



2011 Service Unit Fall Product Sale Manual

Thank you for volunteering your time as Service Unit Fall Product Sale Manager! Whether new to the job or a veteran, your enthusiasm for the sale empowers girls to set and achieve goals. Your attention to deadlines, accuracy and completing paperwork is greatly appreciated! Have a super time and thanks for volunteering for this vital position! As the Service Unit Fall Product Manager, you will guide the troops in your service unit, assisting them as they navigate the sale. The information in this manual is provided to help you answer questions from troop volunteers.

NEW For 2011!

Where Does the Money Go?

- ☺ Depending on the incentive plan a troop chooses, the **girl** receives her patches and incentives so that she earns something for herself based on her goals. If the troop chooses, the girls can elect to forgo incentives which will allow the troop to earn higher troop proceeds for the items they sell. Of course, all girls who participate in the sale will earn the appropriate patches.
- ☺ The **troop** is a team. The girls set goals together and use the troop proceeds for the activities they have chosen. This might include funding special events or activities, purchasing supplies, field trips and even developing and implementing community service projects.
- ☺ By participating in activities that benefit her **council**, a Girl Scout expands the opportunities that will be available to her and her Girl Scout sisters. She is learning the first important steps of philanthropy by supporting the organizations that support her.

Program Participants

All registered Girl Scouts, including Girl Scout Daisies, may participate in the Fall Product Sale (FPS) Program.

Money Handling

To ensure quick and safe handling of funds, deposit the money into the TROOP account. Girls/parents are strongly encouraged to not accept personal checks except from the most trusted sources. Money is collected when orders are taken for nut and candy orders as well as catalog magazine orders.

2011 Fall Product Sale Schedule - At A Glance

September 13 - 16	Service Unit Product Team Trainings
September 14 - 30	Service Unit Product Team Train Troops
October 1 - 25	Order Taking Begins - Girls collect payment for Nut/Candy Items and Magazines at time of ordering
October 15	Deadline for troops to submit ACH Form to council
October 25	Deadline for troops to receive credit for Online Magazine orders (11:59 pm) Girl/parent print report from QSP site and submit to troop
October 25	Girls Turn In All Orders for Nut/Candy Items and Magazines along With Payment to Troop Your troop may set an earlier deadline, depending on troop meeting schedule
October 27	Deadline for Troop Orders to be Entered into Nut-E
October 27	Deadline for Troop Deposits for Nut/Candy Orders and Magazine Orders into TROOP Account
October 28	Deadline for Troop to notify Council of insufficient funds in TROOP Account
October 28	Deadline for Service Units to Finalize Troop Orders in Nut-E
October 31	ACH Withdrawal from TROOP accounts
November 14	Incentives Delivered to Service Units
November 14 - 17	Nut & Candy Delivery to Service Units

Troop Proceeds



	Troop Proceeds		
	2011 Retail	With Incentives 10%	Without Incentives 12%
Trail Mix	\$5.00	0.50	0.60
Peanut Butter Dreams	\$5.00	0.50	0.60
Fruit Slices	\$5.00	0.50	0.60
Deluxe Pecan Clusters	\$5.00	0.50	0.60
Cranberry Nut Mix	\$6.00	0.60	0.72
Choc Covered Almonds	\$6.00	0.60	0.72
Dark Choc Pretzels	\$6.00	0.60	0.72
Choc Covered Raisins	\$6.00	0.60	0.72
Whole Cashews	\$7.00	0.70	0.84
Pistachios	\$7.00	0.70	0.84
Blueberry Pomegranate Nut Crunch	\$7.00	0.70	0.84
Chocolate Truffles	\$8.00	0.80	0.96
Caramel Treasures in Tin	\$8.00	0.80	0.96
Mint Treasures in Tin	\$8.00	0.80	0.96
Catalog Magazine Subscriptions	Varies	10% of sub price	12% of sub price
Online Magazine Subscriptions	Varies	20% of sub price	20% of sub price
Sending 12 emails	N/A	\$1.00	\$1.00
Complete Address Booklet	N/A	\$1.00	\$1.00

NEW TROOP AWARD! If your troop has each girl sell \$125 or more in combined sales, the troop will be entered into a drawing to receive a copy of the new Girl's Guide to Girl Scouting for every registered member of the troop!!

