



2010 Fall Product Program Service Unit Guide

SU Fall Product Chair

Name *Phone/Email*

SU Delivery Chair

Name *Phone/Email*

SU Booting Chair

Name *Phone/Email*

SU Recognitions Chair

Name *Phone/Email*

Cupboard Manager

Name *Phone/Email*

***Regional Product Sales
Administrator***

Name *Phone/Email*

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Welcome!

Dear Service Unit Fall Product Chair,

We welcome and thank you for volunteering to help make the GSGLA 2010 Fall Product Program a fun and rewarding experience for your Service Unit! In addition to being a great opportunity to earn money for the start of the 2010-2011 Girl Scout year, the GSGLA Fall Product Program is an important learning opportunity that teaches girls valuable life skills they will use forever. Your leadership is an important component to ensuring that the girls in your Service Unit will experience and learn the “5 Skills for Girls” at the core of the product sales programs:

- Goal setting and marketing skills
- Decision making and leadership skills
- Money management and economic literacy skills
- People skills
- 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 troops through the process of goal setting, planning, safety and selling tips, and also includes meeting activity sheets that will help Girl Scouts Discover...Connect and Take Action, while growing in their personal and teamwork skills.

The *Fall Product Program Service Unit Guide* is designed to be used in conjunction with the *Fall Product Program Troop Guide*, giving you the additional guidance you will need to fulfill your Service Unit role throughout the Fall Product Program. It includes resources, checklists, policies and procedures, as well as GSGLA guidelines for cupboards, boothing and Gift of Caring. So before you go nuts, look here for all of the information you will need to have a successful and stress free Fall Product Program!

Sincerely,

Your Council Product Sales Team

Cheri Holland
David Corey
Erlinda Frederick
Kate Herring
Katie Eckardt
Stephanie Sollow
Stephany Blevins
Tamar Igoyan

Master Timeline

Please refer to this timeline throughout the program to ensure that troops adhere to all critical deadlines. Specific deadlines for Service Unit Fall Product Chairs are listed in bold.

August 23-September 18	Troop Fall Product Chairs (TFPCs) trained by Service Unit Fall Product Chairs (dates determined by Service Unit)
September 24	<i>ACH Debit Authorization form, voided troop check and Troop Fall Product Chair Position Description & Agreement due to Service Unit Fall Product Chair (SUFPC)</i>
September 24	Deadline for Service Units to notify PSA of their intent to operate a cupboard
September 27	SUFPCs turn in <i>ACH Debit Authorization forms w/ voided troop checks, and Troop Fall Product Chair Agreements</i> from all participating troops along with a completed list of all participating troops to Regional Product Sales Administrator (PSA)
September 27 - October 1	SUFPCs and TFPCs receive GreenBeans invitations (dates vary by Service Unit). Visit www.girlscoutsla.org to view/print GreenBeans manual and log in to complete GreenBeans training.
October 1	Initial Order taking begins for nuts and magazines
October 11	SUFPC or Service Unit Boothing Chair (SUBC) completes entering boothing locations, dates and time slots into the GreenBeans Booth Scheduler
October 13	Booth Scheduler opens (See page 15 for schedule)
October 15	Initial nut, direct magazine orders and address books due to troop
October 16	TFPCs enter nut, direct magazine orders and number of completed address books into GreenBeans and turn <i>in to SUFPC with completed Troop QSP Sales Transmittal form. GreenBeans closed to TFPCs at 10 p.m.</i>
October 16-18	SUFPCs review and edit troop nut and magazine orders in GreenBeans. <i>GreenBeans closed for SUFPCs at 10 a.m. on the 18th.</i>
October 18	SUFPCs turn in troop magazine orders, address books and <i>Troop QSP Sales Transmittal</i> forms in numerical troop order with completed <i>Service Unit QSP Sales Transmittal</i> form to PSA by 5 p.m.

