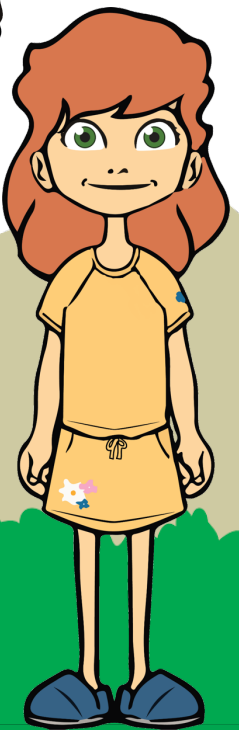
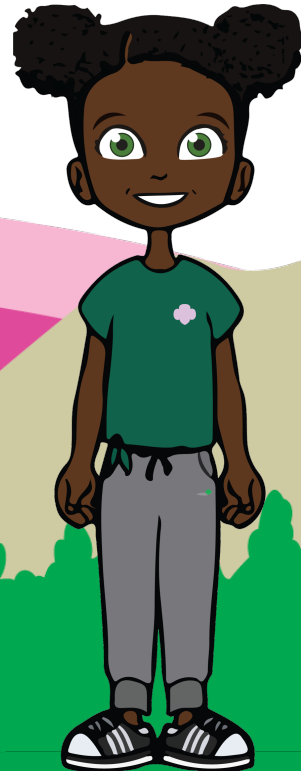
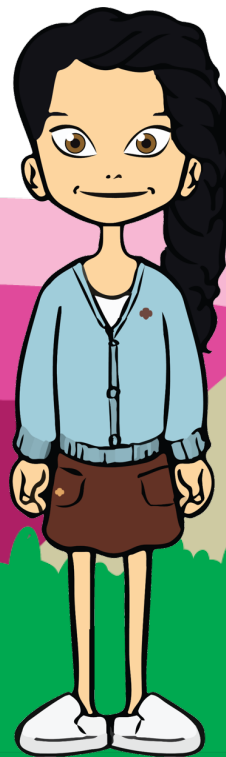
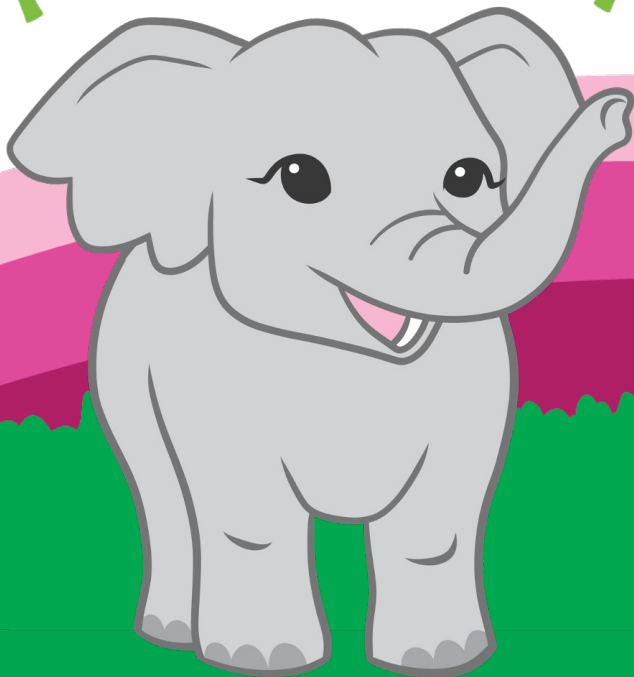


# FALL PRODUCT SWEETS 'N' TREATS

2024 Complete Troop Guide

EMBRACE  
POSSIBILITY



girlscouts  
of citrus





## Welcome to the 2024 Fall Product Sweets 'N' Treats Program!

Thank you for volunteering to be your Troop's Fall Product Chair. We appreciate your time, energy and dedication. Your willingness to mentor your girls will not only teach them valuable life skills, it will also give them courage, confidence and character.

### What is the Fall Product Sweets 'N' Treats Program?

Our Sweets 'N' Treats program is a council-sponsored program that combines educational activities with money earning activities for troops. The program is directed toward friends and family of Girl Scouts and enables troops to earn start-up funds for the year. They can use the funds they earn to enjoy new and exciting opportunities right away.

### For Girls

Girls, families and friends can stock up on \*magazines, nuts, chocolate, candies, \*Tervis tumblers Personalized Stationary and \*BarkBox, \* Online only.

This program teaches real life skills in a way that no other experience can teach. The experience gives girls the chance to support their own troop by earning early startup funds in the beginning of the Girl Scout year so they can participate in fun troop activities, Community Service and help support Citrus Council.

### For Leaders

This program is an integral part of a Troop Leader's journey toward leadership; learning and developing Goal Setting, Teamwork, Presentation Skills, Customer Service and Money Management. This guide is designed to give you the necessary information you need to carry out your role as Troop Fall Product Chair and act as a reference guide to get you through the season.

The theme for this year's Fall Product Sweets 'N' Treats Program is:

### **Embrace Possibility**

This year's Mascot is the **Asian Elephant**



**Communication** with parents is very important for a successful program. If at any time you need assistance or have questions, contact your Community Fall Product Chair.

As a Fall Product Chair, you are vital to your troop's success. Your enthusiasm and support are crucial to this program. Please ensure that all girls in your troop have the opportunity to participate in the Fall Product Sweets 'N' Treats Program.

**IMPORTANT:** This is the girls' choice to enable them to reach any and all goals they have set for themselves. Thank you for your dedication to make the 2024 Fall Product Sweets 'N' Treats Program a success.

## Contact & Reference Information

My Troop Number:

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Community:

---

Community Chair:

---

Phone Number:

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# Dates to Know

3

## Trainings begin September

- Attend your Communities Fall Product Troop Training.
- **After you complete the training:** Schedule a troop meeting with girls and parents to explain the Fall Product Sweets 'N' Treats Program procedures using the outline in this guide and the guidelines from Volunteer Essentials. **This meeting is very important! Communication with your troop parents is key to a successful program.**
- Have all parents sign the Parent Permission form via WuFoo found on the Citrus Website under forms. This is needed to ensure girls are covered by our Girl Scout Insurance. **Girls may not sell without a signed permission form!**
- Make sure girls and parents know never to collect money from a customer until the product is delivered. **Exception:** Care to Share orders can be collected at the time of order.

