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2024 FALL PRODUCT PROGRAM

# **CONTACT & LOGIN INFORMATION**

THANK YOU! WE APPRECIATE YOU FOR VOLUNTEERING TO BE THE TROOP PRODUCT COORDINATOR. WITH YOUR HELP, THE GIRLS IN YOUR TROOP CAN PARTICIPATE IN COUNCIL-SPONSORED PROGRAMS WHERE THEY WILL HELP RAISE FUNDS FOR THEIR TROOP AND DEVELOP LIFE SKILLS.

# M2 MEDIA INFORMATION WEBSITE: WWW.GSNUTSANDMAGS.COM/GSSNV USER ID: PASSWORD: MY SERVICE UNIT INFORMATION:

SERVICE UNIT ENTREPRENEURSHIP COORDINATOR:

PHONE NUMBER:

**COUNCIL INFORMATION:** 

EMAIL:

WEBSITE: WWW.GIRLSCOUTSNV.ORG FACEBOOK.COM/GIRLSCOUTSNV PHONE NUMBER: 702-385-3677

EMAIL: CUSTOMERSERVICE@GIRLSCOUTSNV.ORG

# **VENDOR CUSTOMER CARE:**



# WHY THE FALL PRODUCT PROGRAM

GIRL SCOUT PRODUCT PROGRAMS PREPARE GIRLS WITH REAL WORLD SKILLS LIKE:

**GOAL SETTING:** SETS GOALS WITH A TROOP OR INDIVIDUALLY AND CREATES A PLAN TO REACH THE GOALS TOGETHER. SETTING AND LEARNING HOW TO REACH GOALS IS IMPORTANT TO FUTURE ENTREPRENEURS BECAUSE THIS TEACHES GIRLS TO BRAINSTORM, TEAM-BUILD, AND COOPERATE ALL ALONG THE WAY.

**DECISION MAKING**: GIRLS DECIDE HOW TO PARTICIPATE IN THE PROGRAM AND WHAT TO DO WITH THEIR EARNINGS. THE ABILITY TO MAKE DECISIONS WILL LEAD TO CRITICAL THINKING AND PROBLEM-SOLVING SKILLS FOR THESE FUTURE ENTREPRENEURS.

# IN ADDITION, THE FALL PRODUCT PROGRAM PROVIDES:

- ADDITIONAL TROOP FUNDS
- FUNDING TO COUNCIL FOR PROGRAM OPPORTUNITIES AND FINANCIAL OPPORTUNITIES
- GREAT PRACTICE FOR THE COOKIE PROGRAM (TROOPS THAT PARTICIPATE IN THE FALL AND COOKIE PROGRAM HAVE HIGHER TROOP PGA THAN TROOPS THAT DON'T PARTICIPATE IN BOTH)
- EASY TO SELL PRODUCTS
- SIMPLIFIED SALE

MONEY MANAGEMENT: GIRLS DEVELOP A BUDGET, TAKE ORDERS, AND HANDLE CUSTOMER'S MONEY. THEY GAIN VALUABLE AND PRACTICAL LIFE SKILLS AROUND FINANCIAL LITERACY. ALL LEVELS HAVE FINANCIAL LITERACY BADGES THEY CAN EARN.

**PEOPLE SKILLS**: THE TROOP MEMBERS CAN TALK ABOUT WHY PEOPLE MAY OR MAY NOT CHOOSE TO BUY GIRL SCOUT PRODUCTS. THEY WILL LEARN HOW TO TALK, LISTEN, AND WORK WITH ALL KINDS OF PEOPLE. OUR YOUNG ENTREPRENEURS BUILD CONFIDENCE, HEALTHY RELATIONSHIPS, AND CONFLICT RESOLUTION SKILLS.

**BUSINESS ETHICS AND FUTURE ENTREPRENEURS**: GIRLS ACT HONESTLY AND RESPONSIBLY DURING EVERY STEP OF THE PROGRAM. HER BUSINESS ETHICS REINFORCE THE POSITIVE VALUES SHE IS DEVELOPING AS A GIRL SCOUT.

# **IMPORTANT DATES**

# AUGUST 2024

TROOP PRODUCT COORDINATORS VERIFY THE TROOP ROSTER ON THE MYACCOUNT SITE TO ENSURE ALL GIRLS ARE REGISTERED WITH CURRENT/CORRECT INFORMATION. GIRL NAMES WILL BE ENTERED INTO M2 MEDIA ACCORDING TO THE TROOP MYACCOUNT ROSTER.

#### **AUGUST 22**

SERVICE UNIT ENTREPRENEURSHIP COORDINATORS (SUEC) TRAINING OFFERED BY VENDORS

#### **AUGUST 26 - SEPTEMBER 6**

TROOP PRODUCT COORDINATORS MUST ATTEND ONE OF THESE TRAINING SESSIONS: FOR NEW TPCS:

- AUGUST 24, @ LEAD CONFERENCE
- AUGUST 28, 6 PM @ COUNCIL
- AUGUST 29, 10 AM @ COUNCIL
- SEPTEMBER 3, 6 PM @ COUNCIL
- SEPTEMBER 7, 1 PM @ COUNCIL
- SEPTEMBER 9, 12 PM @ COUNCIL

FOR SEASONED TPCS: (CAN ATTEND ANY TRAINING OFFERED)

- AUGUST 24, @ LEAD CONFERENCE
- AUGUST 28, 3 PM @ COUNCIL
- AUGUST 29, 6 PM @ COUNCIL
- SEPTEMBER 3, 10 AM @ COUNCIL
- SEPTEMBER 9, 6 PM @ COUNCIL

NEED A DIFFERENT DATE OUTSIDE OF THESE DATES? CONTACT YOUR SERVICE UNIT ENTREPRENEURSHIP COORDINATOR OR EMAIL CUSTOMER SERVICE AT CUSTOMERSERVICE@GIRLSCOUTSNV.ORG.

ONCE THE TPC HAS ATTENDED A TRAINING, THEY SHOULD HOST A FALL PRODUCT MEETING WITH CAREGIVERS IN AUGUST OR SEPTEMBER 2024. COLLECT THE SIGNED PERMISSION & FINANCIAL RESPONSIBILITY FORMS FROM EACH GIRLS' CAREGIVER.

