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1. Are special order coupons accepted?
 - Yes, the customer must use the coupon price when completing the order form. They should keep the coupon until they receive their invoice from QSP, attach the coupon to the invoice and submit it along with their payment. Customers should only submit the amount shown on the coupon.
 2. What happens if a QSP Customer Service representative says they do not honor coupons?
 - Honoring coupons is a special benefit to Girl Scout customers only. Therefore, if a coupon is not honored please contact your Regional Product Sales Associate.
 3. Who does a customer call if they have not received a magazine subscription?
 - For the Pay later/Gift Orders (orders placed using a paper order form) please call QSP Customer Service at 1-800-678-2673.
 - For orders placed online please call 1-800-678-2673 and tell the Customer Service Representative that your questions pertain to an online order placed through the internet. They should transfer them to an online Customer Service Representative.
 4. What happens if we would like to renew or order a magazine not on the list?
 - Please contact your Regional Product Sales Associate at GSHPA to see if it can be added to future list. Please know the exact name of the magazine.
 5. Can a girl get credit for more than one address booklet?
 - No – girls are only to complete at least 10 coupons in 1 address booklet. The address booklets are to be used for distant friends, family members and other relatives.
 6. Why would anyone receive multiple reminders from the coupons in the address booklet?
 - Apparently they are a popular person and more then one girl submitted their name and address on a coupon! They should receive two mailings from QSP for each girl submitting their name.
 - Address Booklets are submitted by council to QSP early in November. Two mailings occur to each addressed coupon. Initial mailings are sent in December. The second mailings go out 2 weeks after the initial mailing.
 7. Does the customer use the same forms for the books and music cd's as they do the magazines?
 - Yes, please use the same forms for ordering any items found in the magazine catalog.

8. Where do I send the Magazine orders and address booklets?

- Troops
 - i. Please review your magazine orders to make sure the correct 5 digit troop number is entered and then give your magazine order forms and address booklets to your SUFPM.
 1. All Pink copies of the magazine orders stay with the customers.
 2. Make sure they are bundled together and marked with your 5 digit troop # and SU #.
- SUFPM's
 - i. Submit the magazine orders and address booklets to your local Service Center.
 1. All Pink copies of the magazine orders stay with the customers.
 2. Please have each troop marked with the 5 digit troop # and their SU #.
 3. Bundle or pack all the troops together in an envelope or a box and clearly mark on the outside what SU # they are from.

9. What does QSP stand for?

- In the past it stood for Quality School Plan. Some have recently said it stood for Quick, Simple, and Profitable. However, it officially is just an acronym and really stands for nothing.

10. Are coupons accepted online?

- No- coupons are only good with the pay later or gift order forms.

11. How are the e-mails tracked in the QSP online Magazine program?

- They are tracked through the e-mail address they are sent from, generally the girl's parent/guardian e-mail address.

12. Will the troop receive an e-mail informing them of a girl's participation and the total number of subscriptions sold using the online program?

- No- A report must be submitted by the parent or guardian to the leader for each individual girl participating in the QSP online program to receive credit of participation.
- This report shows the number of e-mails sent and the numbers of orders generated from the e-mails sent and dollars sold.

13. How do I submit the detailed order report to my daughter's Troop Leader/Fall Product Manager?

- The girls' parent/guardian must log back into the QSP online e-mail program near the end of the Fall Product Program and print the detailed order report to hand to or mail to the Troop Leader/Fall Product Manager.

Or

- Parents/guardians can also save this report to their computer and e-mail it to the Troop Leader /Fall Product Manager.

14. What happens if a parent /guardian forgets to print the detailed order report?

- The Troop Fall Product Manager can ask them to print it and mail it, e-mail it, or ask the parent for their e-mail address and the password used for the QSP online Magazine program and login as them and print it for them. This information must be submitted to the troop leader by October 20th, 2009.

15. What happens if a girl enters a wrong troop number on any of the program information during the sale?

- Nothing- the QSP on-line Magazine Program is tracked through the parent e-mail; the order taking is tracked through the Troop Fall Product Manager; and the address booklets are tracked through the Troop Fall Product Manager.

16. Will girls know who purchased magazines through the QSP on-line Magazine Program?

- Yes- it is displayed in the detailed order report. The report does not show those who opt out of the sale.

17. Will e-mail recipients receive more than one e-mail?

- E-mail recipients will receive an initial e-mail from a girl and a follow up email.
Reminder: If the customers are popular people they may get an e-mail from more than one girl.
 - i. If they purchase from the girl they will not get another e-mail.
 - ii. If they do not purchase they will receive two reminder e-mails.
 - iii. Recipients have the option of opting out of receiving the extra e-mails.

18. Are there as many magazines through the QSP online program as there are in the catalog provided in the girl packets?

- No- there are a couple hundred subscriptions offered but nothing like what is listed in the catalog the girls receive in their packets.
- Not all publishers allow the publications to be sold online. Some are limited to the catalog only. QSP is working to get as many of the catalog titles online as possible. If there is a magazine that you would like to see offered in upcoming programs please contact the Regional Product Sales Associate to inform them of your request.

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19. Do all twelve e-mail addresses have to be entered at one sitting?
- No, you can send as many as you can at one sitting and return at a later time to send any additional e-mails. The program maintains a running account of e-mails sent to date.
20. If the detailed order report is not printed or e-mailed to Troop Fall Product Manager by the troop scheduled deadline will the troop get credit?
- Yes, troops can still receive credit as long as they receive the report and enter the required information before October 20, 2009. If this dead line is missed they must contact their Service Unit Fall Product Manager.
21. How does the troop receive \$2.00 for each online subscription after the sale ends and the money has been collected?
- Credit is not received by the troop or the girl after the sale end date of October 16, 2009. Credit for all online sales are reported in the detail order report which is collected and recorded in Nut-E by the Troop Fall Product Manager.
22. Can a gift subscription be purchased online?
- Yes, the billing address would be the gift giver and the shipping address would be the gift recipient's address.
23. Is the Troop Fall Product Manager solely dependant on the parent/guardian submitting the detailed order report?
- Depending on how the troop Fall Product Manager coordinates the participation in the online program of the girls of the troop -several ways of submitting the report is as follows:
 - i. Parents/guardians print the report and hand it in to the Troop Leader/Troop Fall Product Manager.
 - ii. Parents/guardians save the report to their computer and then e-mail the report to the Troop Leader/Troop Fall Product Manager
 - iii. Parent/guardian is willing to give you their e-mail address and password to print the report.
 - iv. Troop Leader/Troop Fall Product Manager completes the program with each girl of the troop with the parent/guardian permission and manages each girl account and pulls report when needed.
24. Can troops and girls receive credit for all online orders even if the person ordering is not the parent?
- Yes – this is a friends and family program. Girls and Troops receive credit for any order placed through a girl as long as the detailed order report is submitted to the Troop Leader/Fall Product Sales Manager and added under the girls order in the Nut-E program. It must be recorded in the Nut-E program for credit to be received.

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25. Should the Service Unit Fall Product Manager receive the detailed order report or does it stay with the troop?
- This really depends on how the Service Unit Fall Product Manager manages the program for your Service Unit. If they are not collecting the report the Troop Leader/Fall Product Manager should collect the report for their records.
26. If a person receives an e-mail from several different girls and they place an order, who gets credit for the subscription?
- Which ever e-mail the recipient uses- the girl associated with that e-mail receives credit. The recipient should open the email from the girl they want to receive the credit and place their order through the link from her e-mail.
27. What is the method of payment for online orders?
- Credit card only.