## September 2024

- September 1 - Only 1 TFPC per troop must be registered for 2025 and select the TFPC role in myAccount. New troops must do the same at time of registration.
- September 5 - TFPC's and Girls will have access to M2. Begin setting up and entering bank information. New troops need to enter bank information as they open their bank accounts.
- September 12 - Fall Product Sweets 'N' Treats Program begins.

## October 2024

- October 2 - Girl orders must be entered into M2 by the girl/parent. TFPC will review and make sure all girls Initial Orders are entered into M2. Be sure to order enough product on your Initial Order to cover the booths and reorders. Additional product will be available on a first come first serve basis. **Reminder:** Online Girl Delivered items should not be re-entered into M2.
- October 3 - Troops will be locked out of M2 for Initial Order only.
- October 3 - Deadline to enter bank information into M2. New troops enter bank information as soon as they are set up.

## October 28, 2024- November 31, 2024

- Fall Product items are delivered to the Community Fall Product Chair during this time. They will advise you when and where to pick up your orders. Florida weather melts the chocolate quickly, so make sure you pick a time that will be most convenient for you to bring the product directly home to unload it into a cool environment.
- When picking up your product please count all cases and individual pieces to make sure you are receiving what you ordered. Sign the Statement of Responsibility once you confirmed your order is correct.

## November /December 2024

- November 1 - Booths begin
- November 17 - Booths end
- November 21 - Last day for Troops to opt out of recognitions
- November 22 - Fall Product Sweets 'N' Treats Program ends
- November 27 - Last day for Girls/Troops to make recognition choices in M2 and remaining money owed by Gil is turned into their TFPC.
- December 2- Troops are locked out of M2

### Final paperwork Due to CFPC

- Troop Summary/Amount Due Report
- Statement of Responsibility
- All Troop Transfer Forms
- Care to Share Form
- M3 receipts torn out of book and place in Girl Money envelope

**\*\*ACH will be deducted as each Community is settled by the Product Team**



# Key Terminology

## ACH - Automatic Clearing House

ACH is the payment method in which Council receives money for the product you sign for. It is mandatory for all troops to enter their bank account and routing information into the M2 system so the finance team can deduct the money owed to Council from your troop bank account.

## Fall Product Booth

A way of selling nuts/chocolates, consisting of a troop of girls and adults at a stationary table. Note: A minimum of 2 registered/ background checked adults and minimum of 2 registered girls and maximum of 4 registered girls are required at a booth. Two adults are required so a girl is never left alone at a booth/or in a store for any reason. (i.e.: bathroom breaks, emergencies, etc.) If an adult male is working the booth, there must be 1 other nonrelated adult female present. No Tagalongs.

## Recognitions

Prizes earned by girls for achieving sales milestone amounts. We strongly encourage troops to sit down with the girls before the program begins to set individual goals. This allows them to strive for recognitions, as well as setting a troop goal for the girls to work on together. At the end of the program, the TFPC will verify the girl entered her recognition selections in M2. If any questions or issues come up with what girls should receive, please contact your CFPC.

## Swiper/Card Reader

Mobile credit card payment device and service which allows troops and girls to accept credit card payments from customers. Usually used with a tablet or phone. Funds must be deposited into the troop bank account only (cannot be set up with personal accounts). Most apps allow multiple users with the same bank account.

## Virtual Booths

Hosted on social media—give girls a way to achieve their sales goals and help others in their community from home. In fact, girls may find this allows them to discover new ways to take the lead in their booth business and stay connected through virtual means.

## Community Fall Product Chair (CFPC)

A registered and background checked adult Community member responsible for coordinating the Fall Product Sweets 'N' Treats Program on behalf of the Community. These Community Team chairs receive special training and instructions throughout the program to inform all troops of how to run the Fall Program. The CFPC is your first point of contact for the entire program. If you have any questions please contact the CFPC, they are there to help.

## Transfer Forms

These are special 2 part, carbon copy form to be used when product is transferred from one troop to another. It is very, very important that all items transferred are inspected and that **BOTH PARTIES SIGN THE TRANSFER AT THE TIME OF EXCHANGE**. This is a legally binding receipt that shows one troop taking the financial responsibility of the items transferred to them from the other troop. If there is no signatures the person giving the product will be financially responsible if there is a dispute.

## Troop Fall Product Chair (TFPC)

The registered and background checked adult troop member responsible for coordinating the Fall Program on behalf of the troop.

## Initial Order (IO)

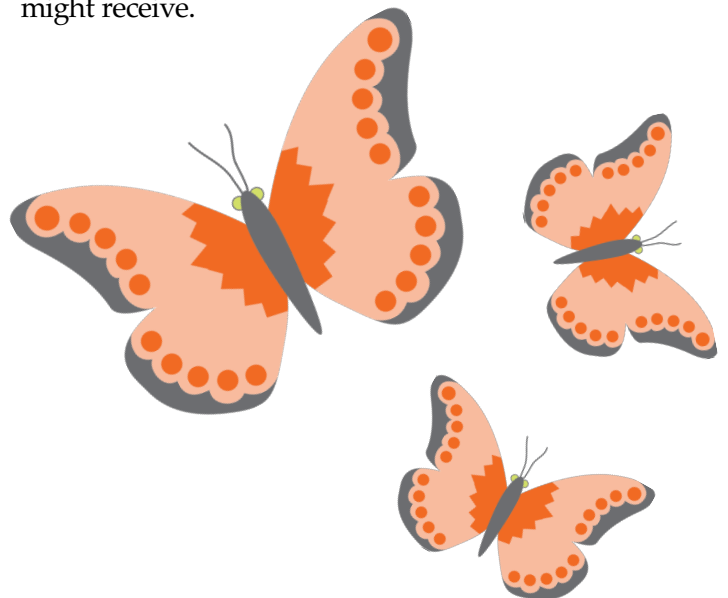
The Initial Order from a troop for nuts/chocolates must be placed in M2 by the girls based on sales from the girl order card. The TFPC will enter expected troop booth sales and or reorders needed for the first weekend of the program.

## Care to Share Program

A program developed to send product to military personnel or military organizations and to the Second Harvest Food Bank. Girls collect donations in person, online or at booths that are used to purchase virtual nuts/chocolates for the program.

## Walkabout

Girls walk around in their communities to sell items door to door. Girls must always have an adult with them when selling for safety. **REMEMBER!** Girls are not to collect money from customers until their product is delivered. The only exception is for any Care to Share donations they might receive.