October 18	Service Unit Cupboards place Initial Cupboard Order with PSA by 12 p.m.
October 20	SUFPC or Service Unit Delivery Chair creates Initial Order Pick-up schedule in GreenBeans and assigns troop pick-up times
October 28 - November 1	Trophy Nut Initial Order delivery of product to Service Units (delivery dates and locations vary by region)
November 4	Cupboards open. TFPCs <i>enter all adults authorized to pick up product (including themselves) in GreenBeans prior to arriving at the cupboard.</i>
November 5	Boothing begins
November 9-16	Exchanges allowed at cupboards
November 17	Troops authorize first ACH debit in GreenBeans and deposit Initial Order monies in Troop Accounts
November 18	SUFPCs authorize ACH debits per <i>ACH Debit Authorization</i> form for troops who have not done so
November 19	First ACH debit for 50% of Initial Order from Troop Account
November 21	Fall Product Program ends. Parents submit QSP Detailed Order Reports to TFPC.
November 28	TFPC enters online magazine orders, Troop to Troop transfers, Gift of Caring and completes Allocations in GreenBeans. Detailed Order Reports due to SUFPC from TFPCs. <i>GreenBeans closed to TFPCs for editing at 5 p.m.</i>
November 29	SUFPCs review troop allocations, Gift of Caring Troop to Troop Transfers and online magazine orders in GreenBeans and edit as necessary. <i>GreenBeans closed to SUFPCs at 5 p.m.</i>
November 30	SUFPCs review turn in all QSP Detailed Order Reports in numerical troop order to Regional Product Sales Administrator by 5 p.m.
December 1	Troops authorize final ACH debit in GreenBeans and deposit remaining monies in Troop Accounts
December 2	SUFPCs authorize final direct debits per <i>ACH Authorization</i> form for troops who have not done so
December 3	Final ACH debit. Deadline for troops to turn in <i>Discrepancy Reports</i> (for parents with money due to troop) to Regional Product Sales Administrator.

Fall Product Program Planning Info & Checklists

Use this checklist, along with the timeline on pages 2 and 3 of this guide, to help you and your troops stay on track with requirements and deadlines throughout the program.

Planning Checklist:

- It is required that all Service Unit Fall Product Chairs have Internet access and an email address to manage the Service Unit's Fall Product Program online, attend webinar training, receive important updates from Council and communicate with TFPCs. See Google, MSN, Yahoo and Hotmail to set up a free account. You may want to set up an account designated specifically for Fall Product Program correspondence to avoid overloading your personal email.
- Sales materials were shipped to SUFPCs in August. Please inventory these items and report discrepancies to your Regional Product Sales Administrator immediately.
- Attend Service Unit Fall Product Chair Training in August.
- Facilitate Fall Product Program Training session for the Service Unit (See Program Training tips on page 5 of this guide).
- Submit the following signed and completed forms from each participating troop in the Service Unit to your Regional Product Sales Administrator ***no later than September 27th***.
 - ✓ Signed *Troop Fall Product Chair Position & Agreement* for each troop (email address required to receive GreenBeans invitation!)
 - ✓ Signed *ACH Debit Authorization* form and voided troop check for each troop
 - ✓ Include a spreadsheet that lists participating troops, troop number, TFPC name, phone number and email address (as listed on Troop Fall Product Chair Position Description & Agreement for GreenBeans access)
- All participating girls must be registered with GSUSA to participate in the Fall Product Program and have the signed *Parent/Guardian Permission & Responsibility Agreement* (distributed with troop registration packets) on file with their troop leader. Troops can download any required forms at www.girlscoutsla.org.
- Visit www.girlscoutsla.org to print GreenBeans Guide and view training September 27-October 1st.
- Ensure that all booth locations have been entered into GreenBeans by October 11th.
- Confirm delivery location, date and time with Delivery Chair and/or Product Sales Administrator and ensure that Initial Order pick-up schedule has been created in GreenBeans by October 20th.
- View the Updates on the Service Unit Dashboard in GreenBeans often and remind troops of approaching deadlines throughout the program. Review GreenBeans to ensure they have entered their Initial nut and magazine orders, address books, Gift of Caring, troop transfers, allocated their boothing and Gift of Caring cans, as well as authorized their direct debits.

Program Training Tips

Prior to training:

- Obtain a roster of the registered troops and number of registered girls per troop from the Service Unit Manager. Check with the Service Unit Registrar to verify that the Troop Fall Product Chairs are registered
- Work with Service Unit Manager to set a training date for troops. Have the training meeting separate from the Service Unit meeting day and time if possible. Invite Troop Fall Product Chairs and Troop leaders to the training.
- Encourage troops to visit www.girlscoutsla.org to print and complete their *Troop Fall Product Chair Position Description & Agreement* and *ACH Debit Authorization* form ahead of time. Have them bring the completed forms with a voided troop check on the day of training.
- Prepare the troop training packets, which include the troop product information and order form materials for Trophy Nut and QSP. See *Materials Checklist* on page 6 of this guide.
- You may wish to invite your Service Unit Manager and Membership Specialist to the training.
- Invite your Service Unit Registrar to the meeting to register Troop Fall Product Chairs

Day of Training:

