TROOP FALL PRODUCT MANAGER GUIDE

TREATS & READS PROGRAM: SEPT. 26-NOV. 22

Logging into the M2 Media Group site for the first time:

- A unique login will be emailed to you Sept. 18
- Follow link in email to gsnutsandmags.com/gsem and enter the login provided
- After set-up, click the volunteer button to login

My Neighborhood Fall Product Manager:

Name: ____________________________________________

Address: __________________________________________

Phone: ____________________________________________

Contact Time: ______________________________________

Email: ____________________________________________
# Important Dates

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete online training available at gsLearn. Pick up program materials from Neighborhood Fall Product Manager</td>
<td>Before Sept. 15</td>
</tr>
<tr>
<td>Organize Treats &amp; Reads meeting for parents/caregivers and girls</td>
<td>Before Sept. 21</td>
</tr>
<tr>
<td>Volunteers receive their unique login via email</td>
<td>Sept. 18</td>
</tr>
<tr>
<td>Set up Parent and Caretaker Email Blast on M2 dashboard</td>
<td>By Sept. 22</td>
</tr>
<tr>
<td>Girls have access to M2 to create Avatar and upload video</td>
<td>Sept. 24</td>
</tr>
<tr>
<td><strong>GO Day</strong>, girls begin taking orders and sending emails to customers through their online store</td>
<td>Sept. 26</td>
</tr>
<tr>
<td>Cadette, Senior, Ambassador troops opting out submit intent via online form and toggle button in M2</td>
<td>Sept. 26</td>
</tr>
<tr>
<td>Onboard or update your troop to Clover Go so families can accept credit card payments when delivering product or taking donation orders</td>
<td>By Sept. 26</td>
</tr>
<tr>
<td>Girl delivery order taking ends; parents/caregivers enter paper orders online or give to Troop Fall Product Manager</td>
<td>Oct. 18, 11 pm CST</td>
</tr>
<tr>
<td>Troop Fall Product Manager enters any paper order cards, orders needed troop extras and verifies bank account in M2</td>
<td>Oct. 20, 11 pm CST</td>
</tr>
<tr>
<td>Pick up troop's product order</td>
<td>Nov. 10-13</td>
</tr>
<tr>
<td>Product delivery and online sales end</td>
<td>Nov. 22, 11 pm CST</td>
</tr>
<tr>
<td>Finalize product transfers and make reward choices in M2, as needed</td>
<td>Nov. 23</td>
</tr>
<tr>
<td>Troop Late Payment Reports due to Council</td>
<td>Nov. 30</td>
</tr>
<tr>
<td>ACH withdrawal</td>
<td>Dec. 9</td>
</tr>
<tr>
<td>Rewards ship</td>
<td>Week of Jan. 4</td>
</tr>
</tbody>
</table>
Your support for the Treats & Reads Program helps power new experiences for girls that broaden their world view, develop essential life skills and prepare them for a lifetime of leadership. Proceeds earned enhance their troop’s Girl Scout experience.

During the program girls learn about **people skills, money management, business ethics, goal setting** and **decision making**.
Thank you for volunteering as a Troop Fall Product Manager. In this important role, you will coordinate and manage the 2020 Treats & Reads Program for the girls in your troop. We have worked with our partners, Ashdon Farms and M2 Media Group, to provide the products and tools needed to successfully manage the program for your troop.

This program is very important to Girl Scouts of Eastern Missouri! You can be assured your Neighborhood Fall Product Manager and Girl Scout staff are here to assist you. Participating in the Treats & Reads Program gives your troop a head start on funding adventures and service projects throughout the year! Treats & Reads also supports programs available to all Girl Scouts in eastern Missouri, including camp.

