



***2010 Fall Product Program
Troop 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 Troop Fall Product Chair,

We welcome and thank you for volunteering to make the GSGLA 2010 Fall Product Program a fun and rewarding experience for your Girl Scouts! In addition to being a great opportunity to earn money for the start of the 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. With your thoughtful guidance, facilitation and support, girls in your troop will experience and learn the “5 Skills for Girls” at the core of the product sales programs:

- Goal setting
- 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 you through the process of goal setting, planning, safety and selling tips and also includes meeting activity sheets that will help your Girl Scouts *Discover...Connect and Take Action*, while growing in their personal and teamwork skills.

This guide is designed to assist you as the Troop Fall Product Chair with all aspects of the Fall Product Program - from timelines, product information and checklists to the new GSGLA guidelines for cupboards, boothing and Gift of Caring. So before you go nuts, look here for all of the important 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 Igoan

Timeline

August 23-September 18	Troop Fall Product Chairs (TFPCs) attend Service Unit Fall Product Training (dates determined by Service Unit)
September 24	<i>ACH Debit Authorization</i> form, voided troop check and <i>Troop Fall Product Chair Position Description & Agreement</i> due to Service Unit Fall Product Chair (SUFPC)
September 27 - October 1	TFPCs receive GreenBeans invitation (dates vary by Service Unit). TFPCs 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 13	Booth Scheduler opens (See page 14 for schedule)
October 15	Initial nut and direct magazine orders due to troop
October 16	TFPCs enter nut, direct magazine orders and number of completed address books into GreenBeans and turn in to SUFPC with completed Troop QSP Sales Transmittal form. <i>GreenBeans closed for editing at 10pm.</i>
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 ensure all adults authorized to pick up product (including themselves) are entered in GreenBeans prior to arriving at the cupboard.
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 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. <i>GreenBeans closed for editing at 5pm.</i>
December 1	Troops authorize final ACH debit in GreenBeans and deposit remaining monies in Troop Accounts
December 3	Final ACH Debit. Discrepancy Reports due to PSA.

Materials Checklist

Each Troop Fall Product Chair will be given a Troop 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)

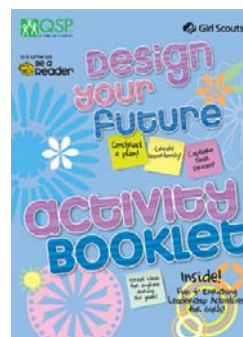
For each TROOP

- Troop Fall Product Chair Position Description & Agreement* (submit to SU Fall Product Chair by September 24th)
- ACH Debit Authorization Form* (submit to SU Fall Product Chair with voided troop check by September 24th)
- 2010 Fall Product Program Troop Guide (this 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)
- Authorization to Pick-Up Product Form (not included-request from SUFPC if needed)
- Parent Guardian Permission & Responsibility Agreement* (not included-distributed with troop registration packet) is required for each participating girl. This form should be completed and kept on file with the troop leader.

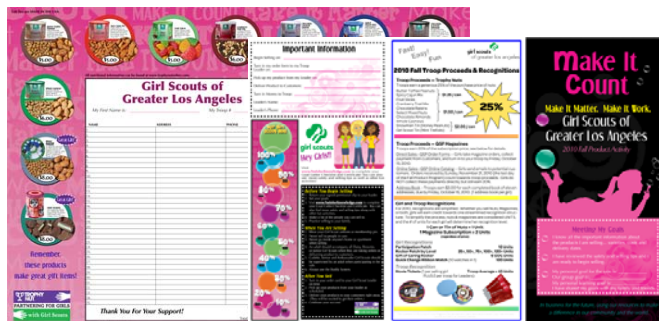
Additional copies of required forms available for download at www.girlscoutsla.org



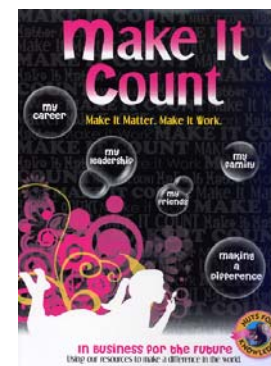
QSP Address Adventure Poster and Be A Reader Activity Booklet



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)

Troop Proceeds
25%
of all cans sold!
That's \$1.25, \$1.50
or \$2.00 per can!

