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1. **Who do I contact with Troop Sales Packets Questions?**
 - Please contact the **Service Unit Fall Product Manager**.
 2. **Does a troop have to attend training to participate in the Fall Product Program?**
 - **Yes, either the Troop Leader or the Troop Product Sales Manager must attend training. Training is an important part of kicking off a great program. This allows troops to offer additional activities, resources and experiences for the girls and allows girls to discover, connect, and take action.**
 3. **Who can train a Troop Fall Product Manager?**
 - **The Service Unit Fall Product Sales Manager, the Membership Associate or the Regional Product Sales Associate can train a Troop Fall Product Manager.**
 4. **Do we have to sign the agreement?**
 - **Yes- because you are handling money you must sign an agreement.**
 5. **What do I do if my Troop Fall Product Manager steps down from managing the sale for the troop?**
 - **You may need to assume the responsibilities of this position if no one else steps forward. Please make sure everything with the sale for your troop is in order and have the new Troop Fall Product Manager sign an agreement and submit it to your SUFPM.**
 6. **Where do I get a Troop Fall Product Managers agreement form?**
 - **You can get this form on the web site or from your SUFPM.**
 7. **Who do I send my Troop Sales Packet to?**
 - **Please submit your Troop Sales Packet to the Service Unit Fall Product Manager. Make copies as you deem necessary.**
 8. **What is included in the Troop Sales Packet?**
 - **The following items make up the Troop Sales Packet**
 - ❖ **T-2 report**
 - ❖ **Copies of Deposit coupons with copies of checks deposited attached and any uncollected funds forms**
 9. **Who do I contact with banking questions?**
 - Please e-mail questions to banking@gshpa.org and a member of the finance team will answer your questions.
 10. **Do we use the same Fall Product banking materials from last year?**
 - **No, each Troop should have a coupon booklet similar to a car payment booklet which contains coupons to be used as deposit slips for the Fall Program and the Cookie Program. Deposits to council are made by mailing a Fall Product coupon (which is coded FP at the bottom of the coupon) along with checks to the address on the coupon.**

11. Can I use more than one coupon?

- Yes- but use them sparingly.

12. Can I use a different envelope so everything fits in one envelope?

- Yes- just make sure you write the address correctly from the coupon.

13. Where do I get a coupon booklet?

- Service Unit Fall Product Managers should check with their troops and provide a list to their Regional Product Sales Associate ASAP for those troops needing a coupon booklet.
- Troop Fall Product Managers should check with their Troop Leader or the past Troop Cookie Manager to see if they have the coupon booklet, if they do not have it, contact your Service Unit Fall Product Manager immediately.
- New Troops, beginning Sept. 19, 2009, will receive a coupon booklet 2-3 weeks after they have been assigned a troop number and receive notification from council.

14. What do I do with the coupon booklet after the Fall Product Program ends?

- The coupon booklet should be kept with the troop check book so its location is known for the next Product Sales Program. The troop leader or the secretary/treasurer of the troop usually holds the troop check book. Please give the coupon booklet to that person.

15. Do I enter my deposits into the Nut-E program?

- Yes- only the deposits mailed to the drop box mailer using the coupon should be entered into the Nut-E program.

16. If leadership of a troop changes, can the current banking material still be used?

- Yes, the coupon is coded for the troop number not the name found typed on the coupon booklet.

17. Can I use the same coupon booklet for two or more troops?

- No- each coupon booklet is coded to a specific troop. The coupons are machine read. Therefore, any deposits made using the coupons will be credited to that specific troop which would reflect an overpayment. Any scratching out of numbers coded on the coupon will result in the coupon deposit being kicked out of the system and will have to be manually read causing a time lapsing of a deposit. Please contact your Service Unit Fall Product Manager immediately should you need a coupon booklet.

18. If a troop is due a refund, how quickly will they receive it?

- Once the deposit is verified in the Nut-E program by the finance department a refund check should be processed to the troop with in a 2-3 week time frame. Troop Sales Packets which include copies help verify deposits submitted to council should there be any questions.

19. Can I staple my copies of the deposit coupon and checks to the T-2?

- **Yes-please do. This keeps everything organized and allows proof of the deposit made to the drop box in Philadelphia and if any discrepancies arise the copies are readily available.**

20. Do we collect the money from the customers up front?

- **No, collection of money should be at the time of delivery.**

21. What do you mean by uncollected funds?

- **Uncollected funds is when a girl participating in the Product Sales program sells, delivers and collects payment from a customer but fails to submit collected payments to her Troop Fall Product Manager or Troop Leader.**

22. Who do I contact with uncollected funds questions?

- **Please e-mail questions to banking@gshpa.org and a member of the finance team will answer your questions.**

23. If my troop is waiting for money from a parent should I wait to submit my Troop Sales Packet?

- **No, an Uncollected Funds Form should be completed by the Troop Fall Product Manager for the parent and submitted with your troop sales packet. Please read the form thoroughly and complete all sections and attached the documentation requested. If you do not have this form it is available through your Service Unit Fall Product Manager or from the gshpa.org web site found under forms.**

24. Should troops pay for girls that have not handed in collected money?

- **No! Please submit the money that you have on time (per the schedule) along with a completed uncollected funds form for each girl still owing funds to the troop immediately. This form can be found on the www.gshpa.org website under forms/ product sales, your Service Unit Fall Product Manager, or at your local Service Center.**

25. What if my troop misses the deadline to submit the packet to the Service Unit Fall Product Manager?

- **Please contact the Service Unit Fall Product Manager and submit the troop sales packet to them immediately.**