

Fall Product Troop Liaison Handbook

2019-2020





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Fall Product Service Unit Liaisons



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Glossary of Terms

ASHDON FARMS - product vendor for nut and candy items

QSP - product vendor for magazine and more items

VOLUNTEER SUPPORT COORDINATOR - GSHPA staff member responsible for supporting FPSUL's & FPTL's throughout the duration of the Fall Product Program

FALL PRODUCT TROOP LIASION (FPTL) - GSHPA volunteer responsible for supporting girls and parents in their troop throughout the Fall Product Program

FALL PRODUCT SERVICE UNIT LIASION (FPSUL) - GSHPA volunteer responsible for supporting FPTL's in their designated Service Unit throughout the duration of the Fall Product Program

GIRL INCENTIVES - prizes individual girls can earn based on their participation with the Fall Product Program. Complete list can be found on the nut and candy order card

GIRL PACKET - a packet of Fall Product materials to be distributed to each girl. Packet includes, nut and candy order card, business cards, magazine order forms, magazine catalog and family permission form

GIRL OPPORTUNITY DOUGH (GO! Dough) - Fall Product incentive option that provides girls with the opportunity to utilize funds toward any Girl Scout related event/activity/merchandise

PARENT DEBT FORM - a form to be submitted by a FPTL should a parent fail to submit payment owed to the troop for Fall Product orders

RALLY - an event typically organized by a Service Unit with the purpose of preparing and inspiring girls to participate in the Fall Product Program

SHARE DONATION PROGRAM - customers have the opportunity to donate \$6 for a nut item to be donated to Operation Gratitude or a magazine voucher donated to Ronald McDonald Charities

S'MORES EXECUTIVE CLUB - an exclusive club for girls who sell \$500 in Fall Product and 625 boxes of cookies in the 2019-2020 Product Programs

TROOP PROCEEDS - the collective funds a troop earns as girls participate in the Fall Product Program

UNIFY - online platform used by staff, volunteers, girls and parents during the Fall Product Program. Access to role specific dashboards allow individuals to manage their responsibilities throughout the program





UNIFY LAUNCH EMAIL/TEXT - sent to all Girl Scouts registered for the FY20 Girl Scout Membership year. Provides link to create UNIFY account

OCT




NOV

S	M	T	W	TH	F	SA
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

S	M	T	W	TH	F	SA
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

-  **October 1st**
- Approved liasions can sign into UNIFY
-  **October 10th**
- UNIFY Launch Email
-  **October 11th**
- Online Program begins
-  **October 18th**
- In Person Program begins
-Deadline for FPSUL's to enter delivery location in UNIFY



-  **November 20th**
- In Person Program Ends
-  **November 21st**
-Opt out deadline
-Last day for FPTL's to make edits in UNIFY
-  **November 22nd**
- Last day for FPSUL's to make edits in UNIFY



DEC

JAN

S	M	T	W	TH	F	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

S	M	T	W	TH	F	SA
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	


December 5th

 -Online Program Ends

December 6th

 -Last day for FPTL's to edit rewards in UNIFY

December 9th - Last day for FPSUL's to edit rewards in UNIFY

 -Last day for FPSUL's to mail in magazine order forms

December 10th-13th

 - Product delivered to FPSUL's



 **January 1st**
- Parent Debt Due

 **January 6th - 10th**
- Rewards arrive to FPSUL's

 **January 17th**
- ACH Withdrawal

UNIFY Info & QSP Contacts

Unify Link - girlscouts.qspgao.com/heartofpennsylvania

Sign In:

- requires email address (must be the email address on file with GSHPA)
- password

QSP Phone Number - 1-877-305-4146

QSP Email - onlinesupport@qsp.com

QSP Magazine Order Status - gaotrak.com

Contact QSP:

- about quality control issues
- to confirm status of online orders/MyCreationPatch

Frequently Used Reports

G1 or 2 Girl Nut/Candy and Mags

(includes girl delivery orders)

Use when sorting product for each girl

G1 or 2 Girl Order - Rewards

Use when sorting rewards for each girl

T1 or 2 Troop Nut/Candy and Mags

(includes girl delivery orders)