# SEPTEMBER 2024

TROOP PRODUCT COORDINATORS WILL RECEIVE AN EMAIL TO SET UP THEIR ONLINE DASHBOARD IN THE FIRST WEEK OF SEPTEMBER. BE SURE TO LOG IN, SET UP YOUR PASSWORD AND CREATE YOUR ME2™ AVATAR. ENTER TROOP BANK ACCOUNT INFORMATION INTO M2. CHECK TO MAKE SURE ALL GIRLS IN YOUR TROOP HAVE BEEN UPLOADED INTO M2. CONTACT YOUR SUEC IF ANY GIRL IS MISSING

#### **SEPTEMBER 19**

FALL PRODUCT PROGRAM BEGINS! ONLINE STOREFRONTS GO LIVE. GIRLS SEND EMAILS AND CREATE THEIR FALL PRODUCT PROGRAM AVATAR. REMINDER: GIRLS COLLECT MONEY AT THE TIME OF DELIVERY FOR IN-PERSON NUT/CANDY ORDERS.

# OCTOBER 2024

#### **OCTOBER 1**

PENNY SWEEP - TEST ACH WILL BE SCHEDULED FOR ALL TROOPS SELLING IN M2. PLEASE SEE PAGE 4 FOR MORE DETAILS.

#### **OCTOBER 5**

LAST DAY FOR IN-PERSON ORDERS! CAREGIVERS INPUT ORDER CARD INFORMATION INTO M2 OR SEND THE ORDER CARD INFORMATION TO THE TPC TO ENTER INTO M2. DO NOT DUPLICATE. GIRLS CAN CONTINUE SELLING UNTIL NOVEMBER 4

### **OCTOBER 7**

- FINAL DAY FOR TPCS TO ENTER ORDER CARD INFORMATION OR TROOP EXTRAS INTO THE M2 SYSTEM
- TPCS WILL BE LOCKED OUT OF M2 SYSTEM AT 9:00PM.
- RESPOND TO EMAIL TO SELECT PRODUCT PICK UP TIME.

#### **OCTOBER 9**

- LAST DAY FOR ONLINE GIRL DELIVERY ORDERS
- LAST DAY FOR SUFC TO VERIFY ALL ORDERS IN M2.
- SUEC WILL BE LOCKED OUT OF M2 SYSTEM AT 9:00PM.

# **IMPORTANT DATES** (CONTINUED)

# OCTOBER 2024

#### **OCTOBER 19**

- FALL PRODUCT PICK UPS
- EMAIL WILL BE SENT TO TPC TO SELECT PICK UP TIME THE WEEK OF OCTOBER 7

#### **OCTOBER 28**

DELINQUENT ACCOUNT FORM SUBMISSIONS OPEN.

#### **OCTOBER 29**

INITIAL ACH - 50% DUE TO COUNCIL.

# **NOVEMBER 2023**

#### **NOVEMBER 4**

- FALL PRODUCT PROGRAM ENDS.
- LAST DAY TO PICK UP RE-ORDERS FROM THE WAREHOUSE

#### **NOVEMBER 8**

- LAST DAY FOR TPCS TO REVIEW RECOGNITION ORDERS.
- ALL TRANSFERS ENTERED INTO M2 BY 9:00PM
- FINAL DATE TO SUBMIT DELINQUENT ACCOUNT FORM TO COUNCIL.

#### **NOVEMBER 12**

FINAL ACH - REMAINING BALANCE DUE TO COUNCIL.

### **LATE DECEMBER 2024**

 ESTIMATED DELIVERY DATE FOR RECOGNITIONS DELIVERED TO SUECS.

### **BY JANUARY 2025**

ALL RECOGNITION SHORTAGES OR DAMAGES NEED TO BE RESOLVED

#### PRODUCTS OFFERED FOR GIRL SCOUT SNACKS & MORE FALL

#### 1. PRODUCT PROGRAM:

- NUTS, CHOCOLATES AND CANDY FROM ASHDON FARM ONLINE & IN-PERSON
- 16 ITEMS OFFERED FOR IN-PERSON ORDER CARD OR ONLINE ORDERED FOR GIRL DELIVERY
- 25 ITEMS OFFERED ONLINE THROUGH GIRL SCOUT STOREFRONT FOR DIRECT SHIP

#### 2. MAGAZINES - ONLINE: DIRECT SHIP TO CUSTOMERS

 MANY TITLES TO CHOOSE FROM FOR NEW ORDERS OR RENEWING SUBSCRIPTIONS

#### 3. TERVIS TUMBLERS – ONLINE: DIRECT SHIP TO CUSTOMERS

 WIDE SELECTION OF INSULATED TUMBLERS AND WATER BOTTLES RANGING FROM TOP SELLERS TO FAVORITE MLB, NFL, AND COLLEGIATE SPORT TEAMS AND MORE.

#### 4. BARKBOX – ONLINE: DIRECT SHIP TO CUSTOMERS

- GIRL SCOUT THEMED BARKBOX
- BOX COMES WITH DOG TOY MADE FOR GSUSA PARTNERSHIP
- AND BERRY TRIOS TREAT

# 5. PERSONALIZED PRODUCTS – ONLINE: DIRECT SHIP TO CUSTOMERS

- STATIONARY
- NOTE PADS
- PICTURE FRAMES



# **TERMS**

# SERVICE UNIT ENTREPRENEURSHIP COORDINATOR (SUEC)

HANDLES ALL ASPECTS OF THE SERVICE UNIT'S FALL PRODUCT PROGRAM AND REPORTS/WORKS DIRECTLY WITH COUNCIL

# •TROOP PRODUCT COORDINATOR (TPC)

HANDLES ALL ASPECTS OF THE TROOP'S PRODUCT PROGRAM AND REPORTS TO THEIR SUEC

# ENTREPRENEURSHIP TEAM

IS COMPRISED OF SERVICE UNIT ENTREPRENEURSHIP COORDINATORS (SUEC), GSSNV DIRECTOR OF PRODUCT PROGRAMS, AND ANYONE ASSISTING WITH THE PRODUCT PROGRAM

# CAREGIVERS

LEGAL PARENT OR GUARDIAN OF GIRL SCOUT

# •M2

THE SYSTEM USED TO INPUT AND TRACK TROOP PROGRESSION DURING FALL PRODUCT PROGRAM

# TROOP SUMMARY REPORT

ON THE M2 DASHBOARD, CLICK "REPORTS" TO VIEW THE TROOP SUMMARY REPORT - CAMPAIGN AND SALES INFORMATION FOR TROOPS

# GIRL SCOUT REWARDS REPORT

ON THE M2 DASHBOARD, CLICK "REPORTS", THEN "SPECIAL REPORTS", THEN "GIRL SCOUT REWARDS" TO VIEW THE EXCEL SPREADSHEET OF THE GIRLS' REWARDS