Girl Incentive Plans

INCENTIVE PLAN A - With Girl Incentives

Troop earns 10% on Nut/Candy and Magazine Orders
and 20% for ONLINE Magazine Orders

2 Magazines	Investing In Today Patch
5 Nut and Candy Items	Success For Tomorrow Patch
Completed Address Booklet	Together To The Top Patch
12 Emails through QSP Online	Online Patch
- PLUS -	
\$125 in Combined Sales	Small Arctic Fox ~ OR ~ Ribbon Tote
\$200 in Combined Sales	Body Art Tattoo Set ~ OR ~ T-Shirt
\$300 in Combined Sales	Music Download ~ OR ~ Book Certificate
\$400 in Combined Sales	Peace Sign Lights
\$500 in Combined Sales	Large Arctic Fox ~ AND ~ Super Seller Patch
\$600 in Combined Sales	Towel Tote

INCENTIVE PLAN B - Without Girl Incentives

Troop earns 12% on Nut/Candy and Magazine Orders
and 20% for ONLINE magazine orders

2 Magazines	Investing In Today Patch
5 Nut and Candy Items	Success For Tomorrow Patch
Completed Address Booklet	Together To The Top Patch
12 Emails through QSP Online	Online Patch
\$500 in Combined Sales	Super Seller Patch

In order for troops to opt-out of receiving incentives, troops must achieve a per-girl-average of a minimum of \$125.00 in total sales. Troops who qualify for and choose to opt-out of incentives must complete the FPS Incentive Opt-Out form and submit it at the end of the sale with their Troop Report from Nut-E.



Every girl selling \$125 in
combined sales will be
entered into a drawing for a
Nintendo Wii

QSP Online Ordering

What is the QSP online program?

It is an online learning activity for girls and a way for your family and friends to purchase magazines online.

When Does It Start?

Girls can go online and begin as early as September 1st.

How Does It Work?

It's as easy as 1, 2, 3.....just click on the link below to get started!



<http://girlscouts.qsp.com/Personalize.aspx?profile=ttkd>

1. Register
2. Complete the interactive learning activity
3. Personalize part of the message that will be emailed
4. Order your family's subscriptions and invite other family members and friends to shop online.

In addition to the patch, each girl and her troop will also receive credit for all online orders. At the end of the sale, the **Detailed Order Report** will be emailed to the Registered email address. Print the report or email it to your troop/group leader when orders are due (council may want to include exact due date).

You can also check throughout the sale to track your progress and enter additional emails to meet your goals quicker!

Benefits

- All major credit cards are accepted
- Subscriptions start faster
- No paper order forms to complete
- No need to collect money

* QSP does not rent or sell e-mail addresses or use them for any other purposes. We respect everyone's right to privacy.

Service Unit Fall Product Sale Manager Checklist

Prior to October 1: Pre-Sale “To Do List”

- ___ Attend any of the in-person training sessions or online training webinars provided by the council.
- ___ Make arrangements for delivery station site (dates on page 8).
- ___ Obtain troop numbers and number of registered girls in each troop from service unit registrar and/or manager. Compile e-mail addresses for all troops to ensure easy and fast communication. Prepare sale materials for your troops.
- ___ Conduct training session for Troop Fall Product Sale Managers and Troop Leaders and distribute the troop kits.
- ___ Attend a Service Unit Meeting to explain the sale to leaders and distribute materials. Make sure all leaders have a copy of the Troop Fall Product Sale Manual.
- ___ Communicate with your Service Unit Manager and Registrar to learn of new troops that may be forming. Ensure every registered troop receives materials and has the opportunity to participate in the sale.

October 1 – 25: Order Taking Period

- ___ Girl Scouts take orders.
 - **NUT & CANDY ITEMS:** Payment is collected for nut and candy items at the time the orders are taken.
 - **CATALOG MAGAZINE SUBSCRIPTIONS:** Payment is collected for CATALOG Magazine Subscriptions at the time the orders are taken.
 - **ONLINE MAGAZINE SUBSCRIPTIONS:** Customer pay online with credit/debit cards

October 15: Deadline for Troops to submit ACH Form to Council

Prior to October 25

- ___ Contact Troop Sale Managers to see if they have questions and remind them of upcoming deadlines
 - Remind parents to print out detailed order report for online magazine orders
 - All Payment Nut and Candy orders as well as the catalog magazine orders is turned in

October 27 – Deadline for Troops to enter girl orders into Nut-E

October 27 – Deadline for Troops to deposit all payments into TROOP account

October 28: Deadline for troops to notify council of insufficient funds for ACH transaction.