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:

If PGA is:

40-44 units
45-49 units
50-54 units
55+ units

Service Unit Earns:

2.5 cents per unit
5 cents per unit
7.5 cents per unit
10 cents per unit

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. It's more than just a money earning opportunity...it offers great reading material for the whole family! Girls can participate in any or all of the following three ways:

1 TRADITIONAL MAGAZINE ORDER FORM DIRECTIONS (October 1-15 only): Girls use these forms for in person orders

(CLEARLY PRINT ORDER FORM IN ALL CAPITAL LETTERS)

- Print girl's name on the Seller Line
- Write in the Troop #
- **Fill in the four-digit code and the title of each selection ordered**
- **Print the name of the person receiving the selection**
- Fill in the number of issues and mark if your order is NEW or RENEWAL
- Write the cost of the selection you are ordering
- **Complete the mailing address, city, state and zip code**
- Write the date and council name (GSGLA) on the bottom line
- **Ask for a check payable to your Girl Scout Troop XXXXX**
- Give customer the pink copy of the order form
- **Deadline:** Girls must turn in completed order forms to their TFPC by October 15th to receive credit

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

2 QSP ADDRESS BOOKLETS (October 1-15 only): Girls use for out-of-town relatives and friends

- On the Girl Scout Council line PRINT GSGLA AND TROOP XXXXX
- On the Girl's Name line PRINT GIRL FIRST AND LAST NAME
- On the Mail to line PRINT COMPLETE NAME AND ADDRESS OF OUT OF TOWN FRIEND OR RELATIVE (*remember, these are folks who might live in another part of the state or another state; they are not those who live in your home*)
- On the Dear line PRINT NAME OF ADDRESSEE (e.g. Grandma Edith or Uncle John)
- On the From line PRINT GIRL FIRST NAME
- Must have a P.S. Message PRINT A PERSONAL NOTE (e.g. Thank you or Hi)
- **No payment to collect! Customers pay QSP directly for any orders.**
- **Deadline:** Girls must turn in completed address book with 11 valid names and addresses to their TFPC by October 15th to receive credit (limit one per girl)

IMPORTANT!! To ensure that customers receive their orders, girls receive credit and troops receive proceeds, the Troop Fall Product Chair must enter the number of direct magazine orders, dollar amounts and completed address books into GreenBeans, and turn them in to their SU Fall Product Chair by October 16th with the *Troop QSP Sales Transmittal* form.

3

QUICK AND EASY QSP ONLINE ORDER PROGRAM DIRECTIONS (October 1- November 21): A fun and easy way for girls to invite family and friends to support the troop!

- Visit the GSGLA website at www.girlscoutsla.org
- Go to the Fall Product Program page and click on the link to QSP
- Register and create a login/password
- Complete a short interactive learning activity
- Enter the email addresses of friends and family to invite them to shop for magazines, books and music (be sure the email addresses are valid!)
- Girls can log in and check their progress at any time to view bounced emails, sent emails and run the Detailed Order Report
- **No payment to collect! Customers pay QSP directly online.**
- **Deadline:** Girls or parents must log in to print the *Detailed Order Report* on November 21st and turn it in to their Troop Fall Product Chair to receive credit for any online orders (scanned and emailed copies are okay).
- **Deadline:** Troop Fall Product Chairs must enter information from *Detailed Order Reports* into GreenBeans for girls and troop to receive credit and proceeds!

QSP CUSTOMER SERVICE: 1-800-678-2673

Troop Proceeds

20%

of the subscription price for direct and online magazine orders!

**\$3 earned for every address book!
(Limit one per girl)**

QSP...it's so EASY! Follow these simple steps:

- 1) Collect white and yellow copies of direct orders, and completed address books from girls by October 15th.
- 2) Enter number of Direct Orders and address books, and dollar amounts into GreenBeans.
- 3) Turn in Direct Orders and address books to SUFPC by October 16th (when nut orders are due) with a completed *Troop QSP Sales Transmittal* form.
- 4) Ask parents to print out their Girl Scout's Detailed Order Report for any online magazine orders on November 21st and give them to you. (Scanned and/or emailed copies are okay)
- 5) Enter the number of online magazine orders and dollar amounts listed on the *Detailed Order Reports* into GreenBeans by November 28th.
- 6) Turn in *Detailed Order Reports* to SUFPC by November 28th.

Girl Recognitions

New this year!! Nuts and magazines are combined and unitized towards all recognitions. One can or tin sold equals one unit. One magazine subscription equals two units. Girl and troop recognitions are given for the combined total number of units (nuts and/or magazines) sold. All troops, regardless of level, will earn proceeds of 25% for all Trophy Nut products and 20% of the subscription price for all direct and online magazine orders. Troops will receive \$3 for each completed address book (limit one per girl). In addition, Service Units who 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 of 40 units or higher, will receive proceeds per number of units sold as outlined on page four of this guide.

Whether you sell nuts, magazines, or both, girls will earn units towards one streamlined recognitions structure!



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

2010 Fall Product Program Participation Patch 10 Units
 Rocker Patches for highest leveled earned 25+, 50+, 75+, 100+, 120+ Units
 Gift of Caring Rocker Patch (for nut sales only) 6 Cans



TROOP INCENTIVE!! Troops with an average of 45 units per total girls participating will earn movie tickets for each participating girl and two adults!