**NEW IN 2020!**

**Program**
- New Name, Treats & Reads
- Mobile-responsive M2 platform
- Clover Go app for credit card payments
- Virtual and safe marketing guidance
- Chance for troop to win a Clover Go reader
- Product pickup time slots

**Products**
- Girl Scout Vintage Uniform tin, $10
- Caramel Treasures Holiday tin, $10
- Deluxe Pecan Cluster Holiday tin, $10
- Peanut Butter Trail Mix, $8

**Online Program**
- Early access to create Avatar and voice recording/video before GO Day
- Online participation rewards

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Girl Scout Vintage Uniform Tin with Mint Treasures

Chickadee Holiday Tin with Caramel Treasures (also available with Deluxe Pecan Clusters or Chocolate Covered Pretzels online)

Peanut Butter Trail Mix
We are pleased to announce Ashdon Farms and M2 Media Group will return as our 2020 Treats & Reads Program partners.

**2020 Products on the Order Card (Also available online)**

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caramel Treasures, Chickadee Holiday Tin</td>
<td>$10</td>
</tr>
<tr>
<td>Chocolate Covered Almonds</td>
<td>$8</td>
</tr>
<tr>
<td>Dark Chocolate Caramel Caps with Sea Salt</td>
<td>$8</td>
</tr>
<tr>
<td>Dark Chocolate Mint Penguins</td>
<td>$8</td>
</tr>
<tr>
<td>Deluxe Pecan Clusters</td>
<td>$8</td>
</tr>
<tr>
<td>Dill Pickle Peanuts</td>
<td>$6</td>
</tr>
<tr>
<td>Dulce de Leche Owls</td>
<td>$8</td>
</tr>
<tr>
<td>English Butter Toffee</td>
<td>$8</td>
</tr>
<tr>
<td>Fruit Slices</td>
<td>$6</td>
</tr>
<tr>
<td>Honey Roasted Peanuts</td>
<td>$6</td>
</tr>
<tr>
<td>Hot Cajun Crunch</td>
<td>$5</td>
</tr>
<tr>
<td>Mint Treasures, Girl Scouts Vintage Uniform Tin</td>
<td>$10</td>
</tr>
<tr>
<td>Peanut Butter Bears</td>
<td>$8</td>
</tr>
<tr>
<td>Peanut Butter Trail Mix</td>
<td>$7</td>
</tr>
<tr>
<td>Project Thank You Donation</td>
<td>$5</td>
</tr>
<tr>
<td>Whole Cashews with Sea Salt</td>
<td>$9</td>
</tr>
</tbody>
</table>

**2020 Online Exclusives**

<table>
<thead>
<tr>
<th>Product</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almond Butter Cups</td>
<td>$8</td>
</tr>
<tr>
<td>Almond Cran-Orange Crunch</td>
<td>$8</td>
</tr>
<tr>
<td>Barbeque Snack Mix</td>
<td>$6</td>
</tr>
<tr>
<td>Black Forest Trail Mix</td>
<td>$7</td>
</tr>
<tr>
<td>Buffalo Ranch Pretzel Mix</td>
<td>$7</td>
</tr>
<tr>
<td>Butter Toasted Peanuts</td>
<td>$6</td>
</tr>
<tr>
<td>Chocolate Covered Pretzels, Chickadee Holiday Tin</td>
<td>$10</td>
</tr>
<tr>
<td>Chocolate Covered Raisins</td>
<td>$8</td>
</tr>
<tr>
<td>Coconut Cashews</td>
<td>$8</td>
</tr>
<tr>
<td>Cookies &amp; Cream Cups</td>
<td>$7</td>
</tr>
<tr>
<td>Cranberry Nut Mix</td>
<td>$6</td>
</tr>
<tr>
<td>Dark Chocolate Peppermint Pretzels</td>
<td>$8</td>
</tr>
<tr>
<td>Deluxe Pecan Clusters, Chickadee Holiday Tin</td>
<td>$10</td>
</tr>
<tr>
<td>Gourmet Blend Tin</td>
<td>$20</td>
</tr>
<tr>
<td>Gourmet Caramel Corn with Almonds and Pecans Tin</td>
<td>$15</td>
</tr>
<tr>
<td>Honey Roasted Mixed Nuts</td>
<td>$10</td>
</tr>
<tr>
<td>Jumbo Cashews</td>
<td>$20</td>
</tr>
<tr>
<td>Mocha Cups</td>
<td>$7</td>
</tr>
<tr>
<td>New/Renewed Magazine Subscriptions</td>
<td>Varies</td>
</tr>
<tr>
<td>Salsa Mix</td>
<td>$6</td>
</tr>
<tr>
<td>Salt &amp; Pepper Cashews</td>
<td>$8</td>
</tr>
<tr>
<td>Thin Mints Almonds</td>
<td>$8</td>
</tr>
</tbody>
</table>