- _____ Troops consult the T2 Troop Order Report in Nut-E for the “Total Amount Due To Council” and ensure that at least that amount is available in the TROOP bank account.
- _____ If the “Total Amount Due To Council” amount will not be available in the TROOP account for the ACH withdrawal by October 31.

October 28: SUFPSM Approves Troop Orders in Nut-E

- ___ November 1 - Deadline to receive from troops:
 - Troop Report from Nut-E.
 - Address Booklets
 - Catalog Magazine Orders AND Online Magazine Detail Order Report (DOR)
- ___ Check magazine orders for completeness. Carefully tear off the white copy on each order sheet.
- ___ Complete the Magazine Summary. Tear off the white sheet.
- ___ Place the white copies of the summary sheets and the magazine orders in the pre- addressed mailing envelope to QSP, Reader's Digest. Mail as soon as possible to assure prompt order processing.
- ___ The yellow copies of the summary sheet and magazine orders are council copies. The pink summary sheet is for your records.
- ___ E-mail Trisha Dove at tdove@gscwm.org and notify her that your service unit order is complete and ready for submission.
- ___ Drop off Service Unit Reports at any of our three Service Centers (East Longmeadow, Leeds or Worcester) or mail to **GSCWM, 241 Haydenville Rd, Leeds MA 01053.**

Please include Troop Reports from Nut-E

Do not delay your report because you are waiting for late troops.

October 31: ACH Withdrawal from TROOP accounts

November 14: Incentives shipped to FPS Service Unit Managers

November 14 - 17: Product Delivered to Service Units

- ___ You will receive the exact quantity or products ordered for your troops. Incentive items will be delivered by UPS during this week. We cannot promise, but we intend, that you will receive incentives by the product delivery date so both can be picked up by troops at one time.
- ___ Count all nut & candy items and incentive items carefully! Call 800-462-9100 to report **any** deviation in your count as soon as possible. Only sign for nut & candy items received. Keep copies of signed receipts and submit with your troop reports.
- ___ Prepare each troop's order. Each Troop Manager must **COUNT AND SIGN** for the items they receive. Use the Troop Order and Report (T-2) to count and sign for both nut & candy items and incentives.

November 15 and after: Girl Scouts Deliver Products

- ___ Stress to troops the importance of prompt delivery of candy and nut items to their customers. Many customers will have ordered items for the holidays and will want them right away.

2011 FPS Delivery Schedule

SU / Town	Delivery Date
Apple Blossom - Bolton	11/14 Monday
Apple Blossom - Harvard	11/14 Monday
AW SUM - Ashburnham	11/14 Monday
City by the River - Fitchburg	11/14 Monday
Furniture Loop - Gardner	11/14 Monday
Holden	11/14 Monday
Leominster	11/14 Monday
Lunenburg	11/14 Monday
Nashua Clan - Clinton	11/14 Monday
No. Ware - Hubbardston	11/14 Monday
North Quabbin - Athol	11/14 Monday
Northboro	11/14 Monday
Pepperell	11/14 Monday
Pine Hill - Paxton	11/14 Monday
Pine Hill - Rutland	11/14 Monday
PS Wachusett - Sterling	11/14 Monday
Reservoir - W Boylston	11/14 Monday
Reservoir - Berlin	11/14 Monday
Shrewsbury	11/14 Monday
Squannacook - Townsend	11/14 Monday
Squannacook - Ashby	11/14 Monday
The 100th Town - Westborough	11/14 Monday
Toy Town - Winchendon	11/14 Monday