Use when sorting product for each troop

T1 or 2 Troop Order - Rewards

Use when picking up rewards for troop

Girl-Delivered Order Detail

Helpful report for parents whose Girl Scout had girl delivery orders

Campaign Profit Report by Troop

Use to view Troop PGA

Monies Due by Troop

Use when determining how much is owed to GSHPA

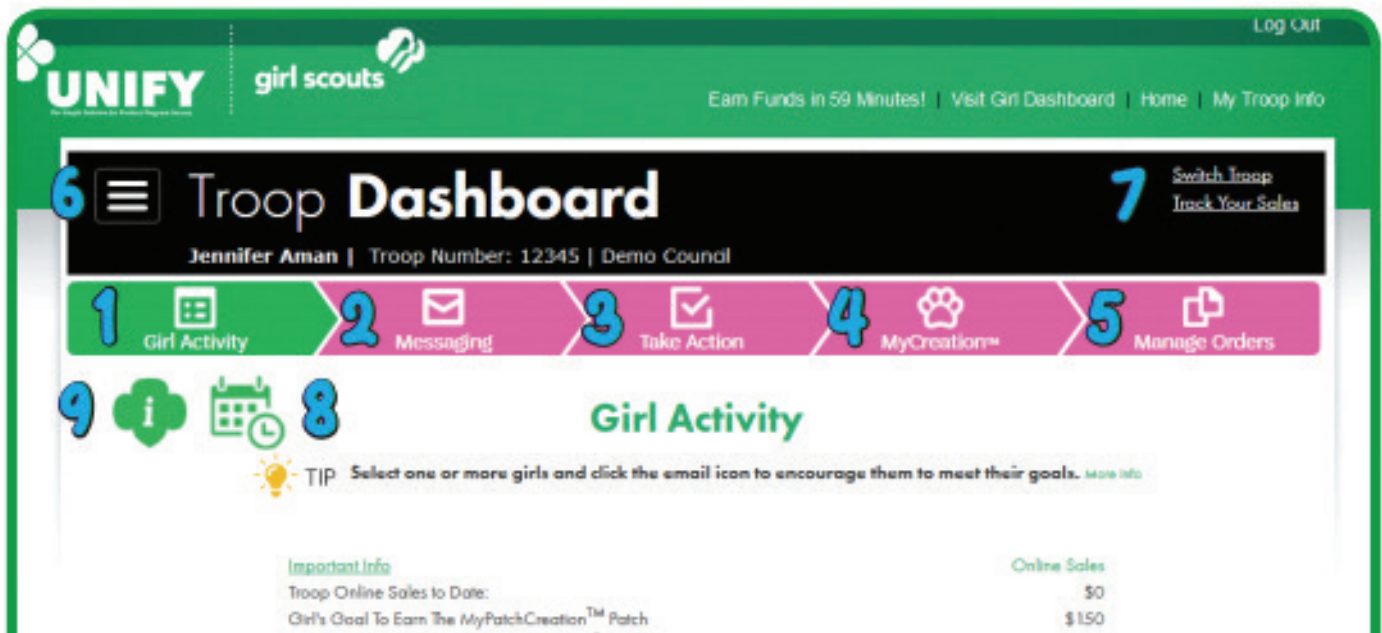
S1 Service Unit Nut/Candy and Mags report (FPSUL)

Use when determining total amount of product you should receive from delivery agent



**Be advised that all times in UNIFY are Central Time Zone*

UNIFY: Troop Dashboard



1. Girl Activity - see each girl's online activity

2. Messaging - post messages, send emails and view past communications

3. Take Action - gives FPTL's the opportunity to educate customers on how the troop is making the world a better place through their Take Action Project. Description will be posted in email to customer

4. My Creation - create your MyCreation mascot. Girls who earn \$175 in online sales can design their unique MyCreation patch.