**Troop Proceeds**

Troop proceeds are 15 percent for each item sold. If Cadette, Senior and Ambassador troops choose to opt-out, the troop proceeds are 20 percent.
The Project Thank You program is a Girl Scouts of Eastern Missouri service project that gives our community the chance to donate treats to the USO of Missouri and other nonprofit partners. The program provides our Girl Scouts the opportunity to learn about philanthropy and the importance of giving back. For each $5 donation, we will gift a treat to these organizations! Additionally, Project Thank You requires no contact or delivery. We handle all of that for you!

One of our Project Thank You partners is USO of Missouri. Nut and candy treats donated to the USO will go to military personnel. The top 10 Project Thank You Sellers will earn the opportunity to hand out donated treats at the USO Holiday Block Leave event in December. This event is subject to change.

Customers can donate $5 to Project Thank You in two ways:
1. Using the Project Thank You column on the paper order card
2. Adding Project Thank You to online orders

To help promote Project Thank You, a Project Thank You flier and receipt is available at girlscoutsem.org, on the Treats & Reads page under Resources.

**Note:** Girl Scout troops never physically receive Project Thank You items with their product order. The Project Thank You items will be ordered and donated on your troop's behalf by the Girl Scout Council.

Troops that select a charitable organization other than Project Thank You organizations need to order and track these donations separately because they cannot be entered as donations online. Your troop should make arrangements to deliver the donated products to the charitable organization by January 2021.
COMMITMENT TO SAFETY

Treats & Reads Commitment to Safety

The safety of girls and volunteers is a priority now and always. During Treats & Reads, we encourage girls to participate in the way(s) their families feel most comfortable.

We are putting measures in place to ensure safety this fall, including:
- Virtual and online training for all program volunteers
- Contactless distribution of material to troops
- Guidelines for safe order-taking using the order card
- Online ordering for customers
- Changes to the product pick up process
- Virtual booth guidance
- Contactless distribution of Treats & Reads rewards

Treats & Reads Booths

Protocol regarding in-person Treats & Reads booths will be shared via M2 email and online in September.

This year, you may wish to consider hosting a Virtual Treats & Reads Booth. Virtual booths are hosted on social media to give girls a safe way to reach their goals. A virtual booth information guide is available at girlscoutsem.org/cookies under Treats & Reads.

Media Inquiries

During the Girl Scout Treats & Reads Program, troops are occasionally approached by reporters from television, radio, newspapers and online media for interviews and photo opportunities. Be sure you understand what they are interested in covering before agreeing. If you plan to work with local media, please focus on your neighborhood’s local paper and radio stations to avoid overlap with Council efforts. If you would like to be more involved with the Council’s Product Program media efforts, please contact us at aduke-rollings@girlscoutsem.org.

If you are approached by the media in a crisis or uncertain situation (such as being solicited for your Girl Scout opinion on potentially controversial topics), please DO NOT make any statements to the media. Instead, contact the Council communications team immediately at aduke-rollings@girlscoutsem.org.