SU / Town	Delivery Date
Agawam	11/15 Tuesday
Blueberry Hill / Camelot	11/15 Tuesday
Camelot - Worc	11/15 Tuesday
Chicopee	11/17 Thursday
East Longmeadow	11/15 Tuesday
Hampden	11/15 Tuesday
Longmeadow	11/15 Tuesday
Ludlow	11/15 Tuesday
No. Ware - Barre	11/15 Tuesday
Palmer / Monson	11/15 Tuesday
Southern Polarbears - Worc	11/15 Tuesday
Springfield	11/15 Tuesday
Ware	11/15 Tuesday
West Springfield	11/15 Tuesday
Westfield	11/15 Tuesday
Wilbraham	11/15 Tuesday

SU / Town	Delivery Date
Grafton	11/16 Wednesday
Hammerock - Charlton	11/16 Wednesday
Hammerock - Southbridge	11/16 Wednesday
Hopedale	11/16 Wednesday
HOTV - Northbridge	11/16 Wednesday
Mighty DUX - Douglas	11/16 Wednesday
Mighty DUX - Uxbridge	11/16 Wednesday
Milford	11/16 Wednesday
Mills & Hills - Sturbridge	11/16 Wednesday
MUGS - Upton	11/16 Wednesday
Seven Crossroads - Spencer	11/16 Wednesday
Side by Side - Dudley	11/16 Wednesday
Side by Side - Webster	11/16 Wednesday
Singeltary - Millbury	11/16 Wednesday
Singeltary - Sutton	11/16 Wednesday
Strawberry Hills - Leicester	11/16 Wednesday
The Achievers - Auburn	11/16 Wednesday
The Achievers - Oxford	11/16 Wednesday

SU / Town	Delivery Date
Amherst	11/17 Thursday
Belchertown	11/17 Thursday
Bridge of Flowers	11/17 Thursday
Granby	11/17 Thursday
Hadley	11/17 Thursday
Hamptons	11/17 Thursday
Hilltowns - Florence	11/17 Thursday
Holyoke	11/17 Thursday
Nonotuck - Leeds	11/17 Thursday
South Hadley	11/17 Thursday
BMW - Pittsfield	11/17 Thursday
Frontier - Conway	11/17 Thursday
Gateway Girls - Chesterfield	11/17 Thursday
Greylock Girls - Clarksburg	11/17 Thursday
Mountaineers - Dalton	11/17 Thursday
South County Chickletts -	11/17 Thursday
Southern Tri Towns	11/17 Thursday
ONE - Williamstown	11/17 Thursday



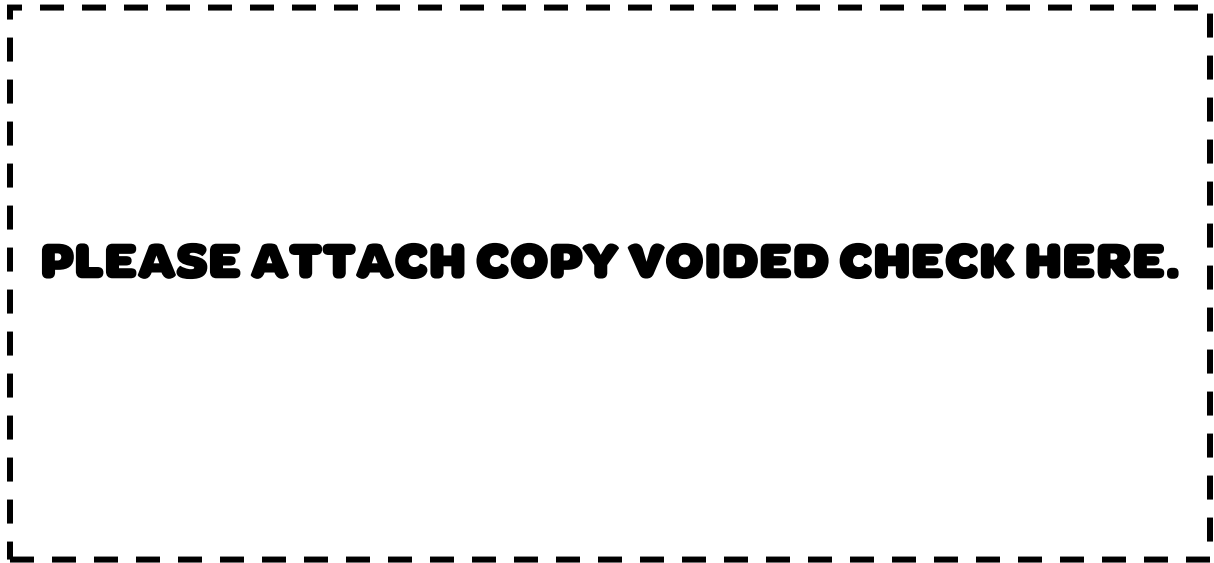
40 Harkness Avenue
E Longmeadow, MA 01028-1016
Fax: 413-525-5901

