

2023 *Sweets & Treats*  
Fall Product Program  
Volunteer Guide

OWN YOUR  
magic



# 2023-2024 Important Dates

## September

**Sept. 26:** Troop Fall Managers can access M2 site.

## October

**Oct. 3:** Fall Sweets & Treats Program begins, paper order cards and online! Girls can log in to the M2 online site, create their Avatar, and launch their online store.

**Oct. 21:** Troops can begin entering girl paper orders.

### Oct. 22:

- ▶ Last day for paper order card orders.
- ▶ Parent deadline to enter paper order card sales on M2 site.
- ▶ Last day for customers to place orders.

**Oct. 23:** Deadline for girls and troops to choose rewards.

- ▶ Troop deadline to verify and enter paper order card sales, choose delivery site/date/time of pickup, select if opting out of rewards, and verify bank account information into M2 online platform.

**Oct. 24:** Service Unit deadline to verify troop entry.

## November

**Nov. 10-13:** Troops pick up nuts and chocolate.

**Nov. 29:** Deadline to submit outstanding caregiver balance paperwork to Product Program department (must be submitted online).

## December

### Dec. 1:

- ▶ Troops ensure all funds are deposited into troop account.
- ▶ ACH draft notice sent to troop.

**Dec. 7:** ACH draft of total amount due.

## December-January

Rewards are mailed to service unit fall product manager for distribution. Expecting mid-December delivery of rewards. If rewards are expected later, the Product Program team will update service unit fall managers.

## Sweet Starters

Do you have first time sellers this season?



First time sellers in your troop can learn the ropes of the Fall Product Sweets & Treats program. This program helps teach girls about setting goals, tips for selling products and how to participate. Girls who complete this program will receive a special Sweet Starters patch. Go to [gswcf.org/fpp](https://gswcf.org/fpp) to start the Sweet Starters adventure!

## Entrepreneurship

No time to plan Girl Scout meetings during the busy time of overseeing the Fall Product Sweets & Treats Program? Check out the Volunteer Toolkit (VTK) for detailed plans on how girls can earn Financial Literacy badges during troop meetings. You can also encourage girls to earn badges at home with their

Login to myGS to access the Volunteer Toolkit.



# The Fall Sweets & Treats Program is a stepping stone to the Girl Scout Cookie Program.

It gives new troops the opportunity to learn the ins and outs of the product programs, and all troops the chance to earn funds early in the year.

Based on 2022 Fall Product Program sales, **troops** earned an **average of \$250** in proceeds to help get their year started.

Back again this year, a special troop bonus to support troops as they earn startup funds to help with creating troop activities, troop trips and meeting your girl goals.

**The Fall Sweets & Treats Program is more than just selling products.** It is the starting point of the Girl Scout Entrepreneurial Program where girls begin developing five essential skills—money management, business ethics, people skills, decision making and goal setting—that they will use for a lifetime. Girls can learn to be entrepreneurs by building on the 5 Skills and by earning Financial Literacy badges.

**Plus**, the program allows troops to earn the funds needed to run their troop early in the year long before the Girl Scout Cookie Program, while also helping girls build their confidence. It helps new troops with start-up cash, and existing troops to provide activities the girls want to do. In addition, the Fall Product Sweets & Treats Program helps girls to build self-esteem. They learn that they can set a goal, budget the costs, create a marketing plan, and then go out and make it happen. It teaches girls valuable life lessons and empowers them to believe in themselves. With the help of their leaders, and caregivers, girls learn they can do anything they set their mind to.

## 5 SKILLS LEARNED FOR A LIFETIME

Money Management  
Goal Setting  
Business Ethics  
People Skills  
Decision Making

- 1 **Goal Setting**—she sets goals and makes a plan to reach them.
- 2 **Decision-Making**—she helps her troop decide how to spend their proceeds.
- 3 **Money Management**—she creates a budget, takes orders, and handles money.
- 4 **People Skills**—she learns to speak and listen to customers while marketing her products in person and online.
- 5 **Business Ethics**—she practices honesty and accountability every step of the way.