- Set up a sign-in sheet and collect name, phone number, email and troop number information of each Troop Fall Product Chair. Put out sign-up sheets for volunteers to assist with Delivery Day. Recruit Bothing, Delivery and Recognition Chairs, as well Cupboard Assistants or for any other tasks as needed (See Service Unit Fall Product Program Team Position Descriptions on page 20 of this guide). Have QSP magazines for troops to look through and Trophy Nut products for everyone to sample.
- Have the troop training packets available when they sign in. Collect the signed *ACH Debit Authorization*, voided Troop check, and signed *Troop Fall Product Chair Position Description & Agreement* from each troop, prior to distributing program materials. ***These forms should be submitted to you by the end of the training and turned in to your Regional Product Sales Administrator no later than September 27th.***
- Make sure to review all important dates and deadlines with troops. Meeting these deadlines will be critical to the success of the program. Refer TFPCs to the *Timeline* and *Planning info & Wrap Checklists* in their *Fall Product Program Troop Guide*. Stress the importance of timeliness!
- Review program highlights, troop proceeds, girl and troop recognitions and Gift of Caring (see pages 4-8 of the *Troop Fall Product Program Guide*). How you present the program has a great impact on volunteer and girl enthusiasm...remember, a little positive energy goes a long way!
- Review the “5 Skills for Girls” on page 1 of your guide. The Fall Product Program is more than a sale; it is teaching girls valuable life skills for now AND for their future!
- Set a Service Unit Goal. Encourage troops to set girl and troop goals. Reinforce how individual and troop sales help the troop reach its overall goal and fund troop activities.

Materials Checklist

Service Unit Fall Product Chairs should provide each troop a Fall Product Program packet with the following forms and information needed:

For each **REGISTERED GIRL**

- “Make it Count” Trophy Nut Girl Order Card
- Money envelope
- QSP Magazine Order Packet (includes direct mail address booklet and order forms)

For each **TROOP**

- Troop Fall Product Chair Position Description & Agreement (required)
- ACH Debit Authorization (required)
- 2010 Fall Product Program Troop Guide
- “Make it Count” Program Activity Resource Folder
- Jumbo Envelope & Leader Sales Record Envelope
- QSP “Design Your Future” Activity Booklet
- QSP Address Adventure Activity Game Poster
- Receipt Book
- Gift of Caring Receipts (five per troop-request more from Product Sales Administrator if needed)
- Authorization to Pick-Up Product Form (available to troops by request – five per SU)
- Parent Guardian Permission & Responsibility Agreement (distributed with troop registration packet) is required for each participating girl. This form should be completed and kept on file with the troop leader.

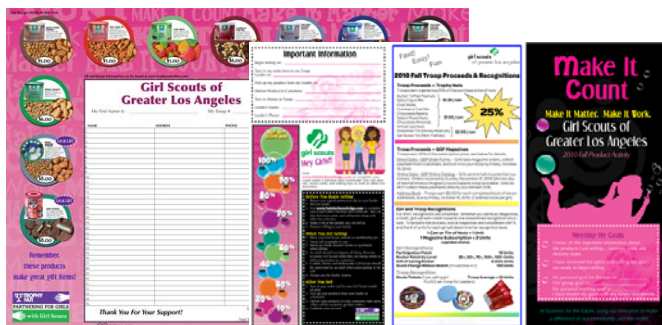
Additional copies of required forms available for download at www.girlscoutsla.org.



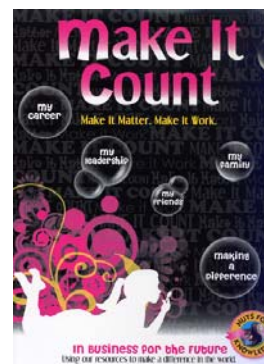
QSP Address Adventure Poster and Be A Reader Activity Booklet



QSP Direct Mail Address Booklet
(Sample from 2007' used for illustrative purposes).



“Make it Count” Girl Order Card



Program Activity Resource Folder

Not Shown: magazine catalog and order packet; girl money envelope; leader envelopes; receipt books.

Trophy Nut Products & Pricing



Mint Trefoils
Collectors Tin (\$8)
Initial Order Only!



New!
Honey Roasted
Peanuts
Snowman Tin (\$8)
Initial Order Only



New!
Cranberry Trail Mix
(\$6)



Chocolate Covered
Almonds (\$6)



Chocolate Covered
Raisins (\$6)



New!
Select Mixed Nuts
(\$6)



Whole Cashews
(\$6)



Butter Toffee Peanuts
(\$5)



Fruit Slices
(\$5)



Spicy Cajun Mix
(\$5)

Service Unit Bonus!