Ribbon Watch ~ 10 watches in one!
120 Units

Gift of Caring



The Gift of Caring program is a council-wide community service project that gives Girl Scouts the opportunity to learn philanthropy and community service through their participation in the Fall Product Program.

To participate, troops collect monetary donations from customers for product to be purchased by GSGLA, who coordinates delivery to the Bob Hope Hollywood USO at LAX, local food banks through the Los Angeles Regional Foodbank and Operation Gratitude.

When your troop sells product through Gift of Caring, the product is not picked up. Just collect the donation, complete the Gift of Caring Receipt and give one copy to the customer and keep one for the troop records. Then record the quantity sold in GreenBeans under GOC. This lets the council know how many cans to send to these organizations and gives girls credit for cans sold. Girls are eligible for the Gift of Caring Rocker Patch for selling six or more cans. (See page 7). 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!

GSGLA sends half of donated product to the Los Angeles Regional Foodbank, a charitable food distribution network that includes nearly 900 charitable agency sites throughout Los Angeles County such as food pantries, shelters, senior and childcare centers, and others.

The remaining half of product is sent to the military through Operation Gratitude and the Bob Hope Hollywood USO at LAX. Operation Gratitude sends care packages to our service men and women overseas and the Bob Hope Hollywood USO at LAX provides a “touch of home” to all veterans and service men and women by providing morale, welfare and recreation support services.

Troops may donate left over product to an organization of their choice, but cannot solicit donations for any other organization. This is per GSUSA’s *Safety Wise* Standards. The Gift of Caring council - wide service project is the only activity of this type approved by Girl Scouts of Greater Los Angeles and follows both GSUSA and the US Department of Defense Guidelines.



Trophy Nut Initial Order Pick-up

October 28-November 1st

- Delivery dates and locations vary by Service Unit and Region. Your Service Unit Fall Product Chair or Service Unit Delivery Chair will coordinate a time for you to pick up the troop's Initial Order and it will be listed in GreenBeans. Please stick to your scheduled pick-up time. If need be, recruit someone else in your troop to help you.
- When you pick up your troop's Initial Order, wear flat, comfortable shoes with traction and dress accordingly, as you may get dirty.
- Please be patient, flexible and ready to help out if needed.
- **Count, count, count the cases before you sign for anything!** Take a print-out of your order with you to be sure you are getting the correct number of cases. Remember, you are responsible for whatever product you sign for. **No exceptions!**
- **Do not separate girl orders at the delivery station!**
- Once home, separate girl orders before notifying families that product is in.
- Distribute the girls' money envelopes with their product.
- Prepare an M-3 receipt for each family picking up product.
- When parents/guardians pick up product... have them count, confirm totals, and sign for all product received. **KEEP ALL SIGNED RECEIPTS.** They are your only proof of your inventory should there be any discrepancies. We recommend that you use the Receipt Book (M-3) for this purpose.
- If you plan to have extra product in your home for booting, please be sure to store them properly. **Do not store product in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place.** Remember, you are responsible for this product!

Cupboard Procedures and Guidelines

Guidelines for Cupboard Orders:

Troops may pick up product at any of the GSGLA locations listed on page 12. As not all cupboard locations have phone and/or computer access, procedures may vary slightly. In order to facilitate a smooth operation for all cupboards, the following guidelines are recommended:

- All cupboard orders (including exchanges) for the troop must be reserved through Troop Fall Product Chairs and entered into GreenBeans.
- Troop Fall Product Chairs will utilize GreenBeans to make these reservations. Troops should not contact the Council directly.
- All additional volunteers (including the Troop Fall Product Chair) authorized to pick up product for the troop should be entered in the "Troop Contacts" section in GreenBeans prior to the start of boothing by the Troop Fall Product Chair.
- Authorized contacts should be prepared to show photo ID to cupboard staff when asked.
- There are limited quantities of product on hand at the cupboards. Troops are asked to provide a minimum of 48 hours notice prior to picking up product at a cupboard - especially for large orders. Advance reservations are recommended to ensure availability of product.

Guidelines for Cupboard Pick-ups:

- Print out your troop's reservation and bring it to the cupboard. If volunteers are assisting with the pick-up, make sure they have a copy of the reservation from GreenBeans and know the troop number.
- At the cupboard, give your troop number to the cupboard staff. Your reservation will be reviewed with you and you will have an opportunity to adjust quantities desired if product is available.
- Once you have confirmed your reservation is correct, the cupboard staff will process your reservation into an order and it will be filled for you.
- **Count, count, count!** Verify and sign for your order before you load your vehicle and leave the cupboard! **Orders will not be adjusted once you leave the cupboard!** Keep your receipts!
- Troops are only financially responsible for product once the reservation has been converted to an order and the product has left the cupboard.
- Reservations not picked up within 48 hours of the scheduled pick up date may be deleted at the discretion of the Cupboard Manager.
- The cupboards will make every attempt to accommodate same day pickups as inventory allows, however reservations are highly recommended to assist Cupboard Manager with ordering the right mix of product to re-stock their inventory.
- Thursday, November 4th and Friday, November 5th, are the busiest days for the cupboards due to the first weekend of boothing. Please be patient and allow for a little extra time if you are picking up product either of these days.