# Troop Fall Product Manager Checklist

## Pre-Sale Checklist

- ❑ Complete Troop Level Fall Product Manager training – available on gsLearn Aug. 30.
- ❑ Fill out Troop Fall Product Manager Agreement for access in the M2 system.
- ❑ Check your troop's MYGS roster. Ensure all girls are registered for the 2024 membership year.
- ❑ Sign into the M2 platform to create your avatar.
- ❑ Verify all registered girls are listed in the M2 platform.
- ❑ If a girl is missing from M2 roster, go to [gswcf.org/fppmissinggirlform](https://gswcf.org/fppmissinggirlform) to notify Product Program department of troop number and girl name.
- ❑ Verify troop banking account information in the M2 system (pg. 10)
- ❑ Decide if your troop will use Clover and Cheddar Up credit card options. The troop leader will need to create accounts if not yet created.
- ❑ Pick up troop materials from SU Fall Product manager.
- ❑ Conduct caregivers' meeting. Discuss caregivers' responsibilities for having a successful sale.
- ❑ Work with girls to set both troop and individual goals.
- ❑ For Junior, Cadette, Senior and Ambassador troops—discuss opting out of rewards. If they choose to opt out, complete opt-out form, make a copy to give to your service unit Fall Product Manager and update the M2 system.
- ❑ Ensure caregivers complete the Caregiver Permission & Responsibility form.
- ❑ Review Safety Activity Checkpoints Guidelines on “Council Sponsored Product Sales” at [gswcf.org](https://gswcf.org).
- ❑ Review Volunteer Essentials Guidelines on Product Programs at [gswcf.org](https://gswcf.org).
- ❑ Watch Fall Product Program videos posted on [gswcf.org/fpp](https://gswcf.org/fpp) or GSWCF's YouTube channel.

## During Sale Checklist

- ❑ Assist girls/caregivers with logging into M2 system as needed.
- ❑ Continually communicate with girls and their caregivers.
- ❑ Remind caregivers to verify girl delivery orders and enter paper order card sales by Oct. 22.
- ❑ Ensure accuracy of all girl paper card orders entered by caregivers and/or enter paper order cards by Oct. 23.
- ❑ Verify all girl rewards have been chosen in M2 system by Oct. 23.
- ❑ Pick a delivery location and time to pick up troop products by Oct. 23.
- ❑ Print out a copy of troop product delivery ticket from M2 system.
- ❑ Pre-stage girl orders and prepare itemized receipts. Ensure caregivers sign receipt before providing them their products.
- ❑ Ensure all money is collected and deposited into troop bank account before ACH sweep.
- ❑ Verify with caregivers all girl delivery orders were delivered to customers.

## Post-Sale Checklist

- ❑ Submit outstanding caregiver information by deadline.
- ❑ After rewards are received, count, and confirm all items received. Download and print the following reports:
  - ❑ Troop Reward Delivery Tickets PDF or Excel report (provides information on rewards earned for each troop).
  - ❑ Troop Products & Financials Excel report (provides financial information to include troop proceeds).



# How Sales Work

The Fall Product Sweets & Treats Program comprises nuts/chocolate, magazines, and **new this year two specialty items**. The items can be ordered online, and select nuts and chocolate items can also be ordered on a paper order card for girls to deliver directly.

Troops/girls have the option to participate in the sale via the paper order card, online option alone, or they can choose to do both.

## In-Person Sales

- ▶ Girls use paper order cards to take orders.
- ▶ Customers will pay **only when the items are delivered**.
- ▶ Items on the order card are the only items that can be ordered in person. All other items can be ordered online only. (Do not print out the list of online items and present them in person for girl delivery).
- ▶ Girls collect payment for items on the order card at time of product delivery.
- ▶ When entering orders on M2, only input what is needed to fill the nut/chocolate order card orders. (DO NOT add items ordered online for girl delivery. Those will already be included in your order.)
- ▶ Girls can create and print business cards and door hangers through the M2 website. These marketing items will include their unique online store code for customers to purchase items online.

## Online Sales

Girls may only post on social media sites that allow them to restrict access to local friends and family (i.e. Facebook). Sharing the post link allows for customers to see both girl delivery **and** shipped options. Girls may not promote on sites where their information can be viewed by anyone (i.e. Craigslist, eBay, marketplace, retail/resale sites, etc.) as caregivers do not approve the girl delivery orders, as they do in cookies. Friends and family can order magazines, nuts, and chocolate online when a girl sends them an email invitation to her online store.