# Roles and Objectives

5

## ROLES

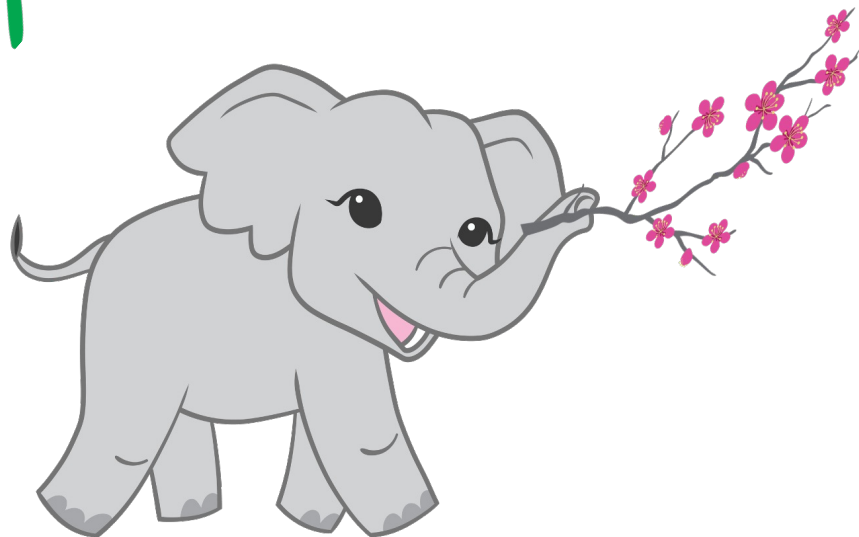
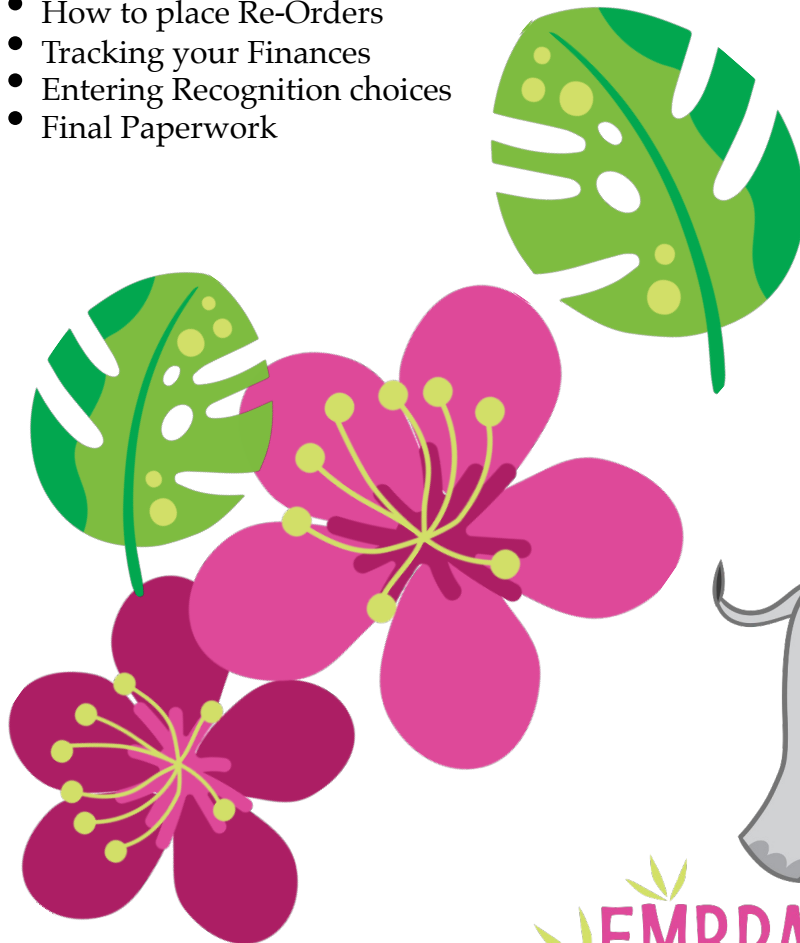
This guide is for Troop Fall Product Chairs (TFPC) to help you understand your role as a TFPC. Because the TFPC plays a vital role in the girls Fall Program success, it is essential that you take the TFPC training. It is your responsibility to allow every girl the opportunity to participate in the Fall Product Sweets 'N' Treats Program, so they have the benefits of learning the 5 skills that Girl Scouts offer. In this section we will cover the key topics that the you will need to know and understand in order to work with the girls throughout the program.

## OBJECTIVES

- Take all trainings offered in person and in gsLearn
- Sign the WuFoo Positions Agreement in gsLearn
- Enter banking information into M2 by October 2024
- Have a parent meeting
- Launch the girl emails in M2
- Verify girls entered their Initial Orders
- Enter Booth Order
- How to place Re-Orders
- Tracking your Finances
- Entering Recognition choices
- Final Paperwork

## FINANCES

- All troops are required to have a Troop Bank Account. Bank information must be entered into M2 by October 3. New Troops must enter their banking information as soon as they open their account.
- Customers pay for their product at time of delivery. **Please do not collect money upfront.**
- Deposit all money into your Troop Bank Account frequently. Amount owed to Council will be calculated automatically in M2 and will be ACH'd at the end of the program as each Community is settled.
- You can find the balance due by clicking Banking and Payments link on your Troop dashboard in M2. You will see an overview of all sales and proceeds information for your Troop on the Banking and Payments page.
- For more details you can click on the Troop Summary / Amount Due Report under Financials and Reporting.



EMBRACE POSSIBILITY



# Getting Started with M2

## M2 Online Fall Product System

M2 is the platform for our Fall Program. M2 will help Troop Fall Product Chairs with their troops inventory, finances, sales, transfers, recognitions and reports.

### STEP ONE

#### Identify yourself as Troop Fall Product Chair

- Go to the Citrus website [www.citrus-gs.org](http://www.citrus-gs.org) and click myAccount
- Click member profile and enter your username and password
- Make sure you have a current 2025 membership and a completed favorable background check
- Click Troop Fall Product Chair and any other positions you will hold and click Save. **Identifying your role as the Troop Fall Product Chair is the only way to be uploaded into M2.**

Once the troops are uploaded you will receive an email from M2 with instructions on how to log into the system. Once you are logged in you will be prompted to complete the following:

- Account information
- Watch a short training video
- Enter a mailing address
- Create your M2 Avatar
- Send access emails to the girls in your troop. Visit the website: [www.gsnutsandmags.com/gscitrus](http://www.gsnutsandmags.com/gscitrus)
- Follow the prompts to participate in the online Fall Product Sweets 'N' Treats Program

### STEP TWO

#### Check to see if the girls in your troop are currently listed in M2.

- Use your troop roster from myAccount to compare the list of girls who have been updated in M2.