Returns/Exchanges

- Troops may exchange damaged product for another can of the same item only.
- All other exchanges are permitted **November 9-16th 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).
- **There are NO product returns**; troops are responsible for all products ordered at Initial Order and/or taken from the cupboard. Please order responsibly.
- All orders/exchanges must be signed for by an authorized troop contact at the cupboard.

Authorization to Pick-up Product Form:

In order to accommodate last minute product needs (such as running out of product while bothing), at cupboards without computer access, troops may use the *Authorization to Pick-Up Product Form* to authorize a contact not already listed in GreenBeans. Troop Fall Product Chairs can obtain this form from their Service Unit Fall Product Chair. **Note: Only cupboards without computer access will be accepting this form. Troops are encouraged to enter ALL adults that will be authorized to pick-up product from the cupboard into GreenBeans.**

Cupboard Locations & Hours

Troops will be able to pick up product at any of the GSGLA cupboard locations listed below. Additional cupboards will be added after the printing of this guide, so please visit www.girlscoutsla.org for a complete listing of the cupboard locations nearest you, and make sure to verify cupboard hours and days of operation prior to picking up product. To ensure that all orders can be filled in a timely manner and that product is available, it is highly recommended that troops place their orders ahead of time by making a cupboard reservation using GreenBeans. **All GSGLA cupboards open on Thursday, November 4th and are closed on Sundays.**

	Mon	Tues	Wed	Thurs	Fri	Sat
Central Region:						
Arcadia Service Center 101 E. Wheeler Ave Arcadia, CA 91006 (626) 677-2233	Closed	11am-3pm	Closed	2-6:30pm	*11-3pm (11/5 & 11/12 only)	*9am-12pm (11/6 only)
East Region:						
Montclair Service Center 9525 Monte Vista Montclair, CA 91763 (626) 677-2356	Closed	4-7pm	Closed	4-7pm	4-7pm	*9:00am- 12:00pm (11/6 only)
North Region:						
Woodland Hills Service Center 20931 Burbank Blvd Ste A. Woodland Hills, CA 91367 (626) 677-2324	Closed	2-7pm	Closed	*2-7pm (11/4 only)	2-7pm	*9am-1pm (11/6 & 11/13 only)
Antelope Valley Cupboard	<i>Location and hours of operation will be available October 1st</i>					
Santa Clarita Cupboard	<i>Location and hours of operation will be available October 1st</i>					
Southwest Region:						
Downey Program Center 12458 Rives Ave. Downey, CA 90242 (562) 869-5177	5-7pm	Closed	Closed	5-7pm	Closed	9am-12pm
Long Beach Service Center 4040 Bellflower Blvd Long Beach, CA 90808 (626) 677-2293	Closed	Closed	1-7pm	*1-7pm (11/4 only)	3-6pm	9am-1pm
Santa Monica Service Center 2525 Ocean Beach Blvd Santa Monica, CA 90405 (626) 677-2250	3-7pm	Closed	Closed	3-7pm	3-7pm	8:30am- 12pm 1-5pm
Torrance Program Center 23651 ½ Plaza Del Amo Torrance, CA 90501 (310) 328-2312	12-3pm 4-7pm	Closed	Closed	12-3pm 4-7pm	12-3pm 4-7pm	8:30am- 12pm 1-5pm

***Cupboard times listed in bold print are only open on the dates specified. Visit www.girlscoutsla.org for the most current and up to date cupboard information.**

Boothing Procedures and Guidelines

Boothing begins Friday, November 5th and ends Sunday, November 21st. Outside selling is not allowed prior to November 5th.

Participation and sign-ups

- All boothing locations are secured by the SU Boothing Chair, SU Fall Product Chair or Regional Product Sales Administrator (varies by region).
- Troops may only booth at sites listed in the GreenBeans Booth Scheduler.
- If a troop is invited to booth at a location not listed in the GreenBeans Booth Scheduler or outside of GSGLA council boundaries, please contact the SU Boothing Chair or Council Product Sales Administrator for permission.
- If a troop is unable to show up for a scheduled booth shift for any reason, PLEASE log in to GreenBeans right away and release the troop from the site to make it available for other troops. It is unfair to other troops to take up a boothing spot if a troop is unable to utilize it.
- Girls of all ages may participate in multiple booth sales in order to reach personal goals and help move their troops closer to proceed sharing goals.