- ▶ Friends and family can order items online when a girl sends them an email invitation to her online store. Caregivers can turn off girl delivery option to email receipts only.
- ▶ Online nut and chocolate purchases have two delivery options:
  - ▶ Shipped: Items are sent directly to the customer for an extra shipping/handling charge.
  - ▶ **Girl Delivery:** Items are delivered by the girl. This option is **only available for the 16 items on the order card**. There are no shipping/handling charges. This option is best for friends and family who live nearby. **Girls must remember to connect with customers who place girl delivery orders so they can schedule delivery.**
- ▶ Magazines are available online only. They are sent directly to the customer and do not have extra shipping charges.
- ▶ Newly added online only items are available for shipping only and have extra shipping charges.
- ▶ Customers pay for all online orders at the time the order is placed, including girl delivery orders. Girls do not collect money for any orders placed online.



## Project Thank You

The Project Thank You program allows customers to donate nut items to military organization as well as local organizations, such as food banks, first responders, front line workers, etc. The donation can be made on the order card or through girl online storefronts. Each Project Thank You item is \$7. The product program department facilitates delivery of all Project Thank You items.

- Girls who sell five Project Thank You items will receive a special patch.
- Girls who sell 10 Project Thank You items will receive the patch and \$10 in council dough.

## New Items This Year!

Two NEW products are being offered!

### BarkBox

Each box comes with a custom Pose & Play Beret dog toy as well as one canister of Berry Trios™ dog treats. Sold exclusively online by Girl Scouts for \$19.99 + shipping.

### Tervis® Tumblers

Tervis® provides a wide selection of premium insulated tumblers and water bottles, ranging from top sellers to favorite MLB®, NFL®, and collegiate sports teams and more.

## Special Crossover Patch

This year when you earn your crossover patch, also earn a 2025 GSWCF membership. To receive the Girl Scout Cookie Crossover personalized patch + your 2025 GSWCF membership:

- Create your avatar in the M2 system
- Send 18+ emails
- Sell 5+ items during the Fall Product Sweets & Treats Program
- Sell 325+ packages of cookies during the 2024 Girl Scout Cookie Program



## Fall Sweets & Treats Program Season

This year the Fall Sweets & Treats Season will not extend for an additional online sale period. All order card and online sales occur between Oct. 3 and Oct. 22.



# GSWCF Girl Reward Credits

Girl Scouts who participate in the Fall Sweets & Treats Program can earn a variety of GSWCF specific unique rewards. Below is an explanation of your Girl Scout's options. Please also review the order card to learn more about levels and opportunities.

Caregivers are updated about the below reward earnings via e-mail at the conclusion of the season. GSWCF uses the primary caregiver's email. Please confirm your email in MYGS profile. Contact Customer Connections at [info@gswcf.org](mailto:info@gswcf.org) or 813.281.4475 if changes are needed with the primary caregiver's contact information.

## GSWCF Council Dough\*/Council Credit\*

GSWCF Council Dough and GSWCF Council Credit can be used to:

- Register for GSWCF programs and events at [gswcf.org/events](https://gswcf.org/events).
- Participate in GSWCF summer camp or service unit encampments.
- Pay for GSWCF service unit events (just let the event organizer know your Girl Scout wants to use her Council Dough).
- Purchase Girl Scout merchandise at GSWCF's store or trading posts (not online at this time).
- Renew your Girl Scout's membership.
- Assist with Girl Scout's GSUSA destination expenses or travel conducted with EF Tours or Explorica (submit a request to [info@gswcf.org](mailto:info@gswcf.org) for details).

Council Dough expires two years after being awarded (e.g. Council Dough awarded January 2024 will expire Sept. 30, 2026).

## GSWCF Program Credits\*

- GSWCF Program credits are used to register for GSWCF programs and events. [gswcf.org/events](https://gswcf.org/events).
- Program Credits cannot be used for GSWCF summer camp.
- Program Credits expire one year after being awarded (e.g. Program Credits awarded January 2024 will expire Sept. 30, 2025).

## GSWCF Camp Bucks\*

GSWCF Camp Bucks are used to register for GSWCF summer camp and up to one Camp Care Kit.

GSWCF Camp Bucks expire the summer season that they are earned (e.g. Camp Bucks awarded for the fall of 2023 season must be used during summer 2024).

Caregivers need to register for the GSWCF camp session that their girl intends to attend and pay the deposit to hold her spot.



## Troop Camp Credit\*

Troop Camp Credit is an opportunity for a Girl Scout to earn credits to help her troop plan a troop camping experience. The Troop Camp Credits can be used by the troop for a camping experience that can be reserved in the Camp Reservation System.