#### Missing some? Common reasons may include: Do they have a 2025 Membership?

- Girls must be renewed for the new October membership year. Another good tip is that registered adults must also have a 2025 membership to volunteer.

#### Did they apply for membership using Financial Aid or are they part of a Program Troop?

- Both of these options are special circumstances and can sometimes take longer to process than a regular membership would.

#### Did they purchase their new membership less than a week ago?

- Due to high volume of new members in the fall, it may take up to 4 business days for a girl to show up after purchasing a 2025 membership. Our council office uploads new information to the system every few business days. If you feel like it has been more than a few days or none of the above reasons applies to your situation, please contact your CFPC and they will contact Council on your behalf. This will alleviate your wait time to get uploaded.
- Once the girls set up their profile, they can begin creating their Avatar.

### STEP THREE

#### What do Girls Do?

- Girls will log into M2 and launch their campaign
- Click on "Manage Paper Orders" and enter all customer orders from their order card
- Click on Update. **Reminder all online orders do not need to be re-entered**
- If you need extra help you can refer to the training videos in M2 and gsLearn
- Girls can continue sending emails to family and friends



# Getting Started with your Troop 7

## **Great! We are ready to start selling! But how do I know how much to order?**

This is a very common question - but this guide should help your troop to get a better idea of how much product you need, without ordering too much! First, ask your troop the following questions:

- What activities are you planning for the year and how much do they cost?
- Are you working on an award or bridging? Do you need specific funds for that?
- Is there a special community service project they would like to achieve?
- Did each girl look over the program recognitions and decide what goal she would like to reach?
- Did you show your girls the Troop Level recognitions so they can set a goal as a troop?

Once you know what your goals are and you come with a combined girl goal amount, you will have a troop goal to work with. Existing troops can look at the past years booth sales to give them an idea of how much to order. Consider the number of booths you plan to have and how long you will be there, then ask existing troops how much they have sold there in the past. Stay in communication with your girls' families to make sure they have the products they need and can get more to reach their goals.

## **Parent/Guardian MEETING**

### **It's time to hold an information meeting with the troop!**

Be sure to ask for volunteer help now! **Remember:** This is everyone in the troops' Fall Product Sweets 'N' Treats Program. Make sure parents/guardians help you. Be specific about what you need and your expectations. It is the girls' decision to sell Fall Products. This will ensure the girls are getting the most out of their Girl Scout experience. Let them know they have the ability to learn the 5 Skills and reach their goals by participating in the Fall Product Sweets 'N' Treats Program.

### **Here are the things you need to review with both girls and adults:**

#### **GIRLS:**

- Distribute program materials needed to every girl and review safety guidelines.
- Talk about how to politely approach potential customers.
- Discuss goal setting:
  - What is the troop goal?
  - What is their personal goal?
  - What recognition are they working towards?
  - What do the girls want to do with the money earned from the program?
- Go over all the different kinds of products they are selling (Nuts, Chocolates and Magazines Tervis Tumblers, BarkBox, Personalized Stationary and Care to Share).
- Explain the pricing of all the products.
- Remind girls to continue taking orders during the entire program.
- Make sure the Online Girl Delivered orders are being delivered.
- Go over how to collect Care to Share Donations.
- Role play situations they might encounter with customers.
- Review counting change and rules for taking checks
- Council strongly encourages NOT to accept checks.
- How to deliver items and safely collect money. If you have an older girl troop, have them vote on whether they would like to opt out of recognitions. This should be the girls' decision and gives them an opportunity to work on their decision making skills as a group.
- Girl Scouts are honest and fair and don't begin taking orders before September 12, 2024.

#### **Adults:**

- Make sure all girls have been currently registered or renewed with a 2025 Girl Scout membership.
- All parents/guardians MUST sign the permission form prior to a girl's participation. This will ensure girls are covered under the Girl Scout insurance.
- Distribute your email & phone number to all parents. Write this information on the girls order card and confirm they have seen it.
- Have adults review the goals their girl has set for herself. Is the girl's goal realistic to the parent's goal and time commitments?
- Ask who can help at booths. All adults at booths must have a favorable background check and have a 2025 Girl Scout registration to help with booths. If an adult male is working the booth, their must be one other nonrelated adult female present.
- Let adults know they should expect an email from M2 with instructions on how the girl registers and sets up her profile in M2.
- Ensure girls are delivering their Girl Delivered Online orders.
- Review all dates and order deadlines.