GreenBeans Booth Scheduler

Signing up for boothing has never been easier! The SU Boothing Chair, SU Fall Product Chair or Regional Product Sales Administrator (varies by region) enters all available boothing sites into the GreenBeans Booth Scheduler and troops log into GreenBeans to choose the location and shift desired!

How it works:

To ensure equal opportunity, sign-ups will be done in multiple rounds. Troops will be limited to two shifts at any location within the home service unit during the first round. During the second round, troops may select any four additional shifts at 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 Booth Scheduler anytime after their designated start time within the 24-hour open period. Both the “home service unit” and “rolling schedule” restrictions will be “on your honor,” and it is the responsibility of the Troop Fall Product Chair to understand when they can access the scheduler and which boothing locations they may select. Both Service Unit personnel and GSGLA staff have the ability in GreenBeans to determine if a troop has scheduled before their region’s opening time or outside of their service unit, and may release improperly scheduled boothing locations. The Booth Scheduler will reopen for unlimited sign-ups Monday, October 25th. **Troops should adhere to the detailed schedule on page 14 to determine appropriate booth scheduler times.**

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. If a troop is unsure of their Region or Service Unit, the Troop Fall Product Chair should contact their SU Fall Product Chair or a Product Sales Administrator.

Booth Scheduler Dates & Times by Region:

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 misses round one, then they will have the ability to sign-up for six shifts during round two. If the troop cancels a shift they will automatically have the ability to schedule a new shift to replace the cancelled shift (when the scheduler is open). Troops will be unable to add additional shifts between scheduled rounds.

Hours/Days

- Troops are limited to boothing between the hours of 10 a.m. and 8 p.m. (store/location hours permitting).
- Only Junior Girl Scouts and above should booth after 6:00 p.m.
- Troops may request boothing shifts on any day of the week that fits the girls'/adults' schedule.
- Girls should not booth during regular school hours, M-F before 2 p.m. Homeschooled girls or girls on a school track schedule should display a poster that advises customers that the girls are out of school legitimately if boothing before 2 p.m.
- Individual Daisy Girl Scouts should not be scheduled longer than one hour during the assigned boothing shift; additional adult supervision is advised.

Safety

- Two adults are required to be present at all times, at least one of whom is female.
- Troops should have a plan for safeguarding money. Adults should exercise caution in holding large quantities of money at the point of sale. If need be, make arrangements for additional adults to bank money frequently, particularly from high traffic booth sales (*Safety-Wise*, update 10/1/08).
- Adults must handle ALL money for Daisy Girl Scouts.
- Adults should supervise girls closely at all times, including while visiting the restroom or on breaks.
- Girls should not follow customers into a store or parking lot, even if promised a sale. Ask customers to return to the booth to make their purchase.
- Never approach cars to make a sale.

Appearance

- Girls should be easily identifiable as Girl Scouts by wearing a Membership Pin and official uniform, tunic, sash, vest or other Girl Scout clothing (*Safety-Wise*, Standard 30).
- Always dress neatly and be prepared for the weather at all times.

Conduct

- ALWAYS arrive on time to your assigned location and stay until your shift is over.
- Upon arrival, check in with the store/location manager to advise them of your presence, and also to verify the location where your booth should be set up.
- Troops should bring all of their own supplies needed to set up the booth.
- Follow all rules and requirements of the location. Remember, boothing opportunities are a privilege.
- Do not hang anything on the walls of the location. If you have posters to display, neatly attach them to your table or use a table tent.
- Girls and adults should behave in a manner that is befitting a Girl Scout and appropriate to a public place. No roughhousing, running, inappropriate language or loud voices, etc.
- Greet people warmly, smile and remain pleasant and helpful under all circumstances.
- Girls should approach customers only as they are leaving the location. Thank everyone, even those who don't purchase.
- It is suggested that no more than two girls and two adults are at each door, depending on space at the site. No tagalongs or extra people are allowed at boothing locations.
- Do not block doorways or stand more than 5 feet away from your booth.
- Keep your boothing site neat at ALL times.
- Never leave your booth or product unattended.
- Cell phones, iPods or other electronic devices should not be used during your boothing shift.
- Do not eat or smoke anywhere near the booth site or anywhere visible to girls or customers.

- Respect the next scheduled troop by being prepared to turn over the booth site on time. Do not stay longer than your scheduled shift.
- Clean up ALL trash before leaving the boothing site. Do not leave empty boxes or trash at the booth site or use trash cans at the boothing location to dispose of your trash.
- At the end of your shift be sure to thank the management for the opportunity to booth at their site. A can of nuts, certificate of appreciation, card or poster from the troop is also a nice addition to saying thank you!