The caregiver and troop leader will receive email notification with the total amount that the girls earned for their troop. Troop Camp Credits are uploaded into the Camp Reservation System to be used as a troop at one of the GSWCF camps. Troop leaders must be properly trained per the Safety Activity Check Points.

Juliettes (Independent Registered Girls) may not earn this reward.

Troop Camp Credits expire one year after being awarded (e.g. Troop Camp Credit awarded in January 2024 will expire Sept. 30, 2025).

To request a balance for any of these credits, caregivers can contact Customer Care at [info@gswcf.org](mailto:info@gswcf.org) or 813-281-4475.

\*GSWCF rewards are designed for the Girl Scouts who earned them and not transferable. Reward experiences cannot be transferred to another Girl Scout or Troop.





# Getting Started: Requirements for 2023 Sweets & Treats Program

## Get registered.

Only registered adults with an approved volunteer role and up-to-date favorable background screen are permitted to coordinate the troop's Fall Product Sweets & Treats Program. Girls must be registered for the 2023-24 membership year to participate. Memberships should be verified in the troop leaders' MyGS member profile ([gswcf.org](http://gswcf.org)).

## Check out the M2 online platform, create an account, and design your personalized avatar.

When volunteers gain access to the M2 online system, it is important to first check your troop roster. You may receive a welcome email from M2 through which you can access the system, or simply go to [gsnutsandmags.com/gswcf](http://gsnutsandmags.com/gswcf). Only volunteers who have taken the training and completed a fall product manager agreement will be given access. (Visit [gswcf.org](http://gswcf.org) for training information.)

## Verify your troop's bank account information into the M2 online platform.

Check out the "Money Matters" section on page 14 for detailed information.

## Host a caregiver meeting.

Troops are responsible for reviewing the Fall Product Sweets & Treats program, distributing materials to girls, and verifying each girl has their caregiver(s) fill out the **Caregiver Permission & Responsibility** form.

## Caregiver Meeting Checklist

- Host a Fall Product Sweets & Treats Program Training night for girls and their families. Explain the purpose of the program as a troop opportunity to generate funds to start the Girl Scout year and hand out program materials.
- Inspire! Encourage! Motivate! How you present the program will have a big effect on the girls' enthusiasm and caregiver support.
- Review the 5 Skills for Girls: Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics. These valuable skills are the heart of every product program will last a lifetime!
- Troops and girls should set individual and troop nut/chocolate, magazine, and Project Thank You goals. Reinforce how individual sales goals help the troop reach its overall goal and fund troop program activities.
- Review all important dates and deadlines. Not missing due dates is critical to the success of the program; stress the importance of timeliness with families.
- Review safety guidelines for girls.
- Review money handling procedures. Set clear expectations for conduct and collection of money due to troop.
- Check out the caregiver informational video at [gswcf.org/fpp](http://gswcf.org/fpp).



## Caregiver Permission & Responsibility Form

- Caregivers must fill out a Caregiver Permission & Responsibility form for each girl participating in the program. **Do not release program materials or products to caregivers who have not completed the form.** Permission forms not only allow girls to participate, they also demonstrate caregivers' willingness to be held accountable for program deadlines, orders taken and delivered, and product and money received. The form is mandatory and a critical requirement for troop financial management of the program and debt collection if a caregiver fails to pay for products.
- Caregiver Permission & Responsibility forms should be filled out before the submission of paper and online girl delivery orders.
- If the girl has more than one caregiver who will be financially responsible for the products, all financially responsible caregivers must complete the Caregiver Permission & Responsibility form

## Safety Guidelines

### Show You're a Girl Scout

- Girls should wear Girl Scout membership pin, uniform or Girl Scout clothing (i.e. a Girl Scout T-Shirt) to clearly identify themselves as a Girl Scout.

### Use the Buddy System

- Always use the buddy system. It's not just safe, it's fun.

### Be Street Wise

- Become familiar with the areas and neighborhoods where you will be selling Girl Scout products.

## Partner with Adults

- Adults must accompany Girl Scout Daisies, Brownies, and Juniors, when they are taking orders, selling or delivering product. Girls in grades 6-12 must be supervised by an adult when selling door-to-door and must never sell alone.

## Plan Ahead

- Be prepared for emergencies, and always have a plan for safeguarding money.

## Do Not Enter

- Never enter the home or vehicle of a person when you are selling or making deliveries.

## Protect Privacy

- Girls' names, home addresses or email addresses should never be given out to customers. Protect customer privacy by not sharing their information except as necessary for the product sale.