241 Haydenville Road
Leeds, MA 01053-9768
Fax: 413-586-7937

81 Gold Star Blvd
Worcester, MA 01606-2813
Fax: 508-852-7674

AUTHORIZATION AGREEMENT FOR AUTOMATIC DEPOSIT (ACH DEBITS)

I (we) hereby authorize **Girl Scouts of Central and Western Massachusetts**, hereinafter called GSCWM, to initiate bank debits to the troop bank account indicated below and the depository (bank) named below, hereinafter called DEPOSITORY.



Depository (Bank) Name _____

Transit ABA (Routing #) _____ Account # _____

Name of Account _____

This authority s to remain in full force and in effect throughout the 2011-12 Product Sales or until GSCWM has received written notification from the troop of it's termination in such time and in such manner as to afford GSCWM and the DEPOSITORY a reasonable opportunity to act on it.

I understand that it is the troop's responsibility to notify GSCWM if funds will not be available on the specified date, and that if we do not notify GSCWM, it may result in fees being assessed to the troop account due to insufficient funds.

Troop # _____ Service Unit _____ Phone _____

Troop Leader _____ Email _____

Signature _____ Date _____

Signature _____ Date _____

(2 Signatures required)

Please mail form and a copy of voided check to:

GSCWM, Yvonne Crossman, Finance Department,
81 Gold Star Blvd Worcester, MA 01606

ACH (Automated Clearing House) Payments Troop Instructions

Why ACH?

There are many reasons why using this method of payment makes sense for Girl Scout troops.

- ❖ Troops no longer have to locate a specific bank, possibly having to travel out of their way to make traditional deposits to the council account.
- ❖ Troops no longer have to be concerned with numbered deposit tickets issued by the council.
- ❖ Troops no longer have to enter tedious deposit transactions into Nut-E.
- ❖ Troops will no longer have to wait up to 8 weeks for refunds of overpayment funds.

How much money will the ACH withdrawal take out of our TROOP account?

The council will only withdraw the amount that Nut-E indicates as "the amount owed to council". Nut-E calculates this amount based on the data entered into the system by the troop.

When will the ACH transaction occur?

October 31, 2011

What happens if there is not enough money in the TROOP account to cover the balance due to the council?

Troops have until **OCTOBER 28** to notify the council that there will not be sufficient funds to cover the balance due. If the troop does not notify the council and the ACH transaction proceeds for an amount greater than the account balance, the troop account will incur an insufficient funds fee from their banking institution.

How does it work?

1. Complete the ACH Form and submit no later than OCTOBER 15, 2011. This form gives the council permission to accept the ACH payment from the TROOP account. Send form to: GSCWM Finance Department, 81 Gold Star Blvd, Worcester, MA 01606.
2. Girls are encouraged to not accept personal checks from customers. If checks are accepted, they should be made payable to the parent or the troop.
3. All proceeds from the Fall Product Sale should be deposited into the TROOP bank account no later than OCTOBER 28, 2011.
4. The ACH transaction will automatically be made on OCTOBER 31, 2011. The troops will not need to do anything further to facilitate the transaction.
5. The council will post the troop's payment to Nut-E after the successful transaction is completed.

What about personal checks?

It is strongly recommended that personal checks not be accepted for payment for Fall Product items except from the most trusted sources. If checks are received, they should be made payable either to the parent who is receiving the check or to the troop.

What if the checks bounce in the troop account?

Using the Returned Check Report, which can be found on our website, the troop can report a returned or bounced check to the council. GSCWM will make all reasonable attempts, on behalf of the troop, to assist the troop in collecting the funds.