Points to Remember
- You can review our statements regarding sensitive issues on our website, girlscoutsem.org.
- You are never obligated to speak with members of the media
- Do not issue any statements to the media regarding any controversial topics, issues, accidents or emergencies on behalf of Girl Scouts of Eastern Missouri
TREATS & READS TIMELINE

Prior to Sept. 18: Get Troop Treats & Reads Materials from Neighborhood Fall Product Manager and Complete Troop Fall Product Manager Training

Treats & Reads training for troop volunteers will be available as an online module in gsLearn. There will be a version for new volunteers in the program and a streamlined version for returning program volunteers. If you need assistance accessing gsLearn, please contact the Answer Center at 314.400.4600 or answercenter@girlscoutsem.org.

After completing the virtual training, join Product Programs during a live Q&A session. Instructions to join will be shared in August. Q&A sessions will recorded and posted online as well.

- Sept. 9, 4 pm
- Sept. 10, 6 pm

Sept. 18: M2 Login

A unique login will be emailed to you titled “Username and password for the Girl Scout magazine and nut program.”

The email contains a link to gsnutsandmags.com/gsem where you will create your own password, watch the quick troop video, create a Girl Scout Avatar and complete your setup information.

Click the Parent and Guardian Email button on your troop dashboard and create an email to parents/caregivers. This email will go out on Sept. 24 inviting girls to set up their store. This step is crucial to ensuring your girls are able to participate in online marketing of their product. Parent/caregiver emails begin sending at 9 am Sept. 24, arriving throughout the morning.

Prior to Sept. 26: Onboard Troop to Clover Go

Beginning with the 2020 Girl Scout Cookie Program, troops in Eastern Missouri were able to accept cookie payments with credit cards via Clover Go. This system is now available to use for Treats & Reads.

We encourage all eastern Missouri troops and Girl Scouts to experience the benefits of using Clover Go for credit and debit payments for order card, workplace and booth sales. Please note, this is a program troops can use, but can also be used by Girl Scout families to take payment during order card product delivery.

- Girl Scouts of Eastern Missouri will pay the transaction processing fees in 2020
- Clover sales transactions will link to the troop’s bank account
- Purchase of a Clover device is not required; the Clover Go app can process payments using an OCR scanner or by entering a card number manually
- There will be no other credit or debit card payment method used during the 2020 Treats & Reads program

Troops new to using Clover Go are required to complete the online training to onboard to the system. Training and detailed information is available at girlscoutsem.org/cookies on the Treats & Reads page.

Troops that used Clover Go for 2020 Cookies: If your bank account has changed, you will need to update the account information with Clover directly, or set up a new Clover account.

It is recommended you onboard your troop to Clover Go by Sept. 26 to be ready for girls to use the program. Onboarding can be done anytime, however it may take a week to complete the entire process.
TREATS & READS TIMELINE

Prior to Sept. 26: Girls and Parents/Caregivers Meeting

After completing training and receiving the troop Treats & Reads program materials from your Neighborhood Fall Product Manager, you should schedule a time to go over the program and expectations with girls and parents/caregivers before the program starts on Sept. 26.

For assistance in setting up a virtual Treats & Reads meeting, please visit gsemtogether.org/resources.

Before the meeting:

1. Fill in order cards, M2 flyers and money envelopes with the troop number, due dates and any other information needed.
2. Check with your troop leader to make sure all parents/caregivers have signed the annual permission and health history form. Only distribute order cards to girls whose parents/caregivers have signed this permission form.
3. Review email sent Aug. 20 to verify parents/caregivers are in good financial standing. Girls with parents/caregivers who owe funds to Council may only participate if an adult non-family member living at a different address agrees to be responsible for the order card, product and money. Please contact your Neighborhood Fall Product Manager if you have any questions.

Suggested Girl and Parent/Caregiver Meeting Agenda

1. What is the Treats & Reads Program?
   Council-sponsored program with Girl Scout licensed products, including nuts, candy, tins and new or renewed subscriptions to magazines.