## Be Safe on the Road

- Always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles

## Be Net Wise

- Girls must have their parent/caregiver's permission to participate in all online activities
- Girls and parent/caregiver must read and agree to the GSUSA Internet Safety Pledge before conducting any online activities



# Quick steps for Using M2 Online Platform

## Step 1: Set up system access to M2 and update contact information and verify troop banking information.

Once you have been added to the M2 system, you will receive an email from Girl Scouts of West Central Florida (GSWCF). It contains a link to where you will create a password, and after logged in, create your avatar, add a troop video, launch an email blast to the girls/parents in your troop, and monitor your nut and chocolate sales throughout the Fall Sweets & Treats Program.

1. Click link in the email to create your password.
2. Next, update your user profile.
3. Create your avatar.

## Step 2: Verify troop banking information.

Troops who participated in a previous product season will have their troop bank information uploaded into the M2 system for the 2023 Fall Product Program season. Troops will need to verify the last four digits of the bank account listed in the M2 system are correct. NEW troops or troops who changed banks will need to contact the Product Program to have their troop's bank account information added into the M2 online platform by Oct. 23. If GSWCF does not receive new/updated bank account information by this date and the troop earned the initial bonus, they will not receive their earnings. See below for instructions on verifying troop banking information.

1. Click the Banking & Payments link.
2. To review your banking info, click View ACH.
3. Review your bank name, routing number and account number.
4. Email [productsales@gswcf.org](mailto:productsales@gswcf.org) to make corrections.

## Step 3: Send email blast to girls/caregiver inviting them to set up their online storefront.

You can add or edit the email addresses of the parents/caregivers in your troop via Parent and Guardian Email Blast; doing so triggers an email to parents/caregiver that includes a link to M2 so they and their girl(s) can get started.

1. Click "Parent and Adult Email Blast" link.
2. Any girl/caregiver names and email addresses pre-loaded by GSWCF product department will show here.
3. Click "Add Contacts" and either upload or manually enter emails.
4. Click "Update" and email will be sent to girls/caregivers with link to participate.
5. Click "Send and Close" to launch your email.

Note—email addresses entered before the start of the Fall Product Sweets & Treats Program will not be sent until campaign launch date of Oct. 3.



#### Step 4: Add paper order card orders into M2.

Parents/caregivers should be encouraged to enter their girl's paper order card orders into the M2 system during the sale. The deadline for troops to enter all orders is 11:59 p.m., Oct. 22. Troop fall product managers should only enter order card orders not entered by parents into the M2 system.

1. To add girl orders from the troop dashboard, choose "Paper Order Entry."
2. Click the pink pencil icon next to the girl's name.
3. Enter her nut and chocolate items by variety from her order card.
4. Click "Update."
5. Since order information is automatically transferred, there is no submit button.

#### Step 5: Select troop delivery date/time/location.

Troops who have girl delivery and/or paper order card order must choose a date/time/location to pick up nut and chocolate items.

1. Click "Manage Troops & Girl Scouts."
2. Click on "+" sign next to troop number.
3. Click "Product Pickup."
4. Select desired pick up location, date and time.
5. Click "Save and Continue."



#### Step 6: Enter girl payments.

Record payments received from girls/caregivers in your troop. Recording this information here helps you if you find girls/caregivers falling behind in making payments. It's better to address this issue immediately than wait until long after the sale has ended. Click "Banking and Payments."

1. Click "Banking and Payments."
2. Under "Girl Scout Payments" section.
3. Click "Add Girl Scout Payment."
4. Select specific girl name and record amount.
5. Click "Record Payment."



#### Step 7: Enter and order girl rewards.

Rewards are automatically calculated. Parents/caregivers, girls and troop fall product managers may view rewards earned online in the M2 system. If there are choices or size options, these selections should be finalized in the M2 system by 11:59 p.m., Oct. 23.

1. Click on the "Rewards" link from your dashboard and you will see a screen where you can "Manage Earners."
2. Select a girl from your list of girls to see what rewards she has earned to date.
3. For reward levels with options, make the selection here and click "Update."
4. If there are no changes to be made, "Cancel."



# How to Pick Up Nuts and Chocolate

## Nuts and chocolate pickup occurs Nov. 10–13.

Troops must choose a delivery location and time slot in the M2 system by Oct. 23. If you do not choose a location, one will be chosen for you based on times and locations with availability. Troops should only choose a date, time and location if they have in-person or girl delivered chocolate and nut sales.