5. Manage Orders - view a list of all girls in the troop, as well as edit and manage their sales and rewards

6. Burger Menu - My Info, 59 Minute Quick Start resources, Delivery Tickets, Manage Orders, Messaging, MyCreation, Rosters, Reports, Switch Role and more

7. Switch Troop - volunteers who are part of multiple troops can use this feature to switch between troops

8. Calendar - view important dates of the Fall Product Program

9. Information

Click the trefoil to go to the Program Info menus and access:

- Printable Nut and Candy Order Card
- Program Info & Activities - handbooks, resources, etc.
- Online Training - short tutorial videos
- Nutritionals - nutritional facts about the nut and candy products



UNIFY: How To

Log In

- Liasons can begin logging into UNIFY on **October 1st**
- Returning liasons can use last year's password to log in
- Families will receive launch email/text on **October 10th**

Update Contact Info

- Burger Menu
- My Info
- Update info as needed
- Save and Continue

Last day to make edits- **October 18th**



Confirm Troop Roster

- Burger Menu
- Rosters
- Girl

Is a girl missing?

- make sure she is registered for current membership year
- girls will be uploaded to UNIFY Monday, Wednesday and Friday of each week
- contact your VSC for additional questions

Is there a girl who no longer meets with your troop?

- determine which troop she has transferred to and contact your VSC

Submit Delivery Location (FPSUL ONLY)

- Click on Burger menu
- Select "Delivery"
- Click on blue pencil
- Enter in address & contact info
- Enter delivery date & time preference into "Delivery Station Details"

Enter In Person Nut & Candy Orders

- Burger Menu or Manage Orders tab
- Click on blue pencil by the girl whose order you are editing
- Click to enter "Total Magazine Orders" and "Total Magazine Dollars" at the top of the screen
- Click on the product and enter in the amount the girl sold
- Click pink "Continue" button to save edits

Last day to make edits- **November 22nd**

UNIFY: How To

Enter In Person Magazine Orders

- Burger Menu or Manage Orders tab
- Click on blue pencil by the girl whose order you are editing
- Click to enter “Total Magazine Orders” and “Total Magazine Dollars” at the top of the screen
- Click pink “Continue” button to save edits

Last day to make edits- **November 22nd**

Select Rewards

- Burger Menus or Manage Orders tab
- Click pencil next to girls name
- Select “Reward Summary”
- Check the preferred incentive for levels \$600-\$1200

Last day to make edits - **December 9th**

Track Payment

- Burger Menu or Manage Orders tab
- Click blue + icon in payment column
- Enter date and amount paid and additional notes
- Click “Close”

Cancel A Girl Delivery Order

- Burger Menu or Manage Orders tab
- Click blue pencil next to girls name
- Scroll to bottom of screen to view “Online Orders Girl Delivered” summary
- Click x next to the order you wish to cancel
- Confirm cancellation when prompted

Deadline to cancel orders- **November 21st**

Access Delivery Tickets

- Burger Menu
- Delivery
- Filter by Service Unit, Troop or Girl
- Click “View/Print/Email”



UNIFY Tips and Tricks

Accessing UNIFY - <https://girlscouts.qspgao.com/heartofpennsylvania>

- Liaisons must complete training and submit agreement form to receive access to UNIFY
- Launch Email from - GirlScout-sale@qspgao.com
- Can't find a launch email? Double check junk mail
- UNIFY uploads will happen Monday, Wednesday and Friday of each week for girls & volunteers who register/are approved after the initial upload
- **Forgot your password?** Click the password recovery link on the log in page. This will trigger an email with instructions to reset your password

Personalized T-Shirt

- A congratulations email is sent to girl/parents email when sales goal is achieved
- Reward certificate is included with girl rewards mailed to FPSUL
- Orders are submitted through vendor link and order confirmation is sent
- T-shirts will arrive 4-6 weeks after order has been submitted by girl/parent

Girl Delivered

- Girls can “uncheck” a customer from receiving the Girl Delivery shipping option
- Customers pay online and will not be charged a shipping/processing fee
- Customers and girls receive confirmation email when payment has been made
- Girl delivered orders are shown at the bottom of the Manage Orders screen
- Girl delivered products arrive with in person order delivery
(December 10th-13th)
- Orders can be cancelled and refunded prior to
November 11th



Ashdon Farms - Nut & Candy

IN PERSON

October 18th - November 20th

ORDERING

- girl tracks orders on in person order card
- girl submits orders to FPTL
- enter orders into UNIFY

PAYMENT

- collected by girl when product is delivered
- turned into FPTL on designated date
- FPTL deposits into troop bank account