# DELIVERY TICKETS

M2 PRODUCT RECEIPTS. COUNCIL USES TROOP TICKETS BY TROOP WHEN DISTRIBUTING PRODUCTS TO TPCS. TPCS USE GIRL SCOUT TICKETS WHEN DISTRIBUTING PRODUCT TO CAREGIVERS

# •ACH (AUTOMATIC CLEARING HOUSE)

THE DEBIT SYSTEM USED TO PAY FOR TROOP PRODUCT. AN AUTOMATIC WITHDRAWAL DEBITS THE TROOP ACCOUNT AND REMOVES THE BALANCED OWED TO COUNCIL. THIS IS OFTEN REFERRED TO AS A "SWEEP"

# PENNY SWEEP

A TEST SWEEP USED TO VERIFY TROOP ACCOUNT. COUNCIL WILL TAKE ONE PENNY FROM THE TROOP ACCOUNT AND THEN REPLACE THE PENNY

# DELINQUENT ACCOUNT FORM

FORM USED TO REMOVE RESPONSIBILITY FROM THE TROOP FOR COLLECTING MONEY FROM CAREGIVERS WHO ARE DELINQUENT WITH THEIR PAYMENT

# PROMISE ORDER

AN ORDER PLACED ONLINE AND PAID FOR IN ADVANCE, WHERE THE CUSTOMER HAS REQUESTED IN-PERSON DELIVERY

# CARE TO SHARE

COUNCIL-SPONSORED DONATION PROGRAM; PURCHASED UNITS THAT WILL BE DONATED TO THE MILITARY, SHELTERS, AND COMMUNITY PARTNERS

# PRODUCT CASE

A CASE CONTAINS 12 OF THE SAME UNITS, I.E., 1 CASE OF MINT TREASURES CONTAINS 12 INDIVIDUAL MINT TREASURE TINS

# WAREHOUSE

OUR FALL PRODUCT PROGRAM WAREHOUSE IS LOCATED AT OUR COUNCIL OFFICE: 2941 HARRIS AVE. LAS VEGAS, NV 89101

# FALL PRODUCT PROGRAM OVERVIEW

ENSURE YOU ARE ON TRACK DURING THE FALL PRODUCT PROGRAM. AS YOU CHECK OFF EACH ITEM, YOU ARE ONE STEP CLOSER TO COMPLETING A SUCCESSFUL PROGRAM!

# HOW TO PARTICIPATE IN FALL PRODUCT PROGRAM

### **OPTION 1: ONLINE ORDERS**

GIRLS MAY INVITE CUSTOMERS TO SHOP THEIR ONLINE STORE AND PLACE NUT/CANDY, BARKBOX, TERVIS TUMBLERS, PERSONALIZED PRODUCTS, AND/OR MAGAZINE ORDERS BY SHARING THE LINKS VIA EMAIL AND SOCIAL MEDIA. CUSTOMERS WILL HAVE A CHOICE TO PURCHASE MAGAZINES OR NUT/CANDY UNITS AND PAY BY CREDIT CARD. FOR NUT/CANDY UNITS, CUSTOMERS CAN PAY BY CREDIT CARD AND THEY WILL HAVE TWO CHOICES FOR DELIVERY: SHIPPED OR IN-PERSON DELIVERY. ALL DIRECT-SHIP ORDERS ARE SHIPPED BY ASHDON FARMS.

#### SHIPPED:

FOR THEIR CONVENIENCE, CUSTOMERS CAN PAY FOR SHIPPING AND HAVE ACCESS TO AN EXPANDED LINE OF NUT AND CANDY UNITS. THIS IS PERFECT FOR OUT-OF-TOWN CUSTOMERS. SHIPPING RATES APPLY. CHOCOLATE UNITS ARE RECOMMENDED TO BE SHIPPED 2ND DAY AIR WITH REFRIGERATION; THIS WILL ADD TO THE STANDARD SHIPPING COST. FOR MAGAZINES, ORDERS ARE PROCESSED ALMOST IMMEDIATELY AND WILL ARRIVE WITHIN 6-8 WEEKS OF PURCHASE. NUT/CANDY, BARKBOX, PERSONALIZED PRODUCTS, MAGAZINE, AND/OR TERVIS TUMBLERS CUSTOMERS CAN ORDER ONLINE THROUGH THE GIRLS' STOREFRONT FOR DIRECT SHIPPING. THE SHIPPING COST FOR TERVIS TUMBLERS IS \$7.99 FOR THE FIRST & SECOND TUMBLERS, THE THIRD TUMBLER AT \$3.99, AND FOUR OR MORE TUMBLERS ARE CHARGED AN ADDITIONAL \$1 EACH. FOR THE GIRL SCOUT BARKBOX, THE DELIVERY FEE FOLLOWS A FLAT \$5 FOR A SINGLE UNIT AND \$10 FOR 2+ UNITS PER DELIVERY ADDRESS. FOR PERSONALIZED PRODUCTS, SHIPPING IS \$14.99 FOR THE FIRST ITEM AND \$4 FOR EACH ADDITIONAL ITEM PURCHASED WITHIN THE SAME ORDER GOING TO THE SAME SHIPPING ADDRESS. SEE THE GIRLS' STOREFRONT FOR MORE INFORMATION.

### OPTION 2: GIRL DELIVERED ONLINE/PROMISE ORDERS- IN-PERSON/GIRL DELIVERY

TO SAVE ON SHIPPING CHARGES, IN-TOWN CUSTOMERS CAN COORDINATE WITH THE GIRL AND CAREGIVERS TO PICK UP OR DELIVER THE PRODUCT. CUSTOMERS WILL PAY FOR THESE ORDERS ONLINE WITH A CREDIT CARD. THE LAST DAY CUSTOMERS CAN PLACE NUT PROMISE ORDERS ONLINE IS OCTOBER 9, 2024. THESE ORDERS WILL AUTOMATICALLY TRANSMIT WITHIN THE SYSTEM AND SHOULD NOT BE MANUALLY ENTERED BY CAREGIVERS, TPCS OR SUEC(S). MANUALLY ENTERING THESE NUT PROMISE ORDERS WILL RESULT IN DUPLICATED NUT/CANDY ORDERS. THE NUT AND CANDY PRODUCTS AVAILABLE THROUGH THIS OPTION ARE THE SAME PRODUCTS THAT ARE AVAILABLE ON THE ORDER CARD.