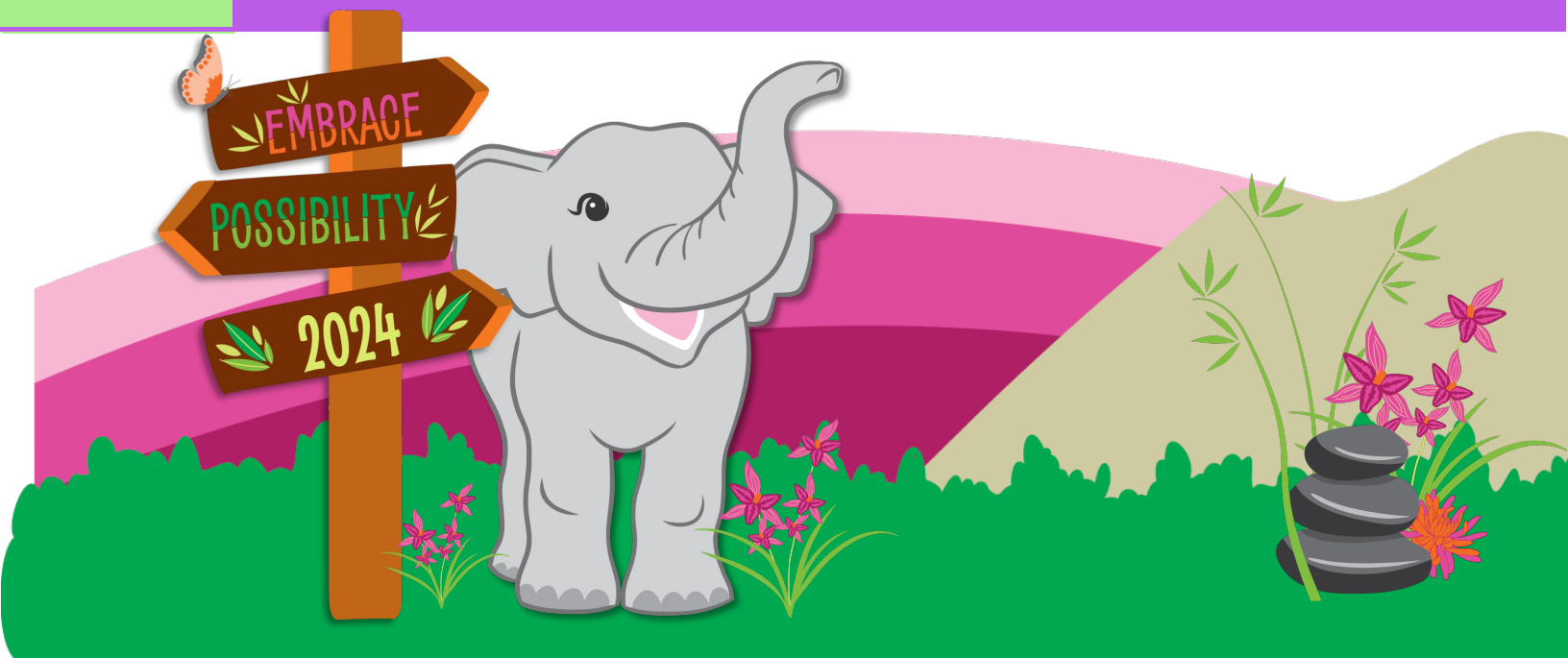
**Remind adults that this is a learning experience for the girls. Let the girls take the lead in their sales.**



# Ways to Sell

Product	Sale Type	Money Collection	Delivery to Customers	Proceeds
Nuts/Chocolates	In Person	<ul style="list-style-type: none"> <li>Girls collect cash/credit card from customers</li> <li>Girls turn in money to troop</li> <li>Orders must be entered into M2</li> </ul>	<ul style="list-style-type: none"> <li>Delivered by Girls to customers</li> </ul>	20% with recognitions OR 23% OPT OUT, Juniors, Cadettes, Seniors and Ambassadors ONLY. May not have any younger girls in troop.
Nuts/Chocolates	Online Direct Ship	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2 and send emails to friends and family</li> <li>Customers pay on-line, including the cost of shipping</li> <li>Orders are automatically credited to the girl in M2</li> </ul>	<ul style="list-style-type: none"> <li>Shipped directly to the customer</li> <li>We recommend expedited delivery due to the hot climate in the South</li> </ul>	
Nuts/Chocolates	Online Girl Delivered	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2 and send emails to friends and family</li> <li>Customers pay on-line, including the cost of shipping</li> <li>Orders are automatically</li> </ul>	<ul style="list-style-type: none"> <li>Delivered by girls to customers</li> <li>If a girl receives an order where they will not be able to deliver in person, they will need to contact M2 customer service immediately.</li> </ul>	
Magazines	Online	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2</li> <li>Customers pay on-line</li> <li>Orders are automatically credited to the girl in M2</li> </ul>	Delivered directly to the Customer	
Tervis Tumblers	Online	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2</li> <li>Customers pay on-line</li> <li>Orders are automatically credited to the girl in M2</li> </ul>	<ul style="list-style-type: none"> <li>Delivered directly to the Customer</li> </ul>	
Personalized Stationery	Online	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2</li> <li>Customers pay on-line</li> </ul>	<ul style="list-style-type: none"> <li>Delivered directly to the Customer</li> </ul>	





When girls participate in any Council program, they are not just earning money for their troop - they are learning life skills that will benefit them for the rest of their lives! **Here are our 5 Skills that all Girl Scouts learn through participating in the Fall Product Sweets 'N' Treats Program:**

**1.Goal Setting:** A Girl Scout sets Fall Product sales goals then creates a plan to achieve those goals all while developing cooperation and team building skills along the way. Why does this matter? Because girls need to know how to set and reach goals to succeed in school, on the job, and in life.

**2.Decision Making:** A Girl Scout decides how she (and her troop) will spend Fall Product money, furthering critical thinking and problem-solving skills. Why does this matter? Girls must make many decisions, big and small, in their lives. Learning this skill helps them make good ones.

**3.Money Management:** A Girl Scout takes product orders, handles money, and gains valuable and practical forecasting and financial skills and know-how. Why does this matter? Girls need to know how to handle money-- from their lunch money to their allowance to (someday) their paycheck.

**4.People Skills:** A Girl Scout learns how to talk to, listen to, and work with all kinds of people while selling Fall Product Sweets 'N' Treats. These experiences help her develop healthy relationships, conflict resolution skills, and team building skills. Why does this matter? It helps them do better in school (on group projects, on sport teams, and on the playground) and, later at work.

**5.Business Ethics:** A Girl Scout is honest and responsible at every step of the Fall Product Sweets 'N' Treats Program. Her business ethics reinforce the positive values she is developing as a Girl Scout. Girl Scouts are honest and fair, and don't begin taking order before September 12<sup>th</sup>. Why does this matter? Employers want to hire ethical employees and the world needs ethical leaders in every field.



## Initial Order

Once your troop decides on your goals you are ready to enter your Initial Order. Girls/Parents enter the Initial Orders from their order card into M2. TFPC's must view or enter any orders not entered into M2. The deadline to enter girl orders for a TFPC is October 2. TFPC will enter additional product in the troop for their booth sales if needed.

### How to Enter Your Initial Order in M2

- Under Product Management - choose paper order entry
- Click on the pencil next to the girl's name to edit/enter orders
- **DO NOT enter on-line girl delivered orders**
- Encourage girls to enter their nut/chocolate items by variety from their order card. Remember this is a girl led program.
- Please review that all girls' orders are entered into M2 by the deadline and click update if needed to make sure the totals match.

### Product Pick Up

- Coordinate with your CFPC to pick up your Initial and Girl Delivered Products and sign a statement of responsibility.
- Print a Delivery Ticket for each Girls order from your dashboard.
- When parents pick up the product, have them count the items and sign the M3 receipt.