DELIVERY

- shipped to FPSUL (+girl delivery orders)
- picked up by FPTL
- FPTL distributes to girls
- delivered by girl to customer



SHARE DONATION

- girl collects \$6 from customer
- customer can select to donate a nut/candy item to Operation Gratitude
- girl submits payment to FPTL
- FPTL deposits payment into troop account
- FPTL credits girl with donation in UNIFY

ONLINE

October 11th - December 5th

ORDERING

- customer clicks on Girl Scout's link
- clicks "Shop Nuts & Candy" Store and orders items from the Ashdon Farms storefront



PAYMENT

- customer pays online with credit card

DELIVERY

Shipped

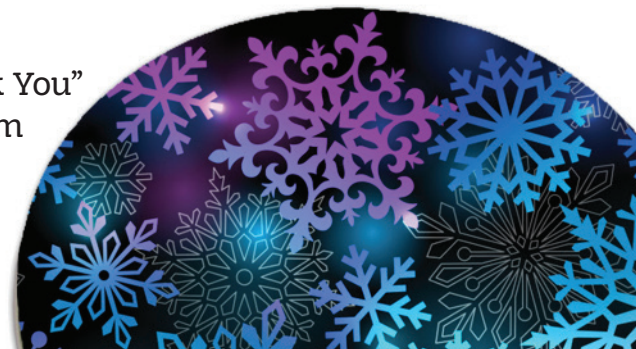
- shipping fee is added to customers total
- items are shipped directly to customer

Girl Delivery

- items on in person order card only
- no shipping fee/processing fee
- payment collected online
- included with shipment to FPSUL
- picked up by FPTL
- delivered by girl

SHARE DONATION

- customer clicks on Girl Scout's link
- clicks "Shop Nuts & Candy Store" and orders items from the Ashdon Farms storefront
- add "Thank You" nut item to cart



QSP-Magazines & More

IN PERSON ****ONLINE ONLY FOR FALL 2020****
October 18th - November 20th

ORDERING

- girl uses in person order form to take customer's order
- gives pink copy to customer
- girl submits order forms to FPTL
- FPTL enters \$ amount and order amount in UNIFY
- FPTL submits order forms to FPSUL
- FPSUL mails white copy of order form to QSP (mailing label provided)

PAYMENT

- collected by girl at the time of order

DELIVERY

- earliest subscriptions will arrive to customers mid-March

SHARE DONATION

- girl collect \$6 from customer
- customer can select to donate a magazine voucher to Ronald McDonald House Charities
- girl submits payment to FPTL
- FPTL deposits payment into troop account FPTL credits girl with donation in UNIFY



RMHC
of Central Pennsylvania

ONLINE

October 11th - December 5th

ORDERING

- customer clicks on Girl Scouts link
- clicks "Shop Magazines & More Store" and orders items from the QSP storefront

& More items

(Tervis Tumblers, Candles & Cool Cards)

- free shipping on orders \$75 and over

PAYMENT

- customer pays online with credit card

DELIVERY

Shipped items

- arrives 2-3 weeks once items are ordered
- items are shipped directly to customer



SHARE DONATION

- customer clicks on Girl Scout's link
- clicks "Shop Magazines & More Store" and orders items from the QSP storefront
- adds Magazine gift card to cart

Troop PGA Reward

- troops who earn a per girl average (PGA) of 20 units will earn the Troop PGA Reward!
- troops can choose between a Troop Cookie Booth kit **or** \$50 ACH Deposit
- T1 Troop/Nut/Candy and Mags report will show Troop PGA



59 Minute Quick Start

- access [Troop Dashboard](#) in UNIFY
- download 59 Minute Quick Start resources
- organize troop event
- select patch for girls in UNIFY:
 - [Burger Menu or Manage Orders](#) tab
 - Click pencil next to girls name
 - Select “Reward Summary”
 - Check 59 Minute Quick Start patch



Create
YOUR
Path

MyPatchCreation

- girls can design their MyPatchCreation throughout the duration of the program
- once girls reach **\$175** in online sales they will receive an email to submit a final design and mailing information
- the patch will arrive within 4-6 weeks after the final design is submitted