### **OPTION 3: IN-PERSON ORDERS**

THIS IS THE IN-PERSON SALE OF CANDY AND NUT PRODUCTS. REFER TO ORDER CARD FOR UNITS AND PRICING. EACH PARTICIPATING GIRL SHOULD BE GIVEN THE PREPRINTED ORDER CARD FOR NUTS AND CANDY, FEATURING PHOTOGRAPHS OF ALL PRODUCTS OFFERED WITH PRODUCT PRICING AS WELL AS THE GIRL REWARD LEVELS. FAMILIES SHOULD USE THIS ORDER CARD TO HELP CUSTOMERS MAKE THEIR PRODUCT CHOICES. GIRLS SHOULD WAIT TO COLLECT THE AMOUNT DUE UNTIL ORDER DELIVERY.

#### **OPTION 4: ALL OF THE ABOVE!**

TROOPS CAN PARTICIPATE IN ALL OPTIONS: ONLINE SALES, IN-PERSON SALES, AND GIRL DELIVERY/PROMISE ORDERS! THIS ALLOWS YOU TO REACH OUT TO FRIENDS AND FAMILY BOTH IN TOWN AND ACROSS THE GLOBE!

# FALL PRODUCT PROGRAM OVERVIEW (CONTINUED)

#### **TROOP PROCEEDS:**

TROOPS EARN 12% OF TOTAL SALES FROM ALL THEIR GIRLS' SALES - ONLINE AND IN-PERSON.

### BEFORE THE FALL PRODUCT PROGRAM (STARTS ON SEPTEMBER 19, 2024)

- 1. TPCS MUST HAVE A CURRENT ADULT GIRL SCOUT MEMBERSHIP FOR 2024-2025 (CAN BE COMPLETED ONLINE BY GOING TO WWW.GIRLSCOUTSNV.ORG)
- 2. A CLEARED CRIMINAL BACKGROUND CHECK (CBC) ON FILE WITH GSSNV.
- 3. COMPLETE THE 2024 FALL PRODUCT PROGRAM TRAINING.
- 4. COMPLETE AND SUBMIT THE 2024 TROOP PRODUCT COORDINATOR AGREEMENT.

A. BY SIGNING THE AGREEMENT FORM YOU AGREE TO BE RESPONSIBLE FOR ALL PRODUCT, PAYMENTS, AND PAPERWORK FOR THE FALL PRODUCT PROGRAM.

- 5. TROOPS MUST HAVE A LEADER AND CO-LEADER AND BE OPEN IN THE TROOP CATALOG FOR GIRLS TO JOIN IF MINIMUM NUMBER OF GIRLS REQUIREMENT ISN'T MET FOR THEIR TROOP
- 6. TROOPS MUST HAVE A CURRENT BANK ACCOUNT (NEW TROOPS: PLEASE WORK WITH YOUR MEMBERSHIP SUPPORT SPECIALIST FROM OUR GSSNV MEMBERSHIP TEAM).
- 7. TROOPS MUST HAVE TURNED IN MOST RECENT ANNUAL TREASURY REPORT.
- 8. TROOPS MUST BE DEBT-FREE.
- 9. FAILURE TO MEET THE ABOVE REQUIREMENTS WILL RESULT IN NOT HAVING ACCESS TO THE M2 DASHBOARD.

#### **HOST FALL PRODUCT MEETING WITH CAREGIVERS**

HOLD A MEETING WITH CAREGIVERS TO EXPLAIN THE PROGRAM OPPORTUNITIES AND DEADLINES. CAREGIVERS MUST SIGN A PERMISSION FORM IN ORDER TO RECEIVE AN ORDER CARD. KEEP THESE SAFE AND DO NOT LOSE THEM. REMEMBER, CAREGIVERS ARE FINANCIALLY RESPONSIBLE FOR ALL UNITS AND TURNING IN FUNDS FROM THE FALL PRODUCT PROGRAM.

- INTRODUCE NEW PRODUCT & WEBSITE INFORMATION.
- SHOW ALL THE NEW RECOGNITIONS AND PATCHES THE GIRLS CAN RECEIVE BY PARTICIPATING IN THE FALL PRODUCT PROGRAM.
- ENSURE CAREGIVERS GET FORMS AND ARE AWARE OF THE DEADLINES.
- TRAIN THE CAREGIVERS ON THE VIRTUAL STOREFRONT, INCLUDING CREATING THEIR OWN AVATAR. REMEMBER, IF THE GIRLS CREATE A ME2 AVATAR, SEND 20 EMAILS, AND SELL \$425 TOTAL, ONLINE AND/OR IN PERSON, THEY EARN THE PERSONALIZED PATCH WITH THEIR NAME AND AVATAR!
- DISCUSS EXPECTATIONS OF THEIR PARTICIPATION AND OUTLINE THE IMPORTANT DATES (ORDER CARD DUE DATE, PRODUCT PICK UP DATE, AND MONEY DUE DATE).
- REVIEW THE GIRL PERMISSION FORMS. ALL CAREGIVERS UNDERSTAND BY SIGNING THE GIRL PERMISSION SLIP THEY'RE GIVING THE GIRL
  PERMISSION TO PARTICIPATE IN THE FALL PRODUCT PROGRAM. THEY ARE ALSO AGREEING TO BE FINANCIALLY RESPONSIBLE FOR ALL
  PRODUCTS ORDERED.
- REMIND CAREGIVERS THERE ARE NO TRANSFERS OUT OF THE TROOP AND NO TROOP DIVORCES/TROOP DISBANDMENT DURING THE
  PRODUCT PROGRAM.
- COLLECT THE COMPLETED PERMISSION FORMS BEFORE HANDING OUT THE ORDER CARD/ANY PROGRAM MATERIALS.
- SHARE THE M2 CUSTOMER SERVICE NUMBER WITH CAREGIVERS IF THEY WANT TO INQUIRE ABOUT THE STATUS OF THEIR GIRLS' AVATAR PATCH (800) 372 8520

# FALL PRODUCT PROGRAM OVERVIEW (CONTINUED)

### PLAN & CONDUCT MEETING WITH GIRLS

- TEACH THE GIRLS (AND CAREGIVERS!) ABOUT THE 5 SKILLS GOAL SETTING, DECISION MAKING, MONEY MANAGEMENT, PEOPLE SKILLS, AND BUSINESS ETHICS AND SHOW THEM HOW THEY DEVELOP EACH OF THESE SKILLS DURING THE PROGRAM.
- AT THE TROOP MEETING, HAVE GIRLS DISCUSS THEIR PERSONAL AND TROOP SELLING GOALS AND WHAT THE TROOP WOULD LIKE TO DO WITH THE TROOP PROCEEDS THEY ARE GOING TO EARN!
- PUT THE TROOP GOAL IN WRITING AND DISCUSS AT FUTURE TROOP MEETINGS.