Hints for successful boothing:

Girls should be very familiar with the following before they arrive at the booth site:

- Expected behavior at the boothing site
- How to approach and speak to customers
- Products being offered and their prices
- What the troop plans on doing with their proceeds
- Council-wide Gift of Caring Program

Educate adults that will be involved with the boothing program what their role will be.

Adults should be familiar with and prepared to follow ALL of the boothing guidelines as set by the council. (Adults may assist, but cannot sell Girl Scout products: *Safety-Wise*, Standard 31).

Troop Fall Product Chairs should list any adults authorized to pick up additional product in the Troop Contacts section of GreenBeans (including themselves!). In the event that extra product is needed from a cupboard during a boothing shift, the adult will already be authorized to pick up.

Set up a booth to appeal to customers with a table, chairs and Girl Scout or other colorful tablecloth. Place extra product, boxes and supplies under the table out of sight. Make a poster to display the Troop's goals and plans for product earnings. Customers are more inclined to make a purchase if they know how the troop plans to use its proceeds.

Provide information about the Gift of Caring program and suggest it to potential customers who may not want nuts for themselves.

What else to bring?

- Cash box and extra cash to make change for customers
- Shopping bags
- Copy of troop boothing confirmation form from GreenBeans
- Important telephone numbers: SU Boothing Chair, SU Fall Product Chair, SU Manager and Regional Product Sales Administrator

Suggested minimum quantities of product for a two hour booth sale:

Mint Trefoils in Girl Scout Collectors Tin*	2 tins
Honey Roasted Peanuts in Snowman Tin*	2 tins
Whole Cashews	5 cans
Chocolate Covered Almonds	5 cans
Chocolate Covered Raisins	5 cans
Butter Toffee Peanuts	6 cans
Spicy Cajun Mix	4 cans
Fruit Slices	4 cans
Cranberry Trail Mix	4 cans
Select Mixed Nuts	4 cans

*The Mint Trefoil Girl Scout Collectors Tin and Honey Roasted Peanuts Snowman Tin are available for Initial Order ordering only.

What if another troop is in our spot when we arrive?

Troops should secure their booth sites through the GreenBeans Booth Scheduler and bring their bothing confirmation with them to their booth site. In the unlikely event that two troops show up to booth at the same site, the troop with the bothing confirmation has the permission to booth at the site. Whatever the situation, be kind, act respectfully and be a friend to your sister Girl Scouts. Regardless of the outcome, be amiable and do not involve the host business. Remember, you are the face of Girl Scouts!

Crisis Management

In the food industry, product complaints are not unusual. Councils and GSUSA expect a certain number of product complaints every year. These include, for example, reports that the product does not taste right or found damaged when the package or can was opened. Occasionally, there are reports of foreign objects in the product. Containment - confining a difficult incident to the situation and the locale in which it took place - is the key to the successful resolution of product complaints.

Immediately notify your Service Unit Fall Product Chair of any irregularities with the product or other situation to ascertain a course of action - whether an exchange of product or a refund is appropriate. Contact your Regional Product Sales Administrator for guidance as needed.

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

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) 886-1801 x 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

Banking

Cash Handling Procedures

Girls' Monies

1. All participating girls must be registered with GSUSA and have a *Parent/Guardian Permission and Responsibility Agreement* on file with their Troop Leader in order to participate in the Fall Product Program.
2. For the nut portion of the program, payment is collected **only** when girls deliver product and payments are not to be accepted during initial order, nor should product be delivered without receiving payment in full. For magazine orders and Gift of Caring orders, payment is accepted immediately.
3. Girls may accept cash and/or checks made payable to "Girl Scout Troop XXXXX" as payment for product. Girls should accept only preprinted checks with issuer's address. It is required that girls record the telephone number of the issuer on the face of the check. The driver's license number is recommended, if possible. Council cautions against accepting out-of-state checks. No credit/debit cards.
4. Fall Product Program funds should be collected from girls and safeguarded by parents immediately. Council encourages girls to write their *first* name on the check to help identify payments.
5. Fall Product Program funds should be submitted for deposit to the troop Treasurer, in their original form (i.e. cash and checks from customers), promptly and frequently. *Parents must never deposit program funds into their personal bank accounts.* Troops should receipt every transaction (e.g. product given to girls, money received from girls) for clarity and reconciliation.

Troops' Monies

1. Troops will deposit all Fall Product Program funds for nuts and magazine orders into their individual troop bank accounts "promptly and frequently."
2. Troops will enter banking information (e.g. bank name, routing number, and account number) into GreenBeans.
3. All troops will sign an *ACH Debit Authorization*, attach a voided troop check, and submit to the Service Unit Fall Product Chair with their completed *Troop Fall Product Chair Position Description & Agreement* by September 24th.
4. SUFPC will submit *ACH Debit Authorizations and Troop Fall Product Chair Agreements* to their Regional Product Sales Administrator no later than September 27th. Please see ACH debit schedule on page 20.