Login Name / Password / Campaign

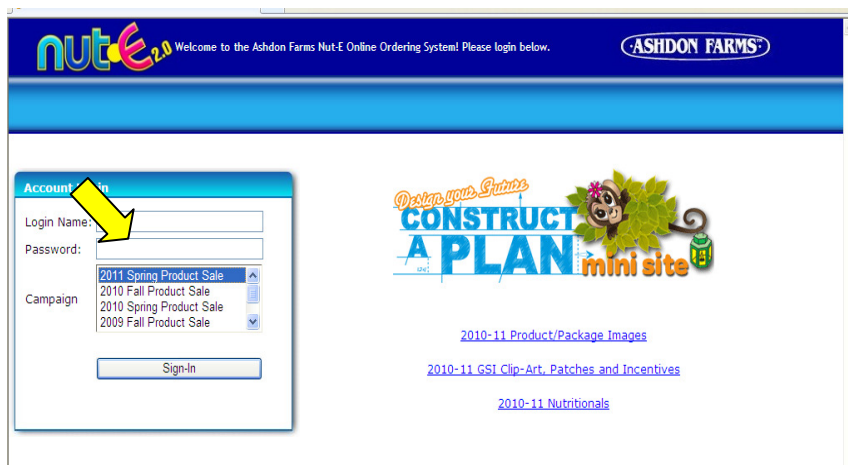
Please use the Login Name and Password assigned to you by your Council, click on the 2011 Fall Product Sale Campaign and click "Sign-in". (For demonstration purposes this manual will list the 2010 Fall Product information.)

Mini Site

Click on the Mini Site Icon to access girl activities, clip art, goal poster and much more.

Nutritional Information

Click on the Nutritional Information link to view all nutritional, ingredient, allergen, gluten and kosher information.



Home Icon



This is the page Service Units will see when you log into the system. If your Council has posted a message you will see that on the left. Status boxes will be on the right.

Service Unit/Troop Order Status

This container will show whether the Service Unit and its Troops have been locked from Nut/Candy orders, Incentive orders or Bank Deposits.

Service Unit Sales

This container will recap the Service Units total Nut/Candy and Magazine sales in Units, Dollars and Per Girl Average.

Service Unit - Troop Information

This container will recap the total number of Troops, Orders Submitted, Girls Registered, Girls Selling and % of Girls Participating.

Council Information

This container will show the Council's information for the Service Unit to contact if necessary.

Service Unit Detail Page



To access the Service Unit Detail Page just click the Service Unit icon. This page will already be in "edit" mode so you can make changes and just click "Save". The containers to the right of the general information act independently so you can just add or change information and save separately.

Message Center

The Message Center button is located at the top of the left container. This is where you can post a message to your Troops. A message box will appear on their Home page when they log into the system. You can change or update the message at any time.

NEW— a new Email feature has been added this year

Troop Icon



To access Troop Detail Pages just click the Troop icon. You will see a list of all Troops for the Service Unit. Just click the pencil icon next to the Troop you want to select or click “Add Troop” in the upper right corner of the container to add a new Troop to the system. The detail page will already be in “edit” mode so you can make changes and just click “Save”. The containers to the right of the general information act independently so you can just add or change information and save separately.

Troop Level – Please verify that the correct Troop Level is selected.

Proceeds Plan – If the Council is offering an increased proceeds option “without incentives” than this option must be selected **PRIOR** to entering girl orders. Girls would still earn patches.

Troop Bank Accounts

Troops **MUST** enter their individual Troop Bank Account information here **Only Troops** will be able to access their account number and routing number information. Councils will be able to view this information on the Troop EFT report.

Troop Users

To add Troop level users, click the “Add” button in the upper right corner of the container. Enter the first name, last name, login (must be unique to ALL users throughout our entire system) and password (can be the same for everyone but must be at least 5 characters long). To edit or delete users click the pencil or delete icon next to the user name in the list.

Troop Drop Box Items

To view the status of each Troops Order (Open or Submitted) just click the “Troop Order Status” drop box under the Troop icon. Service Units can change the status of a Troops Nut/Candy order until the Service Unit is locked by the Council. Once the Council Submits their Nut/Candy order to Ashdon Farms no changes can be made to the Troop Order Status – all will be considered “Submitted”.