1. Under “Product Management” section on dashboard, click “Delivery Tickets.”
2. Under “Troop Tickets by Troop” section, select your troop number.
3. Click “Create Ticket,” and print PDF copy of ticket.
4. Once you select your date, time, and location do not make any changes to the delivery date, time or location. If you would like to request a change, contact [ProductSales@gswcf.org](mailto:ProductSales@gswcf.org). Changes cannot be guaranteed, but we will do our best to accommodate.

## Tips for Picking Up Products

1. Ensure vehicle trunk/seats are clean and must be free of trash and pets. Avoid smoking when picking up, transporting, and storing products.
2. Verify product counts before signing the delivery agents copy of the delivery ticket. Errors cannot be fixed once you leave the delivery location. Ask the delivery agent to slow down with counting, if needed.
3. Do not have you vehicle loaded until you have verified all items. Guarantee items are loaded in your vehicle.
4. Once products are picked up, go straight home and unload your vehicle.
5. Keep all products out of the sun and be mindful of storing them in hot places such as garages and cars. Do you know the melting point for chocolates? It’s lower than you think! Even a quick trip to the store with product left in your car can damage the product.
6. Do not store products in your vehicle, especially for long periods of time to avoid melting and theft. Melted products CANNOT be returned, exchanged, or sold. They become your personal property and you are responsible for payment.
7. If product is not picked up at the chosen date/time/location, all items are returned to our distributor’s warehouse. Troops will have to make arrangements with council to pick up at a later date.

## Distribution of Fall Products to Girls/Caregivers

After picking up orders, distribute to girls immediately.

1. Set up a time and place (your home is the best location).
2. Pre-stage each girl’s order to speed up the process.
3. Fill out an itemized receipt in advance and have ready when the girl and her caregiver arrive. Encourage caregivers to count all items before signing the **itemized receipt**. Remember to include any Project Thank You orders from the paper order card.

The troop fall product manager becomes fully responsible for all products signed for without proof of caregiver pick up. Ensure that caregivers sign an itemized receipt when they pick up products.

# Service Unit (SU) Product Manager Checklist

## Pre-Sale Checklist

- ❑ Sign online SU Product Manager Agreement.
- ❑ Complete SU level Product manager training. Available on gsLearn Aug. 15.
- ❑ Communicate with troops options for troop level fall product training.
- ❑ Log into M2 system, create avatar, and ensure all active troops are listed.
- ❑ Invite Juliette Girl Scouts to participate in Fall Product Program.
- ❑ Remind troops about credit card payment options for customers and caregiver payments.
- ❑ Pre-stage troop materials for pickup by troops who complete training:
  - ❑ Order card (1 per girl)
  - ❑ Money envelope (1 per girl)
  - ❑ M2 quick start flyer (1 per girl)
  - ❑ Caregiver permission form (1 per girl)
  - ❑ Receipt books (2 per troop)
  - ❑ Large envelope (1 per troop)

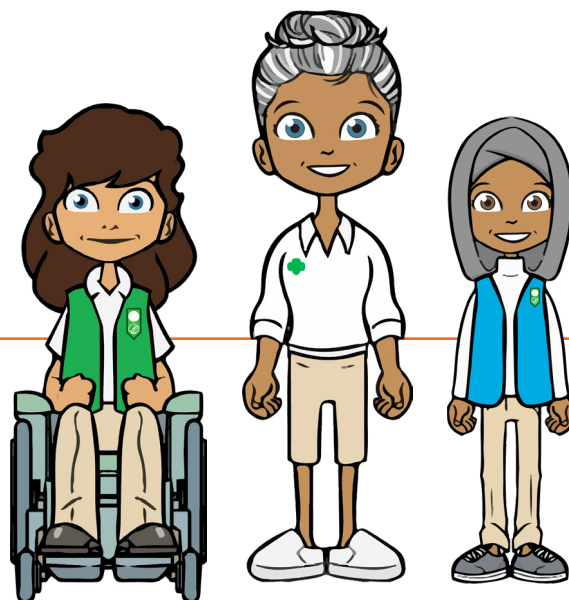
## During Sale Checklist

- ❑ Remind troop product manager to log into M2 system, create avatar, and double check girl roster.
- ❑ Ensure troops have verified troop banking information.
- ❑ Verify all troops entered girl order card orders by deadline.
- ❑ Verify all troops with paper order card and/or girl delivery orders have chosen delivery date/time/location.
- ❑ Communicate with troops on regular basis: important dates, reminders, etc.
- ❑ Encourage leaders to attend Fall Product

Sweets & Treats scheduled periodic online chats, which offer in the moment learning and an opportunity for questions.