**Create & Earn
Your Own Personalized Patch!**

Daisy Reward

- for girls in Kindergarten or 1st grade only
- reach \$150+ in combined sales (online & in person)
- arrives with shipment to FPSUL



Phase 1: Pre-Program

- 🌰 Register for FY20 Girl Scout Membership Year
- 🌰 Submit background checks and Social Media Policy to GSHPA (if needed)
- 🌰 NEW TROOPS - Open a troop bank account if you have not already done so
- 🌰 Submit FPTL Agreement Form (on GSHPA website)
- 🌰 Attend Fall Product Troop Liaison Training
 - in person (coordinated by FPSUL)
 - webinar (registration link on GSHPA website)
- 🌰 Receive troop materials from FPSUL
- 🌰 Log into UNIFY beginning **October 10th**
- 🌰 Ensure your contact info is listed correctly in UNIFY
 - [Burger menu](#)
 - [Select My Info](#)
 - [Update info as needed](#)
 - [Click "Save"](#)
- 🌰 Ensure all girls are listed your UNIFY roster
 - [Burger menu](#)
 - [Select "Rosters"](#)
 - [Click on "Girl"](#)

*Reach out to your VSC If a girl is missing from your roster in UNIFY

Phase 2: Troop Meeting

- 🌰 **Review the 5 Skills of Product Program**
 - Goal Setting
 - Money Management
 - Decision Making
 - People Skills
 - Business Ethics
- 🌰 **How do girls want to participate?**
 - 59 Minute Quick Start
 - Booth
 - Online
 - In Person
 - All of the Above!!
- 🌰 **Review the Fall Product Program**
 - Theme
 - Product
 - Incentives
- 🌰 **Review family welcome letter with parents**
 - Troop goal & proceeds
 - Launch email - GirlScout-sale@qspgao.com
 - Girl delivery - UNIFY Report
 - Family agreement form
 - Important dates and deadlines
 - Incentives
- 🌰 **Distribute Fall Product materials to girls**
Girl Packet (1 per girl)
 - nut&candy order card
 - magazine order forms
 - magazine catalog
 - online promotions
 - family agreement form



Phase 3: During Program

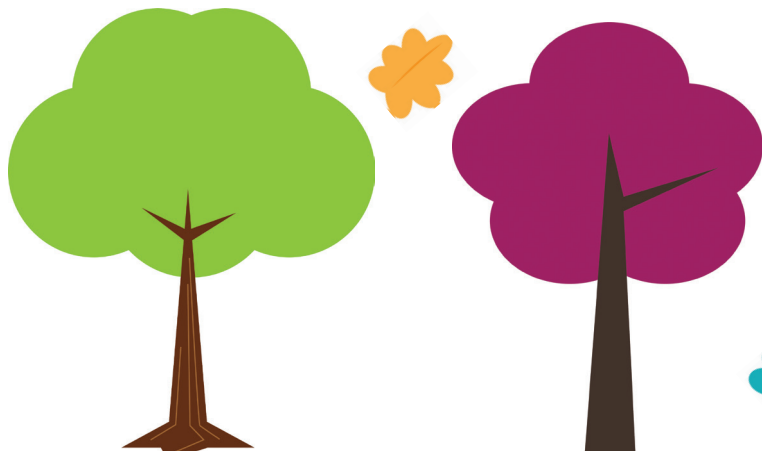
- 🌰 Support girls/parents as they participate in the Fall Product Program
- 🌰 Enter in person orders into UNIFY for each girl (nut&candy and magazines) by **November 21st**
 - Burger menu or Manage Orders tab
 - Click on blue pencil by the girl whose order you are editing
 - Click to enter “Total Magazine Orders” and “Total Magazine Dollars” at the top of the screen
 - Click on the product and enter in the amount the girl sold
 - Click pink “Continue” button to save edits
- 🌰 Turn in magazine order forms to FPSUL
- 🌰 Pick up in person and girl delivery orders from FPSUL
- 🌰 Sort and distribute in person orders to the girls in your troop
 - G1 or 2 Girl Nut/Candy and Mags Report
 - Girl Delivered Order Detail Report
- 🌰 Print **Delivery Ticket** and have parent/guardian sign when they pick up product
 - Burger menu
 - Delivery
 - Filter by girl
 - Click “View/Print/Email”