### Deliveries

- Troops should make sure girls deliver their orders from their order card and Girl Online deliveries to their customers no later than November 12th.
- Girls will receive an on-line report of orders from their online orders with email addresses and phone numbers of their customers.
- Participants may contact M2 Customer Service (800)-372-8520 or [support.gsnutsandmags.com](mailto:support.gsnutsandmags.com)) for additional customer support for delivery of their girl delivered online orders, if necessary.

## Care to Share

Customers have the opportunity to donate money for the Care to Share program when girls are selling online, in person or at booths. Last year the girls collected enough donations to send over 5300 products to the Military and Second Harvest Food Bank. All donations received should support the Care to Share program.

### How the Program Works

- Troops/girls collect \$6.00 for each Care to Share donation.
- Actual product will be shipped to various Military Branches worldwide and to Second Harvest Food Bank and their partners throughout our 6 Citrus Council Counties.
- These are virtual sales and do not come from the troop or girl's physical inventory.
- The TFPC should count the total Care to Share donations from online, in person and booths and enter them on the Care to Share Form.
- Turn in your form with your final paperwork.



## Keeping Things Running Smoothly

As the Troop Fall Product Chair, you will need to keep track of things to keep your troop sales running smoothly. Keep in mind the following tips, and always ask your CFPC if you have questions about any part of the program.

**Get Organized:** Use what works best for you, computer spreadsheets, binders, corkboards whatever makes it easy for you to keep track of your troops' sales, money and paperwork. Keep all paperwork filed by date, track all girl sales in M2. Be aware of delivery dates & deadlines and keep Fall Product items organized and in a cool, dry place away from pets.

**Ask for Help & Set Boundaries:** Remember this is a TROOP effort. Even though you volunteered for the TFPC role does not mean that all the other adults in the troop don't have to help. All parents should be helping you in some way from keeping good contacts and records, to making sure they are registered, and background checked to work at booth sales. Set boundaries for yourself set aside one evening or chunk of time that works for you. Dedicate this time to working on paperwork, having parents drop off money or pick up products, make exchanges, etc. Remember, you volunteered to help the girls have a successful program, but all the adults will need to help the girls meet their goals.

**Communicate, Communicate, Communicate!** Make sure all the adults know how to contact you and/or the Troop Leader. Write this information on their order cards before giving them to the girls. Create an email group, Facebook page, or telephone tree so everyone can be kept up to date, help anyone who may be struggling, and be able to organize transfers within the troop. Make sure it is clear how and when they can pick up more product. ALL the product is the responsibility of the troop as a whole it is the responsibility of everyone to make sure all items are sold. Contact your CFPC if you need help selling product.

**Checking Your Progress:** Keeping yourself aware of how the girls are progressing during the program is essential. There are lot of things to consider and track while the program goes on.

- a. Did all the girls set up their M2 account and create their Avatar?
- b. Did they send emails to their friends and family about the program?
- c. Are they continuing to take orders of Nuts/Chocolates during the entire duration of the program?
- d. Did they deliver their Girl Delivered online orders?
- e. Did they do a walkabout in their neighborhood? Remind them to use the buddy system.
- f. How many booths does your troop want to participate in? How many adults do you have to help?
- g. Is anyone having trouble selling the product they have taken? Are they keeping it safe, so it doesn't melt?

**Let the Girls Get Creative:** This is a girl-led program, so make sure that the girls are involved for the entire process. Let the girls help be strategic and think of fun and inventive ways to increase sales and meet their goals. Let them decide how the booths will be decorated and produce their own unique sales pitches and ideas. The program is designed to help them learn how to be an entrepreneurial thinker give them the chance to try!





## Moving Around **PRODUCT**

During the program, you will have lots of girls needing more product, needing to trade products with each other or another troop, picking up orders from your CFPC, or needing to return items back to the troop for someone else to take. Whenever any of these events take place, you **MUST** have a paper trail of where the items are going and who they are changing hands with. This is how Council keeps track of who is legally responsible for every piece of product that is distributed to each GS Troop. The following are several different types of transfers that can happen during the Fall Program.



**No product ever changes hands without a signed transfer form from both parties involved!**



### Community to Troop Transfer

As your troop sells their initial order of nuts/chocolates, you may run out and need more. Collect all the girls' reorders before contacting your CFPC and encourage the girls to keep selling while you wait for a new delivery.

- Complete the reorder form provided by your CFPC and email the form to them. The CFPC will set a day and time for pick-up. Be sure to check with your CFPC to see what form of communication they use for your Community.
- When picking up, check for damaged items, count all product and verify your order is correct.
- Sign a Troop-to-Troop Transfer Form. The Transfer form will be written between your community and your troop. You will receive the yellow copy and will turn this in with your final paperwork.
- Load product in vehicle. Do not leave product in car! It will melt! Melted product **CAN NOT be returned**.
- Product that is damaged by the Troop cannot be returned or replaced.
- Remember! Contact your CFPC as soon as you know you need additional product! **Reordered product is on a First Come First Serve basis.**

### Troop to Girl Transfer

This type of transfer will happen when you distribute items to your girls and each time, they receive an order. This is the most common type of transfer. There is a video in M2 called Product Moves that will guide you on how to make this transfer in M2. Below is the step-by-step instructions on how to do a Troop to Girl Transfer.

- Fill out M3 Receipt for each girl that receives product. Parents count product and sign the M3 Receipt. M3 receipts need to be filled out for every transaction between troop and parent. This goes for both product items and money turned in from sales. Keep these receipts in a safe place and make sure the parents know to keep their yellow copies as well.
- When picking up more items, parents must turn in money for any product they already picked up. If a family has taken product without any deposits, be sure to ask how they are doing with sales. If they need to transfer back any product or they are having a difficult time selling, they can transfer it back to the troop for booth sales.
- One M3 Receipt for **EVERY** girl in your troop. (Even if they are sisters!)
- Remind parents to keep their product in a cool, dry place and away from pets **Do not leave it in the car or garage!**



**Reminder: No product ever changes hands without a signed transfer form from both parties involved!**



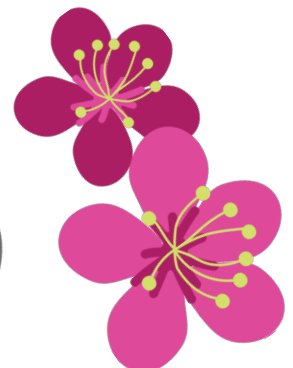
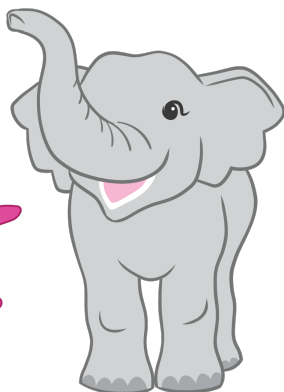
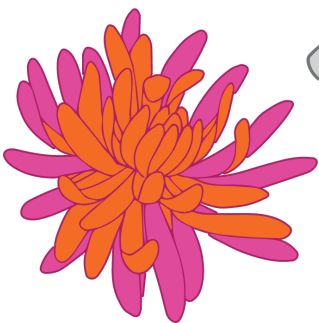
## Girl to Troop Transfer

Sometimes girls will want to transfer to another girl in their troop, or transfer product back to the troop for booth sales - this needs to be done through the TFPC and M3 receipts will need to be used. This is the only way that we can keep track and verify that this transfer happened.