## Post-Sale Checklist

- ❑ Remind troops to deposit all funds into troop bank account prior to ACH sweep date.
- ❑ Remind troops to verify all girl rewards have been chosen by deadline.
- ❑ Once rewards are delivered (early December 2023), count and confirm all items received.
- ❑ Complete the online form to report any missing reward items within 10 days of receiving rewards.
- ❑ Distribute rewards to troops as soon as they are verified. Ensure troops count and sign for rewards.
- ❑ Download and/or print the following reports:
  - ❑ Troop Reward Delivery Tickets PDF or Excel report (provides information on rewards earned for each troop).
  - ❑ Troop Products & Financials Excel report (provides financial information to include troop proceeds).
- ❑ Remind troop to submit outstanding caregivers by Nov. 29. Use this [form](#) to submit outstanding caregivers.



# Money Matters

Troops have two ways to collect credit card payments at no cost to the troop. Customer payments should go through the Clover Go App. Troops also have the option to collect parent payments through a partnership with Cheddar Up.

## Clover Go

Clover Go is an app that allows troops to set up girls (with caregiver's assistance) to accept credit card payments directly from customers. Clover Go customer payments go directly into the troop bank account. Clover Go is not to be used to collect caregiver payments.

Clover Go is only allowed for customer payment use during the product program seasons of October to March. Authorized dates for Girl Scout Sweets & Treats are **Oct. 3 -Dec. 7**. GSWCF pays all fees associated with Clover Go for product program customer purchases during product seasons. In order for GSWCF to continue doing so, troops who abuse the system will be charged all the fees associated with the transaction(s) plus an administrative fee.

Troops who used Clover Go during a previous product season can view the "Experienced Clover Refresher" training located in gsLearn. Troops access gsLearn through MYGS Account. Troops new to using Clover Go are required to take "New Clover Go training" accessible through gsLearn. Onboarding link to Clover will be provided once the "New Clover Go Training" has been completed.

## Cheddar Up

Cheddar Up is an easy online tool for troops to collect payments from caregivers. Cheddar Up is free for troops to use and convenience fees associated with processing the payment can be passed on to the parent/caregiver.

Troops create an online collection form to make it easier to collect payments from parents. Money collected from caregivers via Cheddar Up is transferred into the troop's bank account by the troop leader.

Check out [here](#) for information on how to sign your troop up for Cheddar Up.

## ACH Sweeps

GSWCF conducts Automated Clearing House (ACH) sweeps, a network for electronic payments either to debit or credit a troop's bank account for funds due for product programs. GSWCF will conduct an ACH sweep for the full amount due to council on Dec. 7. If a troop is owed a refund, an ACH deposit will be conducted on Dec. 7 into the troop account. All troops must have a troop bank account to participate in any Product Program.

**New troops who are in the process of opening their troop bank account must contact Fall Product Sweets & Treats Program by Oct. 23 with their banking info to be updated for the ACH. This is important for the Troop Bonus payment (see page 10).**

## Additional Money Matters Information

1. Caregivers **must** fill out and sign the Caregiver Permission & Responsibility form for every participating girl. (See Caregiver Permission & Responsibility Form information in the Getting Started section for more information.)
2. Do not give sales materials/products to a girl if the caregiver has not signed a **Caregiver Permission & Responsibility** form.
3. Customers who order via the paper order card pay when the product is delivered. Customers who order online, prepay for all items ordered.