Phase 4: Post-Program

- 🌰 Select reward preferences in UNIFY by **November 21st**
 - Manage Orders tab
 - Click pencil next to girls name
 - Select “Reward Summary”
- 🌰 Pick up rewards from FPSUL
- 🌰 Sort and distribute rewards **within two weeks** of pick up
 - T1 or 2 Troop Order - Rewards
- 🌰 Deposit all payment into troop bank account
- 🌰 Submit the electronic Parent Debt form if necessary

Money Management

- 🌰 Girls should collect money when they are delivering the product
 - EXCEPTIONS:**
 - in person magazine orders
 - -share donations
 - -online & girl delivery orders
- 🌰 Payment for online orders is deducted from the troops total amount owed to GSHPA
- 🌰 If a parent fails to turn in payment
 - make three attempts to get payment after troop deadline
 - submit Parent Debt form to GSHPA
- 🌰 Checks - GSHPA strongly advises against accepting checks. Troops are financially responsible for any checks that bounce
- 🌰 GSHPA recommends depositing Fall Product money into the troop account often. This reduces the risk of money getting lost/stolen



Troop Proceeds & Incentives

Troop Proceeds

Non Edibles
(Magazine, Candle,
Tumbler)
\$2.00 per item

**Edibles (Nuts,
Candy)**
\$1.00 per item

Share Donations
\$1.00 per item

Incentives

- All incentives are cumulative
- For levels \$100+ to \$500+ girls receive both incentives
- For levels \$600+ to \$1200+ girls choose between incentives or GO! Dough
- Incentives mailed directly to girls:
 - Create Your Pop Socket
 - Portable Speaker
 - GO! Dough
 - MyPatchCreation
- Your FPSUL will notify you when all other incentives are ready for pick up
- Use **G2 Girl Order - Rewards** report to sort rewards

Opt Out - Junior Troops & Older

- Troops can decide to earn an additional .05 cents in proceeds instead of incentives/GO! Dough
- Must decide as a troop (cannot be applied to individual girls)
- FPTL must select that troop is opting out in UNIFY by **November 21st**
 - **Burger Menu or Manage Orders tab**
 - **Proceeds Plan**
 - **Check “Without Rewards”**
- Girls in opted out troops will receive patches based upon their individual sales





S'mores Executive Club

Girls who sell \$500 in Fall Product will be eligible for the 2020-2021 S'mores Executive Club!





Create YOUR Path

Fall Product Service Unit Liaison



role and
responsibilities

Phase 1: Pre-Program

- 🍄 Register for FY20 Girl Scout Membership Year
- 🍄 Submit background checks and Social Media Policy to GSHPA
- 🍄 Submit FPSUL Agreement Form (on GSHPA website)
- 🍄 Receive troop materials in the mail the **week of July 29th** (UPS)
- 🍄 Attend Fall Product Service Unit Liaison training
- 🍄 Plan and coordinate FPTL training with VSC
- 🍄 Communicate FPTL training details to Service Unit
- 🍄 Host FPTL training with VSC
- 🍄 Distribute Fall Product materials to each troop
- 🍄 Log into UNIFY beginning **October 1st**
- 🍄 Ensure your contact info is listed correctly in UNIFY
 - [Burger menu](#)
 - [Select My Info](#)
 - [Update info as needed](#)
 - [Click "Save"](#)
- 🍄 Ensure all troops assigned to your Service Unit are showing on your UNIFY roster
 - [Burger menu](#)
 - [Select "Rosters"](#)
 - [Click on "Troop"](#)
- 🍄 Consider coordinating a Fall Product Service Unit Rally!