5. All council proceeds will be collected from troops via ACH (Automatic Clearing House) debit. ACH is a nationwide electronic funds transfer network which enables banks to distribute electronic charges (debits) to bank accounts and to settle such entries.

Critical Dates and ACH Debit Schedule

1. Troops deposit sufficient funds into troop accounts, and authorize direct debit in GreenBeans no later than **Wednesday, November 17th** to cover the first ACH debit.
2. 50% of the balance due to council for Trophy Nut Initial Orders only (gross sales less troop proceeds) will be debited from troop accounts on **Friday, November 19th**.
3. Troops deposit remaining Fall Product Program funds into troop accounts and authorize final direct debit in GreenBeans no later than **Wednesday, December 1st**.
4. The full balance of council proceeds will be debited from troop accounts on **Friday, December 3rd**.
5. Additional ACH debits will occur during both payment periods to accommodate missed troops, troops with collection issues, and ACH returns.
6. ACH debits will continue until all council proceeds have been collected.

Tracking Sales

1. Each troop in GSGLA will use GreenBeans as its product program management system.
2. All transactions must be done through GreenBeans to ensure accurate and real-time data, and eliminate the reconciliation process.
 - a. Troops will enter:
 - i. troop number, troop contacts, bank and girl information,
 - ii. initial order and cupboard reservations,
 - iii. girl allocations & Gift of Caring.
 - b. All additional product obtained through cupboards must be done through the reservation or order component of GreenBeans. Cupboard Managers are responsible for processing troop reservations into orders and entering them into GreenBeans. Troops will acknowledge product pickup by the troop's signature on a printed cupboard receipt.
 - c. All troop-to-troop transfers will be entered into GreenBeans by the troop giving away the product. The troop giving away the product will be responsible for completing the M-3 receipt and making sure both the giving and receiving troops have copies of the transaction. Both troops should retain their receipts for reconciliation purposes.
 - d. GSGLA Finance Team will record all ACH debits (payments) to allow for precise accounting of balances due.
 - e. Troops cannot edit orders once they have been picked up from the cupboard.
 - f. Troops cannot change the amount due to council or direct debits once they have been authorized. In the event that the full amount due cannot be debited for any reason, troops must use the notes section in GreenBeans to communicate the reason as well as the amount that can be safely debited from their account by the debt authorization due date.

Returned Checks and Parent/Guardian Issues

Returned Checks

1. Should a check not be honored (e.g. non-sufficient funds, account closed, etc.), troops should forward the original or bank “legal copy” to their Regional Product Sales Administrator within **7 days of the return date** for collection. Troops should include troop number and contact information with the returned check.
2. Council will attempt to collect the amount of the check, plus bank charges up to \$25, through a succession of phone calls and letters to the issuer of the check. If successful, council will refund the troop 100% of recovered funds.
3. All amounts not collected within 45 days will be forwarded to a collection agency. If the collection agency is able to recover funds, council will refund to the troop recovered funds up to the face value (only) of the check.
4. The troop should understand that collection may be more difficult if the telephone number and/or driver’s license number is not recorded on the face of the check.

Parent/Guardian Collection Issues

1. All troops must ensure that all participating girls are registered with GSUSA and keep a signed *Parent/Guardian Permission & Responsibility Agreement* on file for each registered girl. This document will help protect the troop in the event of parent/guardian non-payment.
2. Should payment concerns arise with a parent/guardian in the troop, Troop Leaders/Troop Fall Product Chairs are asked to document the situation and first try to resolve the issues within their own troops.
3. If problems persist, troops are asked to notify their Service Unit Fall Product Chair or as soon as possible.
4. If the matter has not been rectified by the end of the program, Troop Leaders/Fall Product Chairs **must submit a Discrepancy Report** to their Regional Product Sales Administrator, along with the original signed *Parent/Guardian Permission & Responsibility Agreement* **no later than December 3rd**. The Discrepancy Report must contain all pertinent information and, detailed documentation of collection attempts. (Examples of documentation include signed receipts for product, girl order card, emails with requests for product or attempts to collect, dates when parent was called for repayment, etc.)
5. Troops should understand that unless a Discrepancy Report is submitted to the council by the due date, the troop will be held liable for the total amount due. **DO NOT WAIT!** It becomes progressively difficult to collect as more time is allowed to pass.
6. Council will contact the parent/guardian and try to collect the debt. Payment plans and/or promissory notes may be used, or in extreme cases the debt may be referred to a collection agency, or brought to Small Claims Court.