### DURING THE FALL PRODUCT PROGRAM

- GIRLS BEGIN TAKING ORDERS ON SEPTEMBER 19, 2024. NO EARLY SELLING PLEASE (CONSEQUENCE MAY RESULT IN A TROOP PENALTY OF PROCEEDS).
- MAKE SURE TO HAVE ENTERED TROOP BANK INFORMATION INTO M2. A "PENNY SWEEP" IS SCHEDULED FOR **OCTOBER 1, 2024.** MISSING BANK INFORMATION OR ANY ISSUES WITH THE PENNY SWEEP WILL RESULT IN TPC LOSING ACCESS TO M2 UNTIL THE BANKING ISSUE IS FIXED.
- REMIND YOUR CAREGIVERS OF YOUR ORDER DUE DATES.
- COLLECT ORDERS FROM GIRLS BY YOUR DUE DATE. LET CAREGIVERS KNOW YOU CANNOT WAIT FOR LATE ORDERS
  - SCHEDULE ENOUGH TIME TO CONCENTRATE ON ENTERING AND VERIFYING ORDERS INTO M2.
- CONTACT YOUR SUEC EARLY TO SET UP A TIME TO MEET OR EMAIL CUSTOMERSERVICE@GIRLSCOUTSNV.ORG FOR HELP WITH ORDER CARD ENTRY.
- ENTER GIRLS' ORDERS IN M2 BEFORE 9 P.M. PST, OCTOBER 7, 2024.
- DOUBLE CHECK WITH CAREGIVERS TO ENSURE ALL PROMISE ORDERS ARE INCLUDED IN THE TROOPS INITIAL ORDER.
- NO LATE ORDERS WILL BE PROCESSED FOR INTIAL ORDERS AFTER OCTOBER 9TH!
- PICK UP YOUR TROOP ORDER FROM THE WAREHOUSE ON **OCT 19TH**. BEGINNING THE WEEK OF **OCT. 7TH**, LOOK OUT FOR A SIGN-UP TO RESERVE YOUR SPOT!
- WHEN PRODUCT ARRIVES, SORT GIRL ORDERS BEFORE ALLOWING CAREGIVERS TO PICK UP. THEY MUST COUNT AND SIGN FOR THE PRODUCT BEFORE LEAVING TO CONFIRM THE ORDER IS CORRECT. MAKE SURE CAREGIVERS SIGN A RECEIPT OR A DELIVERY TICKET.
- ONLY CAREGIVERS CAN SIGN FOR PRODUCT! IF YOU DO NOT HAVE A SIGNED DELIVERY TICKET OR A RECEIPT FROM THE CAREGIVER, THE TROOP
  PRODUCT COORDINATOR WILL BE HELD FINANCIALLY RESPONSIBLE FOR THE AMOUNT DUE.
- REMIND ALL CAREGIVERS OF TROOP MONEY DUE DATES.
  - THE FIRST ACH SWEEP IS **OCTOBER 29, 2024**. THE SECOND ACH SWEEP IS **NOVEMBER 12, 2024**. SET YOUR DUE DATE SEVERAL DAYS PRIOR SO THERE IS ENOUGH TIME TO GO TO THE BANK TO DEPOSIT THE MONEY.

# **END OF FALL PRODUCT PROGRAM (ENDS NOVEMBER 4, 2024)**

- COLLECT REMAINING MONEY FROM CAREGIVERS. ONLY ACCEPT MONEY FROM ADULTS AND PROVIDE RECEIPTS FOR ALL TRANSACTIONS.
- TRANSFERS AND RECOGNITIONS MUST BE ENTERED INTO M2 BY **NOVEMBER 8, 2024.**
- IF A CAREGIVER IS LATE, PLEASE DO NOT WAIT FOR THEM TO PAY, COMPLETE AND SUBMIT DELINQUENT ACCOUNT FORM.
- DELINQUENT ACCOUNT FORMS ARE DUE TO COUNCIL BY **NOVEMBER 12, 2024**. WHEN SUBMITTING A DELINQUENT ACCOUNT FORM, TPC MUST FILL IT OUT, PROVIDE A SIGNED CAREGIVER PERMISSION SLIP, AND ALL SIGNED RECEIPTS (DELIVERY TICKETS).
- ONCE A CAREGIVER IS TURNED IN FOR DELINQUENT PAYMENT, ALL PAYMENTS NEED TO BE MADE TO THE COUNCIL OFFICE.
- DEPOSIT REMAINING FUNDS INTO THE TROOP BANK ACCOUNT NO LATER THAN **NOVEMBER 8TH, 2024** TO PREPARE FOR FINAL SWEEP ON **NOVEMBER 12, 2024.**
- SUEC WILL CONTACT THE TPC ONCE REWARDS ARRIVE LATE DECEMBER TO COORDINATE PICK-UP.

# DISTRIBUTING PRODUCT & HANDLING DAMAGES

### **BEFORE DISTRIBUTING PRODUCT**

- PRINT 2 COPIES OF THE GIRL DELIVERY TICKETS (SEE PAGE 4 FOR DETAILS) FOR ALL THE GIRLS IN THE TROOP.
- TO USE, CLICK ON DELIVERY TICKET LINK ON YOUR TROOP DASHBOARD UNDER THE PRODUCT MANAGEMENT SECTION. GO TO THE GIRL SCOUT TICKET SECTION AND CREATE DELIVERY TICKETS FOR ALL OF THE GIRLS IN YOUR TROOP OR ONE GIRL AT A TIME. THIS WILL OPEN A PDF OF EACH GIRL'S ITEMIZED PRODUCT RECEIPT. PRINT TWO COPIES OF THIS REPORT. IF YOU ARE UNABLE TO PRINT THE DELIVERY TICKET YOU MUST USE A RECEIPT BOOK AND GET ALL REQUIRED SIGNATURES.
- GET PRODUCTS SORTED AND READY FOR DISTRIBUTION.
- MISSING UNITS: ANY UNITS MISSING FROM A TROOP ORDER NEED TO BE REPORTED TO SUEC WITHIN 48 HOURS OF PICK UP. THERE IS NO
  GUARANTEE FOR REPLACEMENT OF THE MISSING UNITS PAST THAT TIMEFRAME.
- REMIND CAREGIVERS OF YOUR SCHEDULED PICK-UP LOCATION, DATE AND TIME.