Phase 2: Troop Training

- 🍄 **Time** - allow 45 minute-1 hour for training
- 🍄 **Contact** - inform FPTL's of the best way to get in touch with you
- 🍄 **Service Unit Rally** - discuss details of SU Rally (location, date, time etc.) if applicable
- 🍄 **Announce SU Specific Information**
 - Product Pick Up details
 - SU deadline to turn in magazine order forms
 - Reward Pick Up details
- 🍄 **Best Practices**
 - offer best practices based on your own experience
 - allow FPTL's time to offer advice on what has worked for them
- 🍄 **Distribute Troop Materials**
 - **Girl Packet (1 per girl)**
 - nut&candy order card
 - magazine order forms
 - magazine catalog
 - online promotions
 - family agreement form
 - **Money Envelope (1 per girl)**
 - **FPTL Handbook (1 per troop)**
 - **Large white envelope (1 per troop)**
- 🍄 **Questions** - allow additional time for questions from first year liasions



Phase 3: During Program

- Submit the location of the product delivery in UNIFY by **October 11th**
 - Click on Burger menu
 - Select "Delivery"
 - Click on blue pencil
 - Enter in address & contact info
 - Enter delivery date & time preference into "Delivery Station Details"
- Communicate reminders and updates to FPTL's
- Receive and sort product on designated delivery day
- Plan and coordinate troop pick up day

Phase 4: Post Program

- Plan and coordinate reward pick ups
- Remind FPTL's of:
 - Deadline to turn in magazine order forms - should be prior to **December 2nd**
 - Parent Debt form deadline - **January 1st**
 - ACH Withdrawal date - **January 17th**
- Mail white copies of magazine order forms in prepaid UPS mailing envelope to Gail Sederski at QSP
 - VSC will provide you with your envelope
 - should be mailed in prior to **December 9th**



Delivery Details

Important Dates

Troop Materials - to arrive the week of July 29th (UPS)

Product - to arrive the week of December 9th (Delivery Agent)

Rewards - to arrive the week of December 16th (UPS)

FAQ's

- **Where can I have the product delivered?**
 - needs to be safe for volunteers and product: clean, dry, well lit, animal insect free and secure
 - easily accessible: easy for product delivery by truck (no stairs, please!)
- **What if product is missing/damaged?**
 - if the delivery agent is still there, they are responsible for getting you the missing product or replacing damaged product
 - if you realize product is missing after signing the delivery ticket, contact your VSC ASAP
- **What if I am missing rewards?**
 - call the number on the bottom of your packing slip ASAP



Nuts and Candy Delivery

Delivered to designated location by delivery agent. Deadline to enter location in UNIFY - **October 18th**

Materials needed

- [Service Unit Nut & Candy Delivery Ticket](#)
- [Troop Nut & Candy Delivery Ticket](#)
-retain signed copy for one year

Day of Delivery

- arrive 20 minutes before delivery time
- ask to see the agent's delivery ticket to ensure quantities match your copy of the [Service Unit Nut & Candy Delivery Ticket](#) from UNIFY
- ask the delivery agent to stay until you have confirmed you received the correct amount of product
- ask delivery agent to replace any damaged/missing cases
- sign off on agent's delivery ticket

Sorting

- separate orders by troop/Juliette using the [Troop Nut & Candy Delivery Ticket](#)
- sort all orders before allowing troops to pick up

Troop Pick Up

- communicate with troops when/where product will be ready for pick up
- schedule pick up date/times for each troop, allowing approx. 15 minutes per troop
- count and recount items with FPTL
- once counts are confirmed, have FPTL sign off on [Troop Nut & Candy Delivery Ticket](#) and retain for one year

Troop Materials

Shipped to FPSUL's home address by UPS

Sorting

- **One per troop:**
 - large white envelope
 - FPTL Handbook
- **One per girl:**
 - girl packet (w/ family permission form)
 - money envelope

Girl Incentives

Shipped to FPSUL's home address by UPS

Materials needed

- Packing Slip (included in shipment)
- [Troop Rewards Delivery Ticket](#)

Sorting

- packing slip will arrive with rewards
- ensure quantities match packing slip **BEFORE** sorting by troop
- separate orders by troop/Juliette using the [Troop Rewards Delivery Ticket](#)
- sort all orders before allowing troops to pick up

Troop Pick Up

- communicate with troops when/where rewards will be ready for pick up
- schedule pick up date/times for each troop, allowing approx. 15 minutes per troop
- count and recount items with FPTL
- once counts are confirmed, have FPTL sign off on [Troop Rewards Delivery Ticket](#) and retain for one year

Give her the
skills to

Leap Ahead

of the crowd!

5 Skills Girls Learn from the Fall Product Program

1. Goal Setting
2. Decision Making
3. Money Management
4. Business Ethics
5. People Skills