2. Why Troops Participate
   Girls develop business and leadership abilities through experience with goal setting, decision making, money management, people skills and business ethics.

   Troops earn funds to pay for their adventures, such as service projects and trips. Troop proceeds are 15 percent; 20 percent for Cadette, Senior and Ambassador opt-out troops.

   Supports programs that all Girl Scouts in eastern Missouri have access to, including camp, special events, programs and volunteer training.

   Girls will learn about philanthropy and have the opportunity to make an impact in their communities.

   **Opt-Out Troops**
   Cadette, Senior and Ambassador troops can choose to opt-out of receiving rewards and receive 20 percent troop proceeds instead. Girls are still eligible to earn patches and Top 10 Project Thank You reward experience. Opting-out is a majority-rule decision of all troop girls selling and they need to sign the opt-out form which the troop maintains for its records.

3. Troop Goals
   Discuss your troop's plans for the proceeds you will earn and set a goal. The girls should share their goals when interacting with customers.
4. Go Day, Sept. 26

Girls start taking orders with the paper order card.

Girls can access the online site beginning Sept. 24 to set up their storefront, create their Avatar, record their message and upload a video. Show Avatar patches and special online rewards.

Emphasize the simplicity and contactless elements of the online program for girls and parents/caregivers.

Stress the importance of honoring Go Day and not selling early.

5. Program Elements

In Person Orders: Girls use their paper order card to take customer orders. Parents/caregivers enter their Girl Scouts’ orders from the paper order card by **Oct. 18 at 11 pm CST** by clicking Manage Paper Orders on their Girl Scout’s online dashboard. Products ordered will come with the November pick up.

Online Girl Delivery: During order taking Sept. 26-Oct. 18, customers ordering online can choose to have their items delivered by the girl. The nut and candy products available for girl delivery are those listed on the paper order card. Products ordered will come with the November pick up.

Online Shipped Option: Anytime during the program, customers can order online from an extended product line for products to be shipped, including Project Thank You and new or renewed magazine subscriptions.

6. Safety

Review updated council safety guidelines for order-taking with order card and product delivery. Role-play using the order card.

7. Project Thank You

Explain the Project Thank You donation program and the special rewards girls can earn. This is a great way for customers to support the troop instead of, or in addition to, ordering product.

8. Money

Remind girls and parents/caregivers that money is collected for their paper orders when the product is delivered to the customer.

All online orders, including those for girl delivery, are paid for online by customers.

Checks are to be written to “GSEM Troop XXXX (troop #)” with the customer’s driver’s license number and phone number on the face of the check.

Introduce Clover Go which allows for credit card payments when delivering order card items, or taking Project Thank You payments.
9. Product Delivery
   Explain when and where parents/caregivers pick up their Girl Scout's product order from you.
   Explain how much time girls have to deliver the products, collect money and how to turn in the money to
   the troop. Encourage parents to turn in money frequently.
   Discuss that chocolates must be kept under 72 degrees to avoid melting or bloom.
   Products ordered are considered sold and are NOT returnable.
   Damaged product will be replaced with like items.

10. Rewards
    Show the back of the order card; discuss the rewards.
    Explain when and where parents/caregivers can pick up their Girl Scout's rewards from you.

Sept. 24: Girls Set Up Storefront
Girls use the instructions on the M2 Media Group flier, or in the M2 email, to access the online site and set
up their online store. They create a Girl Scout Avatar, record a message and/or upload a video then send 15+
emails to friends and family inviting them to shop from an expanded selection of nuts, candy, tins and new or
renewed magazine subscriptions.

Sept. 26: GO Day, Order Taking Begins
Girls take orders for the Treats & Reads Program.