4. Girls/caregivers should never be asked to pay for product when picking it up from the troop. Exceptions may be considered if there is a prior history of outstanding parent debt. In this case, contact Product Program department at [productsales@gswcf.org](mailto:productsales@gswcf.org).
5. Troops decide if the troop will accept paper checks from customers and/or caregivers. Communicate this to the caregivers. If accepted, checks should be made out to the troop and deposited into troop bank account.
6. Troops accept responsibility for fees associated with checks returned for insufficient funds.
7. Troops are encouraged to have parents pay via money order or Cheddar Up.
8. Keep record of each caregiver's products and payments separately on the itemized receipts.
9. When caregivers pick up nut and chocolate items or turn money into the troop, **ALWAYS** provide them with an itemized receipt for the items/money received.
10. All money should be deposited into the troop bank account promptly and frequently and in time for the funds to become available for the ACH sweep.
11. Outstanding caregiver paper work must be submitted via the online form to the Product Program department by **Nov. 29. Because of the scheduling, late paperwork cannot be accepted.**
12. Troops must have all funds in the troop bank account by **Dec. 1**. An invoice for the amount of the ACH sweep/refund will be emailed to the troop leader on **Dec. 1**.
13. The ACH sweep from the troop account for the amount due to council, minus outstanding caregiver balances submitted on time, occurs **Dec. 7**. No exceptions will be made.
14. The troop is responsible for any fees associated with declined withdrawals or insufficient funds. Troops authorize GSWCF to repeat electronic (ACH) payments that fail for any reason within **five business days**.
15. Failure to have sufficient funds for the ACH sweep on the scheduled date doesn't grant a troop extension from GSWCF. Unpaid troops will be subject to collection efforts which include collection agencies. The troop will not be allowed to participate in the 2023 Girl Scout Cookie program until their balance is paid in full.
16. If a troop is due a credit, GSWCF will use the banking information provided to credit or return any monies due to the troop on **Dec. 7**.

## Outstanding Caregiver Balances

Troop fall product managers must notify caregivers in writing (email, text or mail) of shortages in money, include due date for all outstanding funds. If caregiver money is still outstanding at the end of sale, the troop fall product manager must complete the online Outstanding Balance form located at [gswcf.org/fpp](https://gswcf.org/fpp) under "Forms, Activities, and Other Resources" and upload pictures of the following:

1. Receipts signed by caregiver(s) for products received.
2. Receipts signed by caregiver(s) for products received
3. Copy of receipts for funds paid
4. Copy of the delinquent notification letter or email
5. Signed Caregiver Permission & Responsibility form

These items must be received via the online form no later than Nov. 29, in order for GSWCF to send the correct ACH invoice for troop accountability. Please submit even if caregiver says they will pay the troop before the ACH sweep. If caregiver pays troop after submitting, email [info@gswcf.org](mailto:info@gswcf.org) with:

- troop number
- name of caregiver
- amount paid

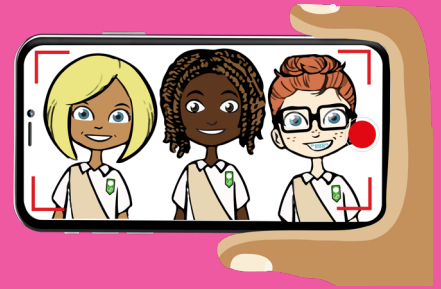
Upload outstanding caregiver balance information to: [gswcf.org/fppoutstandingparent](https://gswcf.org/fppoutstandingparent).



# Troop Proceeds

Remember: troop proceeds belong to the entire troop and never become the property of an individual girl.

- Troops must have a minimum of two girls registered to receive proceeds.
- Troops receive 15% of sales for each item sold in the Fall Sweets & Treats Program. This includes the new items added this year.



## Opt Out

Older girl troops (Juniors and up) are eligible to opt out of rewards, and instead earn an additional 2% in troop proceeds. This choice affects all girls in the eligible troop and must be agreed upon by ALL girls in the troop, not the adults.

- Individual girls cannot choose to opt out of rewards.
- For eligible troops that choose this option, girls will still earn patches, but none of the rewards.

## Opt Out Form

Troops who wish to opt out of rewards must complete an opt out form, which must be signed by every girl in the troop agreeing to opt out of rewards. Troops must take a picture of the signed Opt Out form and send to service unit fall product manager. The opt out form can be found at [gswcf.org/fpp](http://gswcf.org/fpp).

## Tips for Opt Out Troop Discussions

- Discuss troop budget and troop goals.
- Have girls calculate troop proceeds and how much additional proceed would be earned if they opt out.
- Explain opt out decision must be 100% agreed upon by all girls.



# Thank you

## ***We're Here For You!***

*The GSWCF staff members listed below can be contacted at [info@gswcf.org](mailto:info@gswcf.org) or call 813-281-4475*



### **Kim Buettner**

Vice President of Product Programs  
GSWCF



### **Jessica Hadley**

Product Program Coordinator  
GSWCF



### **Caeti Hyer**

Product Program Coordinator  
GSWCF



### **M2's customer service team**

Contact M2's customer service team directly with all questions regarding the online platform at support.gsnutsandmags.com or 800-372-8520.

**girlscouts**   
of west central florida

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