUFPC when complete.
November 10-12	Trophy Nut order delivery to service units and distribution to troops (dates/locations vary by SU).
November 11-19	Sales via Residential Walk-about and Lemonade Stands. No booths or walk-about in commercial or non-residential areas.
November 19	Fall Product Program ends.
November 20	All GOC, product assignments, and troop-to-troop transfers must be completed in M2OS by 11:59pm. <i>Discrepancy Reports</i> and <i>Debit Adjustment Requests</i> due to Product Program Managers, if applicable.
Late November	Ensure troop funds are deposited to troop account in time for funds to be available for debit at 12:01am on December 1. Deposits made on December 1 will not be available for debit.
December 1	ACH debit on troop bank accounts, if applicable.
December 5	ACH credit on troop bank accounts, if applicable.