- Fill out a M3 Receipt from the girl transferring back into the troop. Both adults (parent & TFPC) must sign the M3 receipt.
- Have both parties count and inspect the product for damage/ melting before handing it off.
- If needed, then transfer out to another girl using the Troop to Girl Transfer steps or use product for a booth sale.
- We discourage the girls trading directly with each other because it leaves no paper trail and can get very confusing with multiple price points involved with Fall Products.

## Troop to Troop Transfer

- Often near the end of the sale, troops will transfer items with each other to fill orders or bulk up on booth inventory. This is common, but you must make sure the transfer is done correctly so the product can be credited to the correct troop by the CFPC. Instructions on how to do a Troop to Troop Transfer can also be found in the M2 training videos.
- On a Troop to Troop Transfer form from your CFPC, enter the troop numbers of both the giving and receiving troops and the date.
- List by variety the quantities by the piece on the form.
- Both parties must sign and date the form at the time of the transfer. **THIS IS MANDATORY.**
- The Giving Troop keeps the white copy, and the Receiving Troop keeps the yellow copy.
- Put each transfer on a separate Transfer Form. The CFPC must enter a separate transfer in M2 for every transfer made.
- Every transfer form should have a matching entry in M2.







## Successful BOOTHS

Booth sales are an integral part of the Fall Product Sweets 'N' Treats Program. The CFPC will be the only person allowed to make arrangements for all booths within the Community boundaries. TFPCs' may submit location suggestions to the CFPC, but they must be approved before using. **Remember Safety First!** Always follow the GS Safety Guidelines Check Points. Girl Safety and money safety are key to a successful Product Program. Every adult at a booth must be background checked and a registered Girl Scout. If an adult male is working the booth there must be 1 other non-related adult female present. Always keep your products safe and cool. To ensure optimal fundraising benefits the highest quality measures by product safety of Ashdon Farms, CMS and Council are enforced and therefore **do not allow for returned, replaced or refunds for melted product or product damaged at booth or by the troop.**

### **Following Booth Etiquette:**

- We will not complain about any of the rules that a business sets and will follow them.
- If a double booking occurs at a business, troop and volunteers will demonstrate the Girl Scout Promise and Law and come up with a mutually agreed upon solution.
- We will not block the store entrances and will approach customers only when they leave the business.
- We will be identifiable as Girl Scouts, wear a Membership Pin, uniform or other Girl Scout clothing and close toe shoes. We will display our troop number.
- Girl Scouts and adults will both be present at all times, with a maximum of 4 girls and minimum of 2 registered and background checked adults present. Girls must also be present. No tagalongs.
- We will bring our own change and not bother the business for change during the booth sale.
- We will be actively selling Girl Scout Product; not playing games, texting or running around.
- Be prepared for weather and dress appropriately. We are representatives of Girl Scouts of Citrus and will obey and live by the Girl Scout Promise and Law.

### **What to Bring for an Appealing Booth:**

- Cash box, extra cash to make change for customers and a mobile card reader. Remember to keep money safe and out of sight!
- We will bring our own tables.
- Shopping bags; recycle old grocery bags.
- Important phone numbers (CFPC, Troop Leader, TFPC, Parents, etc.)
- Enough water for girls and adults for the duration of the booth.
- A count or "tick" sheet to keep track of products sold. A girl order card is a great way to keep track of this.
- Remember no donation jars allowed! You are only allowed to ask for Care to Share Donations.
- Bring Girl Scout or other colorful tablecloth and chairs for breaks.
- Place extra product and boxes under table and out of sight.
- Use coolers, if needed, to protect the product (melted product **CANNOT** be returned).
- Display troop goals, accomplishments and let customers know what your troop plans to do with their proceeds! Include your troop number.
- Display the Care to Share Form
- Have girls create fun decorations to "bling" their booth. Let the girl's creative side shine!



## Wrapping Up Your Program

You did it! You have completed your 2024 Fall Product Sweets 'N' Treats Program. Thanks to your hard work and dedication your troop will have funds to help them have a fantastic year and your girls learned valuable entrepreneurial lessons that they will carry for the rest of their lives.

## Here are the Steps to wrap up your troop's Fall Product Sweets 'N' Treats Program

### ☐ Assign Products to Girls

All products sold at booths need to be assigned to girls in M2. Please be fair and equitable when distributing the products to the girls, that were sold at booths. Recognitions cannot be ordered until all products listed under a troop are assigned to a specific girl.

### ☐ Recognitions

Girls have had a goal since the start of the program about what recognitions they want to earn. Once all individual sales and booths have been divided you can tell what a girl has earned.

- All recognitions are shown on the Girl Order Card
- All recognitions are cumulative.
- Have girls decide on which recognitions they would like to earn.
- Older girl troops who opt out of recognitions will still earn patches if they met the criteria. Only troops with girls at Junior level and older may choose this option. The girls need to vote on this option, and you may be surprised at their decision. The whole troop has to decide on if they want recognitions or OPT OUT, the troop cannot have both.
- Make sure all the girls orders are entered into M2. Check to see that your Troop Cupboard is empty.
- Verify your girl selections for recognition choices in M2. Opt Out troops must also do this step since they will still be earning patches.

### ☐ Troop Final Paperwork

Make sure you have all the forms before you begin. If you are missing anything, please contact your CFPC as soon as possible. Don't wait until the last day to work on your paperwork in case you run into any issues. Be sure the number of products sold in M2 is accurate. If it is not the balance may change once Council reconciles your troops paperwork.