### **FALL PRODUCT DISTRIBUTION**

- ONLY DISTRIBUTE TO CAREGIVERS.
- COUNT EACH ORDER WITH THE CAREGIVER ACCEPTING PRODUCTS. COUNT AND RECOUNT UNTIL BOTH OF YOU ARE SATISFIED THE ORDER IS
   CORRECT. VERIFY PRODUCT VARIETIES BY READING THE NAMES ON THE TOPS OF THE CANS SOME VARIETIES HAVE SIMILAR COLORED CANS.
- THE CAREGIVER PICKING UP PRODUCT WILL SIGN THE GIRL DELIVERY TICKET OR RECEIPT. GIVE A COPY TO THE CAREGIVER AND KEEP THE
  SIGNED COPY FOR YOUR RECORDS (YOU MAY BE REQUIRED TO SUBMIT WITH END-OF-PROGRAM PAPERWORK IF RESEARCH NEEDS TO BE
  CONDUCTED BY COUNCIL).
- MAKE SURE TO HAVE A CAREGIVER SIGN EVERY DELIVERY TICKET OR RECEIPT THAT LISTS THE PRODUCT THEY ARE RECEIVING!
- REMIND CAREGIVERS TO KEEP THEIR PRODUCTS IN A COOL, DRY PLACE UNTIL PRODUCTS ARE DELIVERED. (DO NOT STORE IN PERSONAL VEHICLES OR NON-TEMPERATURE-CONTROLLED ROOMS, SUCH AS GARAGES).

### DAMAGED PRODUCTS

- COUNCIL AND YOUR SUEC ARE NOT RESPONSIBLE FOR UNITS THAT ARE MELTED. PLEASE TAKE CARE OF
  THE PRODUCT AND REMIND CAREGIVERS TO DO THE SAME. STORE CHOCOLATE UNITS AT 65-70
  DEGREES.
- ANY CHOCOLATE THAT APPEARS TO BE SUN-KISSED/CHALKY/MELTED/OR PREVIOUSLY MELTED PRODUCT
  WILL ONLY BE REPLACED IF THE TROOP AGREES TO PAY FOR NEW PRODUCTS.
- CONTACT YOUR SUEC OR COUNCIL IF YOU FIND DAMAGED PRODUCT LIKE OPEN UNITS, SMASHED BOXES, EMPTY, OR DENTED CANS IN YOUR INVENTORY. ANY EXCHANGES FOR DAMAGED UNITS WILL BE FOR THE SAME VARIETY.
- YOU HAVE UP TO 48 HOURS TO REPORT THE DAMAGED UNITS.
- FOR ANY DAMAGES OF PRODUCTS <u>ORDERED ONLINE FOR DIRECT SHIPPING</u>, <u>PLEASE REPORT TO M2 AT</u> 1-800-372-8520.



# **MONEY HANDLING**

### **ALWAYS SAFEGUARD YOUR MONEY!**

DO NOT KEEP LARGE SUMS OF MONEY IN YOUR POSSESSION, IN YOUR VEHICLE, OR AT YOUR PLACE OF EMPLOYMENT. TROOP PRODUCT COORDINATORS

ARE RESPONSIBLE FOR SECURING MONEY AND ENSURING PAYMENTS ARE DEPOSITED FOR PRODUCTS. COUNCIL WILL NOT REIMBURSE MONEY OR

REPLACE PRODUCT STOLEN FROM HOMES, VEHICLES, PLACE OF EMPLOYMENT, DURING BOOTHS, ETC.

### **RECEIPTS! RECEIPTS! RECEIPTS!**

- RECEIPTS ARE PROOF OF WHO TOOK PRODUCTS AND WHO GAVE YOU MONEY.
- A SIGNED NUT/MONEY RECEIPT IS REQUIRED FOR EVERY TRANSACTION! A CAREGIVER MUST SIGN A RECEIPT EVERY TIME MONEY OR PRODUCT CHANGES HANDS.
- GIRLS ARE NOT ALLOWED TO SIGN RECEIPTS!
- ONLY DISTRIBUTE PRODUCT/ACCEPT MONEY WITH A CAREGIVER.
- YOU CAN GET ADDITIONAL RECEIPT BOOKS FROM YOUR SUEC.
- ALWAYS RETAIN A TROOP COPY OF RECEIPTS. TROOPS SHOULD KEEP MONEY/PRODUCT RECEIPTS FOR 2 YEARS.
- DO NOT SUBMIT COPIES OF PRODUCT/MONEY RECEIPTS, UNLESS THEY ARE ATTACHED TO A DELINQUENT ACCOUNT FORM.

### **CUSTOMER PAYMENTS**

- MAKE SURE CAREGIVERS/GIRLS UNDERSTAND WHEN PAYMENT IS ACCEPTED.
  - PAYMENT IS ONLY COLLECTED WHEN GIRLS DELIVER NUTS/CANDY NOT AT THE TIME OF ORDER
  - WITH THE EXCEPTION OF PROMISE ORDERS WHERE THE CUSTOMER PAID UPFRONT ONLINE AND REQUESTED IN-PERSON DELIVERY.
  - "CARE TO SHARE" (DONATION NUTS AND CANDY) PAYMENTS SHOULD BE ACCEPTED IMMEDIATELY AS NO PRODUCT IS BEING
    DELIVERED TO THE CUSTOMER.
- CUSTOMERS CAN PAY BY CASH OR CREDIT CARD
  - WE STRONGLY SUGGEST THAT TROOPS DO NOT ACCEPT CHECKS FROM CUSTOMERS. COUNCIL WILL NOT REIMBURSE ANY BOUNCED CHECKS IN THE TROOP ACCOUNT.