Service Units that increase the number of girls participating by up to 10 girls OR 10% over last year (whichever is less) AND have a Per Girl Average (PGA) of 40 units or more will receive proceeds per number of units sold:

<u>If PGA is:</u>	<u>Service Unit Earns:</u>
40-44 units	2.5 cents per unit
45-49 units	5 cents per unit
50-54 units	7.5 cents per unit
55+ units	10 cents per unit

Troop Proceeds

25%

of all cans sold!
That's \$1.25, \$1.50
or \$2.00 per can!

- Please refer to pages 7-8 of the Fall Product Program Troop Guide for detailed explanation of Girl Recognitions, Troop Proceeds and Gift of Caring

QSP Magazine Subscription, Music and Book Orders

The QSP program provides a way for Girl Scout families, friends and relatives to financially support their Girl Scouts by purchasing their favorite magazine subscriptions (new & renewals), books and CDs.

Girls may participate in any or all of the three ways listed below:

1) Traditional Magazine Order Forms (October 1-15 only):

- Girls use these forms for orders they take in person.
- Stress the importance of printing clearly and completely.
- Payment should be collected at the time the order is taken.
- Forms with missing information will not be processed.
- ***Troops earn 20% of the subscription price.***

2) QSP Address Booklets (October 1-15 only)

- Girls use the address book for out-of-town orders from family and friends.
- Girls complete the address booklet with a personal message and QSP sends an order form to the customer on her behalf.
- Address books must be completed with 11 valid names and addresses (limit one per girl)
- No payment to collect. Customer pays QSP directly.
- Incomplete address books will not be processed.
- ***Troops earn \$3 per completed address book (limit one per girl).***

3) Quick and Easy QSP Online Order Program (Oct. 1- November 21):

- Girls enter the email addresses of friends and family to invite them to shop for magazines, books and music.
- No payment to collect. Customer pays QSP directly.
- Girls may log on anytime to view bounced emails, sent emails and orders.
- Girls print a *Detailed Order Report* at the end of the program and turn in to their TFPC to receive credit.
- ***Troops earn 20% of the subscription price.***

➤ ***Please refer to pages 5-6 of the Troop Fall Product Guide for detailed girl instructions***

Instructions for Troop Fall Product Chairs:

- Review order forms and address books for accuracy, legibility and completeness.
- Enter number of orders, address books and dollar amounts into GreenBeans.
- Complete *Troop QSP Sales Transmittal* form and submit with orders/address books to SUFPC by October 16th.
- Collect *Detailed Order Reports* from girls on November 21st (emailed, scanned or faxed copies okay). Enter into GreenBeans and submit to SUFPC no later than November 28th to ensure girls receive credit, customers receive their orders and the troop receives proceeds!

Instructions for Service Unit Fall Product Chairs:

- Review *Troop QSP Sales Transmittal* forms received and check order forms and address books for accuracy, legibility and completeness.
- Review and edit troop orders in GreenBeans October 16-18th.
- Complete *Service Unit QSP Sales Transmittal* form and submit to Regional Product Sales Administrator (along with troop orders and address books) in numerical troop order by October 18th.
- Submit *Detailed Order Reports* in numerical troop order to PSA by November 30th at 5 p.m.

Trophy Nut Initial Order Delivery & Troop Pick-up

October 28-November 1

The dates and locations for Trophy Nut Initial Order delivery to SUs vary by SU and Region. Your Regional Product Sales Administrator or Delivery Agent will contact you to confirm your delivery location date and time. (If you have a SU Delivery Chair, they may manage this process). Do not begin scheduling Troops until your delivery time is confirmed.

Delivery methods also vary by Service Unit and Region and will generally either be locked, live or a combination of locked & live deliveries.

Locked deliveries: Product is stored in a warehouse to be counted and staged for pick up on a later date.

Locked and live deliveries: Product is stored in a semi-trailer in a parking lot or other outdoor location to be counted and staged for troop pick-up at a later date. It is recommended that Service Units bring E-Z Ups in the event of rain or heat to protect product.

Live deliveries: Product is dropped, counted, staged and picked up the same day. This method does not allow for the storage of product, so troop pick-up begins shortly after the Service Unit start time. It is recommended that Service Units bring E-Z Ups in the event of rain or heat to protect product.