Number	Status	Troop Leader	Address	City	State	Day Phone	Night Phone
<input type="checkbox"/> 182	Open	DemoTroop	1234 Main St	Milwaukee	WI	800-555-0000	
<input type="checkbox"/> 898	Open	LavisLealie	2404 Rollingview Ct.	Virginia Beach	VA	757-471-6538	
<input type="checkbox"/> 1538	Open	christinagarcia	po box 1052	plymouth	CA	916-227-1797	209-245-3916
<input type="checkbox"/> 1630	Open	IrisHarvey			AL		
<input type="checkbox"/> 1970	Open	GuessWho	123 Heaven	God's World	LA		
<input type="checkbox"/> 2010	Open	Lula			LA		
<input type="checkbox"/> 2137	Open	Carie			LA		
<input type="checkbox"/> 10200	Open	ConnieRay	740 cheek pulliam road	Royston	GA	706-498-2096	706-498-2096
<input type="checkbox"/> 10999	Open	JessicaCosta	999 Leo Street	Highland	NY	1111111111	
<input type="checkbox"/> 12345	Open	Joyluck			AL		
<input type="checkbox"/> 30116	Open	JaneDoe	123 Main St	Huntsville	AL	2051231234	

Girl Orders Icon



To access the Girl Orders Page just click the Girl Orders icon . To enter girl orders just follow the 4 Step process.

Step 1 - Enter Girls Registered


Enter the number of Girls Registered for the troop in the top right container and click “Save”. Before the Troop can submit their order this field must be filled in with a number equal to or greater than the number of Girls Selling. The system will automatically calculate the number of Girls Selling by adding up girls that have 1 or more items sold (any Magazine and/or Nut/Candy items).

Step 2 - Enter Girl Names

Click the “Add Girl Name” button on the left. Type in the girls name as specified by the Council. Click “Add Girl Name”.

NEW - Troops can edit girl names until they submit their Nut/Candy order or until the Council locks them out. Service Units can edit Girl Names until the Council locks them out.

Step 3 - Add Girl Orders

Click the green add order button  next to girl name.

- Enter all Magazine and Nut/Candy quantities and click “Save”.
- Incentives will automatically calculate.
- Verify incentives earned and select choices (if necessary). Click “Save”.
- Save Girls Entire Order (you must click “Yes” to save her order).



Step 4 - Submit Nut/Candy Order

After ALL girl orders have been entered, click the pink “Submit Nut/Candy Order” button. Troops can still edit the magazine items until the Council submits their Incentive Order.

Reports Icon



To view/print reports just click the Reports icon .

When the page opens all reports listed will be at the Service Unit level. To view Troop level reports just select a Troop from the drop box. To see Service Unit level reports again, just select “All Troops” at the top of the drop box. Some reports are available in both PDF  and Excel  formats. Just click the icon you wish to view.

NOTE: If you are unable to open PDF reports, Adobe Reader can be downloaded for free at the top of the Reports page.



Email Icon

NEW! We have added an Email feature to the system which will allow Service Units to send emails to their Troops. The system will default to selecting all Troops but you can simply click the “Clear” button if you want start fresh and only select specific Troops to send an email to.

NOTE: Any Troop with no email listed on their detail page will be highlighted in pink.

Home Service Units Troops Girl Orders Bank Deposits Reports Council Products **Email**

10 Demo
Council : 1 SU

EMAIL INSTRUCTIONS

Council Users - The system will default to all Service Units selected. If you wish to include all Troops for those Service Units just check the "Include Troops for Selected Service Units" box above the container on the right. If you wish to email only specific Service Units just uncheck the "All Selected" button at the top of the container on the right and start fresh.

Service Unit Users - The system will default to all Troops selected. If you wish to email only specific Troops just uncheck the "All Selected" button at the top of the right container and start fresh.

NOTE: If the Service Unit or Troop is highlighted in pink that means their email address is missing from their detail page. Due to the potentially large volume of emails being sent during the sale the system may take a few hours to actually notify all recipients.

From:
Subject:

Send Email

All Selected
 Troop 111
 Troop 11111
 Troop 222
 Troop 2222