### **COLLECTING MONEY FROM CAREGIVERS**

- ONLY COLLECT MONEY FROM CAREGIVERS.
- SET A DATE WHEN ALL MONEY IS DUE. REMEMBER TO MAKE IT EARLIER THAN YOUR ACH SWEEP DATE OF OCTOBER 29, 2024 TO GIVE YOURSELF ENOUGH TIME TO VISIT THE BANK AND DEPOSIT MONEY. REMIND CAREGIVERS MULTIPLE TIMES DURING THE PROGRAM OF YOUR DEADLINE.
- ALL MONEY MUST BE DEPOSITED INTO TROOP BANK ACCOUNT BEFORE NOVEMBER 12, 2024. IF A CAREGIVER MISSES YOUR TROOP DEADLINE,
   COMPLETE A DELINQUENT ACCOUNT FORM.
- KEEP RECORDS OF ALL PAYMENTS MADE BY CAREGIVERS. BE SURE TO HAVE THE CAREGIVERS SIGN A RECEIPT FOR ALL PRODUCT THEY RECEIVE AND ALL MONEY THAT THEY GIVE TO THE TROOP PRODUCT COORDINATOR.
- DO NOT ACCEPT CHECKS AS PAYMENT FROM CAREGIVERS AS IT IS NOT AN ACCEPTED CUSTOMER PAYMENT. COUNCIL WILL NOT REIMBURSE ANY BOUNCED CHECKS IN THE TROOP ACCOUNT.
- IF COUNCIL'S DEADLINES ARE MISSED OR LESS MONEY IS TURNED IN THAN IS DUE WITHOUT A DELINQUENT ACCOUNT FORM AND RECEIPTS, THE TROOP PRODUCT COORDINATOR WILL BE RESPONSIBLE FOR THE AMOUNT DUE.

# MONEY HANDLING (CONTINUED)

### **DEPOSITS**

- REMEMBER TO MAKE DEPOSITS FREQUENTLY INTO THE TROOP ACCOUNT.
- IF YOUR TROOP IS UNABLE TO COLLECT AND DEPOSIT THE AMOUNTS OWED TO COUNCIL, YOU MUST ALERT COUNCIL 48 HOURS BEFORE THE SWEEP BY EMAILING **CUSTOMERSERVICE@GIRLSCOUTSNV.ORG.** COUNCIL WILL HOLD YOUR ACCOUNT AND ASSIGN THE TROOP A MAKE-UP DATE. IF THE MAKE-UP ACH DATE IS UNABLE TO BE MET, THE TROOP WILL ENTER A PAYMENT PLAN WITH COUNCIL.

# **DELINQUENT ACCOUNT FORMS**

- IF A CAREGIVER HAS AN OUTSTANDING BALANCE DUE TO THE TROOP, THE TROOP SHOULD SUBMIT A DELINQUENT ACCOUNT FORM TO COUNCIL BY **NOVEMBER 8, 2024.**
- THE DELINQUENT ACCOUNT FORM REMOVES THE RESPONSIBILITY OF COLLECTING THE MONEY DUE TO THE TROOP AND ALLOWS COUNCIL TO STEP IN AND HELP THE TROOP! ONCE THE FORM AND ALL REQUIRED DOCUMENTS HAVE BEEN TURNED IN, COUNCIL WILL START THE PROCESS OF COLLECTING THE AMOUNT DUE FROM THE CAREGIVER.
- COUNCIL ATTEMPTS COURTESY CALLS TO THE CAREGIVER WITH THE BALANCE TO LET THEM KNOW THEY NEED TO SUBMIT PAYMENT TO COUNCIL BY A CERTAIN DATE. IF THEY HAVE NOT SUBMITTED PAYMENT BY THE DUE DATE OR SET UP A COUNCIL APPROVED PAYMENT PLAN, THEIR ACCOUNT WILL BE TURNED INTO COLLECTIONS.
- AGAIN, ONCE A CAREGIVER IS TURNED INTO COUNCIL COLLECTIONS HE OR SHE WILL NEED TO MAKE THEIR PAYMENTS TO COUNCIL.
- WHAT DOES THAT MEAN FOR YOUR TROOP?
  - IF THE DELINQUENT ACCOUNT FORM IS SUBMITTED BY **NOVEMBER 8, 2024**, THE TROOP'S FINAL SWEEP WILL BE ADJUSTED DOWN.

### **ACH/BANK ACCOUNT SWEEPS**

- ACH SWEEPS (AUTOMATIC CLEARING HOUSE), IS THE DEBIT SYSTEM USED TO PAY FOR YOUR PRODUCT. THERE WILL BE ONE TEST AND TWO ACH SWEEPS THROUGHOUT THE FALL PRODUCT PROGRAM.
  - OCTOBER 1, 2024 TROOP TEST PENNY SWEEP
  - OCTOBER 29, 2024 INITIAL ACH 50% DUE TO COUNCIL
  - NOVEMBER 12, 2024 FINAL ACH REMAINING BALANCE DUE TO COUNCIL

# **RE-ORDERS**

- REMEMBER TO ORDER PRODUCTS BY INDIVIDUAL ITEM NOT BY THE CASE. THERE WILL BE A VERY LIMITED SUPPLY OF PRODUCT AVAILABLE
  THROUGH COUNCIL FOR RE-ORDERS.
  - TO PLACE A RE-ORDER, SUBMIT REQUEST VIA THE RE-ORDER FORM. RE-ORDERS ARE NOT GUARANTEED AND ARE FILLED IN THE ORDER THEY ARE SUBMITTED. TPC WILL SELECT RE-ORDER PICK-UP DATE AND TIME.
- TROOPS ARE RESPONSIBLE FOR ALL PRODUCTS THEY ORDER AND RECEIVE. NO RETURNS.
- WHEN PICKING UP THE PRODUCT, ALLOW YOURSELF PLENTY OF TIME. COUNT THE PRODUCTS AND AGREE ON THE COUNT BEFORE YOU SIGN.
  - RECOMMENDED: HAVE A PRINT OUT OF THE RE-ORDER TO VERIFY COUNT AGAINST COUNCIL RECORDS.



- BE ON TIME. BE CONSIDERATE, A SISTER TO EVERY GIRL SCOUT, AND RESPECTFUL TO ALL.
- IF THE TROOP NO SHOWS, THEY WILL STILL BE HELD ACCOUNTABLE TO PAY FOR THE UNITS ORDERED AND WILL FACE A RE-STOCK PENALTY OF \$15 PER CASE IF THERE IS NO COMMUNICATION PROVIDED TO THEIR SUEC(S) PRIOR TO PICK-UP TIME.
- PLEASE KEEP IN MIND IT IS A COURTESY FOR COUNCIL STAFF OR VOLUNTEERS TO HELP LOAD YOUR VEHICLE. BE PREPARED TO LOAD
  YOUR OWN UNITS.