Guidelines for SUFPC and/or Delivery Chair (SUDC):

- Recruit volunteers or require troops to help with delivery.
- Schedule a minimum of 3-5 volunteers for every 1,000 cases ordered.
- Schedule a minimum of one hour for locked (maximum of two hours for live deliveries), between your delivery start-time and Troop pick-ups.
- Create an Initial Order pick-up schedule in GreenBeans and assign troops to a pick-up time.
- Allow approximately 10-15 minutes for each troop to pick up their orders.
- You may schedule simultaneous troop pick-ups if your assigned site has space for two or more pick-up points.
- Carry a cell phone with you or have another method for volunteers to contact you.
- Bring E-Z Ups in case of rain, and extra hand trucks or dollies. Make sure to label your equipment to prevent loss or confusion.
- Remind troops of the importance of timeliness and that late troops will be accommodated when possible or at the end of day.
- When product is delivered, ***count and recount*** the number of cases by variety. Delivery quantities must be verified and signed for before the truck driver departs your location. ***Do not distribute any product until your entire order is unloaded and counted.***
- When troops pick up their orders, the number of cases by variety must be counted again and verified. ***Signatures must be obtained for all troop pick-ups!*** Make sure that each troop's representative understands the importance of counting and verifying their quantities.

Helpful Info & Guidelines:

- Be on time for your Service Unit Delivery.
- Prepare Circle Forms (Quick pick-up/bubble sheets) and/or receipts for each troop prior to delivery.
- The delivery agent will have your order broken down by variety on pallets in the same order as the order card.
- If there is a discrepancy, the delivery agent will correct it and adjust the order. If the discrepancy cannot be corrected, notify your Regional Product Sales Administrator to resolve the matter.
- During delivery, you may find damaged cases. Notify the delivery agent so that you may exchange the product. Do not open the cases.

Delivery Day Checklist

- Print Service Unit Pick-up Schedule from GreenBeans
- Circle Forms for each troop (optional form available online)
- Receipts verifying each troop's order (bring extra blank M-3 receipts!)
- List of TFPCs and contact information
- List of Council and Delivery Agent contacts
- EZ-Ups in case of rain or heat

Trophy Nut Initial Order Pick-up Guidelines for Troops:

- ***Please refer to page 9 in the Fall Product Program Troop Guide***

Cupboard Procedures and Guidelines

General Guidelines for Cupboard Managers:

- All cupboards open Thursday, November 4th.
- Troops may pick-up product from any cupboard location throughout GSGLA.
- Cupboards reorder product in full cases only; troops may pick up individual cans.
- Troops may exchange damaged product for another can of the same item only - all other troop exchanges are permitted November 9-November 16th only.
- All exchanges must be for the same monetary value or higher (e.g. exchanging a \$5 can and \$6 can for cans of the same value, or two \$5 cans for two \$6 cans of higher value).
- The *Cupboard Pick-up or Exchange* form is required for all exchange transactions in cupboards without computer access - all others will be processed through GreenBeans.
- Damaged product from cupboards will be replaced by the Council Product Sales Department for product of the same variety only.
- Troops will place cupboard reservations through GreenBeans, and Cupboards will use GreenBeans to process troop orders at the time of troop pick-up.
- If a computer is not immediately available at the cupboard location, the Cupboard Manager should enter all transactions in GreenBeans by the end of the day.
- Cupboard Manager will count product and report inventory **daily** to their Regional Product Sales Administrator.
- For restocking the cupboard, check with your Regional Product Sales Administrator for specific reordering guidelines.

Service Unit Managed Cupboards

- Approval for Service Units to host a cupboard is granted by the Regional Product Sales Administrator.
- Service Units must notify their Regional Product Sales Administrator of their intent to have a cupboard by September 24th.
- Cupboard Initial Order is due to Regional Product Sales Administrator by Monday, October 18th at noon.
- Service Units may work together to host a cupboard for their troops.
- Service Unit Cupboards must establish set operating hours. Needs of troops, SU, Cupboard Manager and volunteer workers may be taken into consideration when deciding the schedule.

Cupboard Location Requirements:

- Easy access for delivery truck and volunteers picking up product
- A climate controlled environment, clean, well lighted and free of stairs
- Watertight, insect and rodent free
- Ability to store product off the ground on original pallets
- Follow all Cupboard Procedures and Guidelines as outlined in this guide

Guidelines for Troop Cupboard Orders:

- *Please refer to page 10 of the Fall Product Program Troop Guide*

Guidelines for Cupboard pick-ups:

- *Please refer to page 10 of the Fall Product Program Troop Guide*

Returns/Exchanges:

- *Please refer to page 11 of the Fall Product Program Troop Guide*

Cupboard Locations & Hours:

- *Please refer to page 12 of the Fall Product Program Troop Guide or visit www.girlscoutsla.org for the most complete and up to date locations and days/hours of operation*

Boothing Procedures & Guidelines

Boothing begins Friday, November 5 and ends Sunday, November 21st

Guidelines for Service Unit Boothing Chair (SUBC)