Fall Product Program Planning Info & Wrap-up Checklists

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

Pre-planning Checklist:

- Open a troop bank account if you or your troop leader has not already done so. GSUSA policy requires each troop to have a troop bank account.
- Collect names, addresses, phone numbers, email addresses for every registered girl participating in the Fall Product Program. Remember, all girls who wish to participate must be registered with GSUSA and have a signed *Parent/Guardian Permission & Responsibility Agreement* turned in and on file with your Troop Leader.
- Contact your SU Manager or SU Fall Product Chair to find out the date of your SU Fall Product Training and plan to attend. Training dates are determined by your Service Unit, and take place August 23-September 18th.
- Turn in the following completed forms to your Service Unit Fall Product Chair ***no later than September 24th*** to ensure your troop receives sales materials and GreenBeans access prior to the start of the program:
 - ✓ Signed *ACH Debit Authorization* form and voided troop check
 - ✓ Signed *Troop Fall Product Chair Position & Agreement* (include your email address to receive a GreenBeans invitation!)
- You must have internet access and an email address to set up your troop in GreenBeans, attend GreenBeans training and to receive important updates from your Service Unit Fall Product Chair and Council throughout the program. See Google, MSN, Yahoo or Hotmail to set up a free account.
- Arrange with troop leader the date, time and location for training your Girl Scouts and parents/guardians.
- Review *Safety-Wise* guidelines on "Council Sponsored Product Sales."

Training Checklist:

- Host a Fall Program Training night for girls and their families. Explain the purpose of the program and hand out program materials.
- Review all important dates and deadlines. ***Meeting these deadlines will be critical to the success of the program;*** stress the importance of timeliness with families.
- Set both troop and girl goals. Reinforce how individual sales help the troop reach its overall goal and fund troop program activities.
- Motivate! Motivate! Motivate!** You are the face of the program. How you present the program has a big effect on the girls' enthusiasm...remember, a little positive energy goes a long way!
- Encourage parents/guardians to submit Initial Orders to you via email. This allows girls to retain their order cards so they can fulfill their Initial Orders quickly and provides you with documentation should there be any questions regarding possible discrepancies with orders.
- Encourage parent/guardians to submit their *Detailed Order Reports* for online magazine orders to you via email on November 21st, to ensure that you are able to enter them into GreenBeans by the deadline.

Requirements and Deadlines Checklist:

- September 27-October 1st**, go to www.girlscoutsla.org to complete GreenBeans training and download the GreenBeans Troop Guide.
- Set up your troop in GreenBeans as soon as you receive your invitation. If you have not received your GreenBeans invitation by October 4th, please contact your Service Unit Fall Product Chair for assistance.
- The GreenBeans Booth Scheduler opens October 13th for first-round sign ups. See the schedule on page 14 for details.
- Enter Initial Trophy Nut and QSP magazine orders into GreenBeans by October 16th. Turn in any Direct Magazine Orders and Address books to your SUFPC along with a completed Troop QSP Sales Transmittal form.
- Pick up product from Service Unit Delivery Site (check with your SU Fall Product Chair or SU Delivery Chair for date, location and time).
- Make sure all volunteers/parents/additional contacts that may be picking up product for your troop at the cupboard are entered in the "Troop Contacts" section in GreenBeans prior to November 4th. Make sure to include yourself as well.
- Make sure that at least 50% of your troop's Initial Order monies have been deposited into your troop account by November 17th for the first ACH direct debit and complete authorization in GreenBeans.

Fall Product Program Wrap-up Checklist:

- Collect QSP Detailed Order Report (for online orders) from each girl and make sure they are complete (see instructions on pages 5 and 6). Turn in to your Service Unit Fall Product Chair by November 21st.
- Make sure all girl orders for Trophy Nut and QSP magazine subscriptions have been entered in to GreenBeans and that all Gift of Caring and Booting cans have been allocated to girls so they will receive credit.
- Ensure that remaining Initial Order monies and Booting monies are deposited into your troop bank account by December 1st for the final ACH direct debit. Complete authorization in GreenBeans.
- Forward the original or bank copy of any NSF (non-sufficient funds) to your Regional Product Sales Administrator within **7 days of the return date** for collection. Include your troop number and contact information.
- If you have a parent with money outstanding to the troop, **DO NOT WAIT!** Make sure you turn in a Fall Product Program *Discrepancy Report* to your Regional Product Sales Administrator no later than December 3rd so the council may assist your troop by setting up a payment plan for the parent. This increases the troop's chances of being reimbursed for lost proceeds!
- Girl recognitions for your troop will be shipped to your Service Unit for distribution in January. Please pick up and distribute promptly!
- Be sure to view your GreenBeans Troop Dashboard often throughout the program for important updates and critical date reminders. Visit www.girlscoutsla.org for useful resources and program information contact your Service Unit Fall Product Chair with any additional questions you may have!

Notes