- ☐ Troop Summary Report
- ☐ Care to Share Form
- ☐ Statement of Responsibility -Yellow Copy
- ☐ Troop Transfer Forms
- ☐ M3 Receipts removed from the booklet and put into Girl Money envelope

### ☐ M2/Ashdon Questions

- If you have any questions or concerns, please contact Customer Care at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org)
- If customers have product questions, they can visit [support@gsnutsandmags.com](mailto:support@gsnutsandmags.com) or call 800-372-8520.
- All other questions, please contact CFPC.

### ☐ Additional Resources Online

To access the Fall Product Sweets 'N' Treats resources visit **[citrus-gs.org](https://citrus-gs.org)** and click on Forms or select Cookies from the Citrus homepage and then from the left menu panel click on Fall Product Sweets 'N' Treats Program and you will find the items needed. It will also be in gsLearn.



# For Your Reference and Specific Finance Situations

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## Swiper Mobile Payments for Fall Product Sales

Troops will have the option to accept credit card payments using Swiper Mobile payments. It's a great way to increase product booth sales and door-to-door sales. Troops can choose which merchant to use (such as Square) and will register on the merchant's website directly.

## Money Collection - Payments from Girls

- Girls collect payments from customers at the time of delivery.
- Customers pay for products by cash or credit card when they receive the product. Girls never collect money without giving product to the customer.
- Council does not recommend accepting checks from customers. If a troop chooses to accept a check it will need to be made out to the Troop and the Troop will be responsible for any NSF fees. When accepting checks in Florida, you will need a driver's license number and two phone numbers. The Council cannot reimburse troops for bad checks or lost profits.
- Anytime money is given to the troop from a Girl Scout, a signed M3 receipt must document this transaction.
- Money should be turned in promptly and frequently to the Troop Fall Product Chair.
- Money should always be turned in when girls pick-up additional products from their Troop Fall Product Chair.

## Troop Money Turn In - at the End of the Program

- Final money is due from girls by November 22, 2024
- Check M2 for amounts owed to council. Please make your final deposits ASAP. Troop paperwork is due to your Community Fall Product Chair by December 2, 2024.
- Final ACH draft will be debited as each Community is reconciled by the Product Team.

## Automatic Clearing House (ACH) Payments to Council

Troops pay council for all fall products received through the ACH process:

- To ensure the troop account is ready for ACH, you must enter your troop's account number and routing number into M2.
- Only the amount due to the council will be deducted from the troop bank account, the proceeds will remain in the troop account.
- These debits occur once the Communities Fall Product Paperwork is reconciled.
- To view amount due to council, revisit M2.
- Personal use of troop funds at **ANY TIME** is illegal. Personal funds and Troop funds should never be co-mingled.
- Make sure you have Troop to Girl Transfers completed by November 22, 2024, so that M2 can correctly figure your troop proceeds.

## Procedure for Outstanding Product Monies

There are two types of outstanding balances:

- Troop Debt to the Council Business Office
- Parent/Guardian Debt to the troop

### Troop Debt to Council Business Office

When unresolved debt occurs, the troop will not be able to participate in any product programs until the troop has resolved their outstanding balance with the Council Business Office. The Council Office will send up to two collection letters to the Troop Chair and the Leader to try to collect the outstanding monies. After the second time with no action taken by the troop, it will be turned over to local law enforcement.

### Parent/Guardian Debt to Troop

Since Recognitions cannot be guaranteed after February 2025 for Troops with an outstanding amount due to Council, contact Customer Care at [customer care@citrus.org](mailto:customer care@citrus.org) as soon as you realize there may be Product Money due, or you have not been able to collect from a Troop Parent. We are here to help! When Product money is due to the Council Business Office and you have not been able to collect from a troop parent, do not hold up your troop's paperwork. Make sure all monies collected have been deposited into your Troop's Bank Account by the deadline.



## **As soon as you suspect there is a problem, act immediately!**

- Collect as much money as possible and set up definite deadlines for additional payments. Promptly Notify Customer Care at: [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org) if deadlines are not met.
- Make at least three attempts to collect money. The attempts to collect money must be documented in writing. Be aware that an answering machine or phone message might not be received by the person involved. It is not a reliable form of contact.
- Attempts to collect monies need to be pleasant and tactful, but firm. Do not harass.
- Emphasize that missing money denies girls program opportunities.
- All outstanding parent debt must be reported by December 2, 2024. It becomes increasingly difficult to help with collections after time has passed.
- If you need additional help or need to talk it over, contact Mandi Prain at [mandi@fontanaconsulting.com](mailto:mandi@fontanaconsulting.com)

## **Document all information: Written/Verbal Documentation needed as follows:**

- Date
- Who made contact?
- Method of Contact (phone, letter, in person)
- Summary of what was said and the response, your follow-up actions and plans
- Information needed for further review (see next section)

## **Information Needed for Further Review:**

- Names (girls and parents/guardians)
- Phone numbers
- Physical address
- Total products checked out and returned from all signed M3 receipts
- Amount owed troop and Council Business Office
- Signed Parent Permission Agreement
- All signed M3 receipts from parents/guardians
- If you have all the signed documentation, the Council Business Office will be able to help with future payments from the parent/guardian

## **How can financial problems be avoided?**

- By training and informing the parents/guardians during a meeting about the consequences of outstanding balances
- Meeting the deadlines for payments during the program
- Be firm with the guidelines about payment before additional product is given out
- Keeping in touch with parents and girls to verify all payments are received for delivered product with corresponding signed M3 receipts

## **Misappropriation of Funds by Troop Chair or Leader**

If misappropriation of troop funds is suspected, Leader's access to troop funds will be suspended during research and review of the allegations. If evidence of misuse of funds or personal use of troop funds is substantiated, the leader/chair will be reported to Law Enforcement for further investigation. Report the concern immediately to Customer Care at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org). If review of the concern yields substantial evidence of theft or fraud, Council Office is the legal party to file Police Reports and will do so.

## **Third Party Theft**

In the event that funds are stolen by a third party (home robbery, auto theft, booth robbery), a completed police report must be provided to the Council Business Office.

- Receipts will be essential to prove possession and value of property.
- Council Staff will work directly with the victim regarding the resolution of missing funds.
- Do not speak to media contact **Theresa Rivera, Risk Management & Compliance Officer** at [trivera@citrus-gs.org](mailto:trivera@citrus-gs.org) or call 407.896.4475.





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