- SUBCs turn in *Service Unit Boothing Chair Description and Agreement* to their local PSA by September 27th. Agreements must be received in order to be invited to GreenBeans.
- All boothing locations will be secured by the SU Fall Product Chair, Boothing Chair or Regional Product Sales Administrator (varies by region).
- The SUBC should use the permission request letter (provided by council) and form when requesting permission to use a location. The letter may be mailed or hand delivered to the management of the location at the discretion of the SUBC. The location's management should complete and sign the *Booth Site Permission Form* (provided by council). This form will be kept on file by the SUBC for future reference.
- The council secures charitable solicitation permits (where necessary) in all communities served by GSGLA, allowing troops to booth from **November 5-November 21**. You may request copies from your Regional Product Sales Administrator as needed.
- The SUBC, along with input from the SUCC and SUM, will determine the length of boothing shifts. Shifts of 2 to 4 hours in length are suggested. Shifts will be entered into the Booth Scheduler based strictly on the decision made for the area by the Service Unit.
- Boothing locations must be secured and entered into GreenBeans no later than Monday, October 11th in order to be offered during the first two rounds of the Booth Scheduler. It is strongly recommended that the SUBC begin entering sites and setting up shifts as permission is granted to avoid a last-minute rush at the October 11 deadline. Service Units may continue to add boothing sites to GreenBeans as permissions are secured throughout the entire sale.
- Troops may only booth at sites listed in the GreenBeans Booth Scheduler, unless given special permission by their SUBC.
- Troops should contact the SUBC or Council PSA for permission to booth at any location not listed in the GreenBeans Booth Scheduler or outside of GSGLA council boundaries. The SUBC or PSA should review and approve ALL individual troop requests for special boothing sites. Special booths may be granted to a particular troop for a one-time only special event, etc. Contact your PSA with any questions regarding boothing sites not listed in the GreenBeans Booth Scheduler.
- Girls of all ages may participate in multiple booth sales in order to reach personal goals and help move their troops closer to meeting shared troop goals.
- For participating Daisy Girl Scouts, the focus will remain on selling to friends (including neighbors) and family; however, they may participate in booth sales at the discretion of parents and the troop leader. Girls should be limited to one-hour shifts and additional adult supervision is recommended (*Safety-Wise*).
- Troops that are unable fulfill their commitment for a scheduled booth shift **must** log into GreenBeans to release their troop from the shift. Twenty-four hours notice is suggested. When a shift is released, GreenBeans will automatically make the shift available to another troop. Encourage troops to always release booth sites if they are unable to attend. Cancelling the shift will also prevent customers from going to a booth site when a troop is not scheduled. Troops should NOT contact the SU Boothing Chair for cancellations.

Service Unit Boothing Chair Checklist:

- Turn in *SUBC Description & Agreement* to PSA by September 27th to ensure you have access to the GreenBeans Booth scheduler by the start of the program.
- September 27-October 1. Read the GreenBeans manual and log on as soon as you receive your invitation to become familiar with the screens and processes. Notify your PSA if you have not received GreenBeans access by October 4th.
- Be familiar with the boothing and safety requirements for troops outlined in the *2010 Fall Product Program Troop Guide* (see pages 13-17).
- Assist the SUFPC at the Service Unit Fall Product Chair Training to explain the GreenBeans Booth Scheduler sign-up procedures. Refer TFPCs to the Booth Scheduler sign-up schedule in the *Fall Product Program Troop Guide*.
- Contact businesses and organizations within your Service Unit to obtain permission to booth. The Regional Product Sales Administrator will provide you with a letter that you may customize to send to businesses to request permission.
- As sites are confirmed, the host business should complete and sign a *Booth Site Permission* form (provided by council). Keep the original on file to assist at the time of boothing for any issues that may arise.
- Keep a spreadsheet of all contacts made and include the business name, address, phone number, contact person, restrictions, Certificate of Insurance requirements and notes.
- Enter boothing locations, shifts, and restrictions or special instructions into GreenBeans as early as possible but no later than October 11th for Rounds 1 & 2 of the Booth Scheduler.
- SUBCs may want to provide a list of stores/locations in the Service Unit to troops before the Booth Scheduler opens to facilitate troops' pre-planning of locations to target when Round 1 is open.
- After the first round of the Booth Scheduler closes, review chosen sites to ensure that troops have complied with the "on your honor" home SU rule and adhered to the rolling sign-up schedule. Boothing Chairs will have the authority to delete out-of-SU troops, and should have a list of troops in their SU to facilitate this process. Boothing Chairs from adjoining Service Units may contact one another to report out-of-area troops. Council strongly encourages that SUBCs give notice to a troop that is being deleted to avoid conflict.
- Remind troops to print their booth site confirmation from GreenBeans prior to attending a boothing shift.
- At the conclusion of boothing, write thank-you letters to all host businesses.