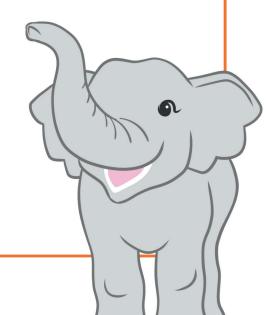
# 2024 ONLINE SELLING POLICY (GSUSA)

THE GIRL SCOUT COOKIE AND FALL PRODUCT PROGRAMS ARE GIRL-LED PROGRAMS AND ONLINE MARKETING AND SALES EFFORTS SHOULD ALWAYS BE LED BY A GIRL WHILE ALSO BEING SUPERVISED BY HER CAREGIVERS. FOR EXTENDED POLICIES AND SAFETY, PLEASE READ THE "PRODUCT PROGRAM SAFETY" TAB IN VOLUNTEER ESSENTIALS. NOTABLE POINTS INCLUDE:

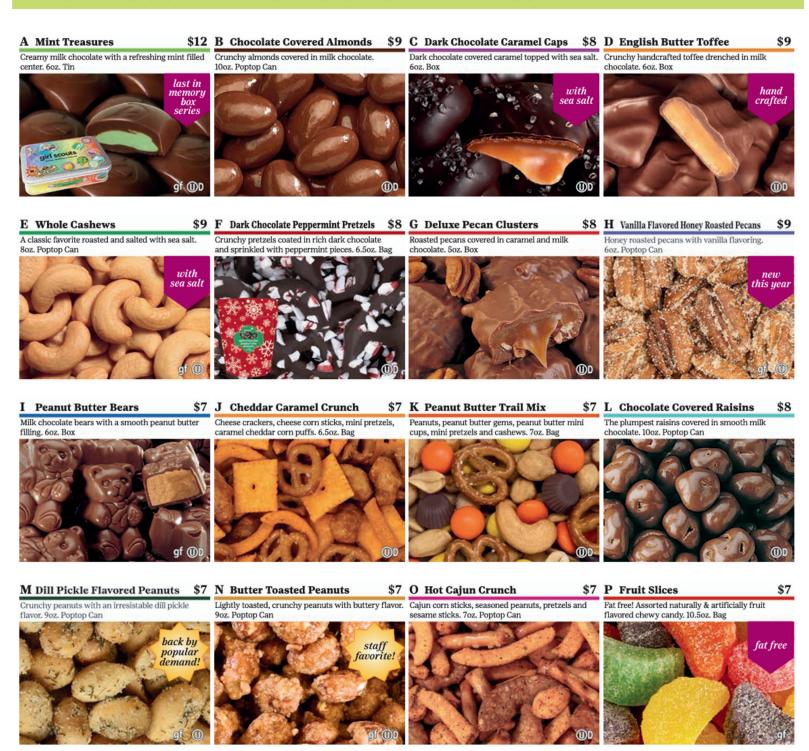
- ONLINE MARKETING ACTIVITIES, ESPECIALLY THOSE CONDUCTED THROUGH SOCIAL MEDIA PLATFORMS, SHOULD ALWAYS BE DONE THROUGH ACCOUNTS SET TO "PRIVATE."
- LINKS SHOULD NOT BE SHARED ON PUBLIC-FACING ONLINE SITES. SHARING TO NEWS OUTLETS IS ALSO PROHIBITED.
- GSUSA AND GSSNV RESERVES THE RIGHT TO INTERVENE AND REQUEST REMOVAL OF A POST IN VIOLATION.
  - THE CONSEQUENCE FOR THESE VIOLATIONS IS THE TEMPORARY SHUT OFF OF THE GIRL SCOUT SELLING PLATFORM UNTIL THE POST IS REMOVED. IF REFUSAL TO REMOVE THE POST, GIRL REWARDS CAN BE AFFECTED.

# FACTS ON THE ASIAN ELEPHANT

- The Asian elephant is the largest land mammal on the Asian continent
- The Asian elephant is extremely sociable. They can form groups of 6-7 females all lead by the oldest female, the matriarch.
- The Asian elephant's trunk contains around 100,000 muscles and can be used for tasks as delicate as picking up small objects or as powerful as uprooting trees.



# 2024 GSSNV PRODUCT OFFERINGS



🎟 = Kosher 🕮 = Kosher, Dairy 🍕 = Naturally Gluten Free \*CAUTION: ALL products processed on shared equipment with peanut and tree nut containing products.



# 2024 GSSNV PATCHES AND REWARDS

REWARDS

Rewards are cumulative. Earn items as you reach your goals! Please make reward choices on your M2 website. Rewards are subject to change due to unforeseen circumstances. Similar items may be used as substitutions. Some items may vary in color.

*Orders due by:* 

*Pick up products by:* \_\_\_

Turn in money by:

#### **▶** Total Sales









\$250+ Total Sales 2024 Patch & Theme Stickers

\$500+ Total Sales

Elephant Patch & Choice of: Small Elephant Plush OR Diamond Art Kit









SHOP

OR OR

\$700+ Total Sales Choice of: Nail Polish Kit OR 1 Ticket to 2025 Cookie Rally Jan. 18th

\$900+ Total Sales

100+ Patch & Choice of: Embrace Possibility T-Shirt OR \$10 GSSNV Shop Gift Card

\$1,100+ Total Sales Choice of: Large Elephant Plush OR

Pom Pom String Lights













\$1,500+ Total Sales Choice of: Coloring Pillowcase & Paint Sticks OR \$25 GSSNV Shop Gift Card

\$2,000+ Total Sales

Super Seller Patch & Choice of: Portable Outdoor Mat OR Sleepover at Discovery Children's Museum Nov. 16th

#### **Patches**



20+ Emails Embrace Possibility Patch



**3+ Magazine Items** Super Seller Mags Patch



25+ Online Nut/Candy Items Goal Getter Patch



5+ Care to Share Donations
Care to Share Patch

## Visit www.gsnutsandmags.com/GSSNV to create your website!

### Earn these two special patches with your name and avatar on them!

#### Fall Personalized Patch:





- Create your avatar
- · Send 20+ emails
- Use the "Share My Site" function in the M2 system to ask friends and family for support
- Sell \$425+ in total Fall sales

Personalize your patch by choosing from two scenes.

### Girl Scout Cookie Crossover Personalized Patch:



- · Create your avatar in the M2 system
- · Send 20+ emails during the Fall Product Program
- Use the "Share My Site" function in the M2 system during the Fall Product Program
- Sell 425+ packages of cookies during the 2025 Girl Scout Cookie Program

