

## Returns/Exchanges/Troop-to-Troop Transfers

- Troops may exchange damaged product at a GSGLA service 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. Work with your SUFPC to facilitate troop-to-troop transfers. Troops must notify their SUFPC of transfer 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 these instructions:
  - Click on Manage SU, Troop and Girl Scouts (based on your allowed level of access, you will see the levels you are managing).
  - Once inside this link, click on the tab for the level you want to exchange products from. There will be tabs for SU, Troop and Girl depending on your level of access.
  - For moving Troop to Troop
    - ⇒ Troop tab ->click “+” next to troop number
    - ⇒ Choose “Move Products”
    - ⇒ From dropdown menu, choose “Move To”
    - ⇒ Type of trade “Troop”
    - ⇒ Choose a Troop number from the next drop down by scrolling through the list or start typing the number of the troop and choose from options listed that match the number you are searching for
    - ⇒ Enter quantities by variety of products you want to move by typing # of units or using arrow to increase number from 0. SU will see available quantities for both trading parties
    - ⇒ Make notes in comment section if desired
      - Click pink “move product” button to conclude transaction. Confirmation of move receipt will be available for printing for record keeping