Boothing Guidelines for Troops

- ***Please refer to pages 15-17 of the Fall Product Program Troop Guide***

The GreenBeans Booth Scheduler

How it works:

To ensure equal opportunity, sign-ups will be done in multiple rounds. Troops will be limited to two home service unit (or regional area) locations (on your honor). Service Unit Bothing Chairs (SUBCs) will monitor the first round of sign-ups and delete any out-of-area reservations as necessary. During the second round, troops may select any four locations throughout the GSGLA area. In order to reduce the risk of overwhelming the system during the first and second rounds, the Booth Scheduler will open to regions on a rolling schedule. Troops may access the Scheduler anytime after their designated start time. The Booth Scheduler will reopen for unlimited sign-ups Monday, October 25. Please see detailed schedule below.

IMPORTANT: The GreenBeans Booth Scheduler Round 1 sign-ups will open to troops Wednesday, October 13th!

Troops should review the GreenBeans manual at www.girlscoutsla.org for instructions on how to use the system PRIOR to first round sign-ups October 13th to avoid confusion when using the Booth Scheduler.

Round 1:	Home Service Unit Only	Number of shifts	Open Date	Start Time
	Central Region	Two shifts	Wednesday, Oct. 13	6 PM
	East Region	Two shifts	Wednesday, Oct. 13	6:30 PM
	North Region	Two shifts	Wednesday, Oct. 13	7:00 PM
	Southwest Region	Two shifts	Wednesday, Oct. 13	7:30 PM
Round 1 Closes Thursday, October 14 at 6 PM				

Round 2:	Any GSGLA area	Number of shifts	Open Date	Start Time
	Southwest Region	Four shifts	Friday, Oct. 15	6 PM
	North Region	Four shifts	Friday, Oct. 15	6:30 PM
	East Region	Four shifts	Friday, Oct. 15	7:00 PM
	Central Region	Four shifts	Friday, Oct. 15	7:30 PM
Round 2 Closes Saturday, October 16 at 6 PM				

Open Rounds	Any GSGLA area	Unlimited shifts	Monday, Oct. 25 through Sunday, Nov. 21	6 PM

Note: GreenBeans sign-ups are cumulative. If the troop missed Round 1, then they will have the ability to sign-up for six shifts during Round 2. If the troop cancels a shift they will automatically have the ability to schedule a new shift to replace the cancelled shift. Troops should be sure to cancel any shift they are unable to attend out of fairness to both potential customers and other troops. Troops will be unable to add additional shifts between scheduled rounds.

Crisis Management

Crisis Management & Containment procedures for Fall Product Program Volunteers

It is important that you as a key volunteer in the Fall Product Program be prepared. Please take a moment to review the procedures for reporting product complaints or other situations, and make preparations for handling such incidents. There are many possible situations that may occur and require immediate council staff attention. Some may even attract the attention of the local or national media. Prompt notification of staff is critical to handling the situation effectively.

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. Customers may mistake crystallized sugar for glass or oat hulls and nutshells for wood.

Containment

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.

Basic Procedures

If you should receive a complaint about Girl Scout products, remain calm and get the facts according to the Product Quality/Incident Report (see sample on next page).

Offer to exchange the product in question or refund the individual for the cost of the product. Exchanges can occur with product from the cupboard.

Immediately notify your Regional Product Sales Administrator of any irregularities with the product or other situation that gives you concern. If you are uncertain as to whether the situation requires staff notification, then contact staff anyway.

Any and all media contact must be handled by the Council. Do not respond to media questions or inquiries but refer them to the External Relations Department, who will work with the Product Sales Team.

Carol Dedrich, Chief External Relations Officer, (626) 677-2374; cdedrich@girlscoutsla.org

Banking Procedures

- ***Please refer to pages 19-20 of the Fall Product Program Troop Guide***

Returned checks and Parent/Guardian Issues

- ***Please refer to page 21 of the Fall Product Program Troop Guide***



PRODUCT QUALITY/INCIDENT REPORT
2010 Fall Product Program

Report Details

Date of this Report _____

Complainant _____ Registered GS Adult? Yes No

Address _____

Telephone: (Day) _____ (Email) _____

Are there any children in the household? Yes No Age(s) _____

Complaint / Incident _____

GSGLA Discovery Details

Region _____ Service Unit _____ Troop # _____

Date of Discovery _____ Product involved _____

Has can been discarded? Yes No Code # from Product _____

Date of Purchase _____ Date of Receipt by Customer _____

Purchased by _____ Received by _____

Product Replaced? Yes No Date Replaced _____

Replaced with? _____ Refund approved? _____

Call / Report Taken by: _____

Office Use Only

CEO & CERO Notified? Yes No Date Notified _____

Trophy Nut Notified? Yes No Date Notified _____

GSUSA Notified? Yes No Date Notified _____

Final Wrap-up

Guidelines for Service Unit Recognitions Chair (SURC):

Approximately 4-6 weeks after the close of the program, girl recognitions will be shipped to the SURC. Your Regional Product Sales Administrator will notify the SURC of approximate ship dates when possible.

- Obtain troop contact information from Service Unit Fall Product Chair
- Print out a list of recognition items by troop from GreenBeans (or obtain from SUFPC)
- Inventory all items **prior** to separating and distributing to troops
- Notify Regional Product Sales Administrator with any overages or shortages of inventory immediately
- Notify troops when recognitions are available to be picked up. Setting aside specific dates and times for troops to pick-up recognition items is helpful.
- Request that troops bring a copy of their Troop Recognition Summary from GreenBeans when picking up their girl recognitions
- Troops should count and sign for all recognition items
- Establish a deadline for troops to pick-up
- Any unclaimed registrations may be returned to Council. Include a spreadsheet with Service Unit name and troop contact info, and make sure all bags are clearly labeled with troop numbers
- Once recognitions have been returned to council, they will be held for a limited time for troop pick-up. ***Please inform troops that any unclaimed recognitions will be donated to charity due to storage limitations.***

Regional Product Sales Administrator Contact List

Central Region

Arcadia Service Center

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

East Region

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) 886-1801x 2324
Stephany Blevins

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

Santa Monica

Service Center

2525 Ocean Park Blvd.
Santa Monica, CA 90405
(310) 450-3720 x 2250
Erlinda Frederick

Long Beach Service Center

4040 N. Bellflower Blvd.
Long Beach, CA 90808
(562) 421-8456 x 2272
Katie Eckardt

Thank you!

Your Regional Product Sales Administrators are here to support you in your efforts to coordinate the Fall Product Program for your Service Unit. We appreciate your time, dedication and service! Please contact us with any concerns or questions you may have throughout the program; we are happy to help!

Service Unit Fall Product Team Position Descriptions

Depending on the size and structure of your Service Unit, you may have a Service Unit Fall Product Chair who coordinates the entire Fall Product Program for your Service Unit, or you may have several volunteers who share responsibilities with the roles defined below. Use this list as a general guideline to assist with delegating Fall Product Program tasks.

Service Unit Fall Product Chair (SUFPC):

- Mentors & Trains Troop Fall Product Chairs
- Distributes Fall Program Materials
- Collects signed *Troop Fall Product Chair Agreements*, *ACH Debit Authorization* forms and voided troop checks, and submits to Regional Product Sales Administrator
- Reviews GreenBeans data inputted by Troops; assists Troops as necessary
- Acts as a liaison between troops and Council by relaying important reminders and information from the Regional Product Sales Administrator to Troops regarding deadlines or other program information

Delivery Chair (SUDC):

- Meets delivery agent to count and sign for Trophy Nut Initial Order delivery to Service Unit
- Creates Initial Order Pick-up Schedule in GreenBeans and assigns pick-up times to troops at designated delivery site
- Recruits volunteers to assist on delivery day
- Distributes troop orders
- Ensures all orders are counted and signed for by a troop representative
- Submits delivery receipts to Product Sales Administrator

Boothing Chair (SUBC):

- Contacts businesses within the Service Unit to arrange for boothing sites
- Inputs boothing locations, dates and time slots into the GreenBeans Booth Scheduler
- Reviews troop sign-ups for booth sites after each round to ensure troop compliance with booth scheduler guidelines (i.e. on your honor home service unit rule and regional rolling sign-up schedules)

Cupboard Manager (SUCM):

- Stores product on behalf of Service Unit and the Council
- Fills troop orders on an as - needed basis
- Utilizes GreenBeans to manage inventory and report Troop pick-ups
- Reports inventory levels to the council daily and reorders product if necessary

Recognitions Chair (SURC):

- Receives all girl recognitions on behalf of Service Unit
- Inventories all items and reports discrepancies to council
- Distributes items to Troop Fall Product Chairs PROMPTLY
- Returns unclaimed recognitions to Council