Attention Opt-Out Troops:
- Submit intent to opt-out via the online form
- Change reward opt-out setting in M2 on the troop dashboard

Oct. 18: Parents/Caregivers Enter Orders
From Paper Order Card Online
Orders are entered from the paper order cards by the girl's parent/caregiver. Parents/caregivers click on
Manage Paper Orders on their girl's online dashboard. A tip sheet for parents/caregivers is available on the
Treats & Reads page at girlscoutsem.org.

The deadline for parents/caregivers to enter their Girl Scout's paper orders in M2 is Oct. 18 at 11 pm CST. If
parents/caregivers cannot enter the paper orders, they need to be given to the troop by Oct. 18.

Note: Parents/caregivers only enter the paper order card items. All online orders calculate automatically.
TREATS & READS TIMELINE

Oct. 19-20: Troops Enter Paper Orders Not Entered by Parents/Caregivers

Troop Fall Product Managers can see when girls’ paper orders have been entered by the parent/caregiver on their M2 dashboard, to avoid entering duplicate orders. To prevent duplicate accounts, troops cannot add newly registered girls until Oct. 19. Prior to Oct. 19, the Answer Center can help add girls or the parent/caregiver can add her at gsnutsandmags.com/gsem.

Troop Fall Product Managers must enter ALL orders by **11 pm CST on Oct. 20**. At that time, troops will be locked out of the site and will not be able to make changes or additions. Please contact your Neighborhood Fall Product Manager if you need assistance with your order.

**Troop Entry of Orders from paper order cards not entered by parent/caregiver:**

1. Collect the girl order cards; make sure all columns total correctly, across and down
2. Log in to M2
3. Click on the Paper Order Entry icon on the troop dashboard
4. Click the girl’s name
5. If a girl’s name does not appear, click the Add Girl Scout button on the bottom right corner of the screen, enter her information and click Save
6. Enter the quantity of each product ordered and click Save
7. Keep the order cards as you will give back to girls at delivery

**To Order Additional Products in M2**

If troops choose, they can order additional products for late girl-delivery orders or booth sales (please refer to booth protocol on Treats & Reads web page):

1. Click Manage Troops and Girl Scouts on your dashboard
2. Click the + sign to the left of the troop number
3. Select Manage Extra Products
4. Enter the desired number of products in units
5. Click Save

Additional products will arrive with the troop’s order that the Troop Fall Product Manager picks up, Nov. 10-13. Items need to be transferred to the girls who sold them by Nov. 23 (see pg. 16).
By Oct. 21: Verify or Enter Troop Bank Account Information

Girl Scouts of Eastern Missouri uses ACH as the method of money collection and reimbursement for the Treats & Reads and Cookie Programs.

The ACH system utilizes account and routing numbers when funds are withdrawn or reimbursed. Troops make all deposits to their own bank account.

Returning troops: Troop bank account information will be rolled over into M2 from the 2020 Cookie Program. Troops must review and make any needed changes by Oct. 21 to authorize ACH transfers for the 2020 Program.

New troops: Work with your troop leader to accurately enter the troop's bank account information by Oct. 21. The entry of this information is required and provides your troop's agreement to conduct ACH transfers for the 2020 Treats & Reads Program.

To verify or enter troop bank account information:
1. Click on Banking and Payments on the troop dashboard
2. Click on the + sign next to your troop number
3. Select Edit/Update ACH
4. Enter or verify troop bank account information, making changes as needed to update (see screenshot)
5. Click the Save ACH button

The routing and account numbers can be found on your troop checks:

Nov. 10-13: Pick up Troop Order and Distribute to Girls

You will pick up your troop's product order between Nov. 10-13 from a designated pick up location.

New this year! To facilitate a safe order pick up process, troops must sign up for their pickup location, date and time in M2. When possible, pick up locations will be public locations instead of volunteer homes. After timeslots are available to sign up, you will be reminded to choose your timeslot each time you log in.

If you cannot pick up your troop order on the assigned date, please arrange for another volunteer to pick up and distribute the product as soon as possible.

Prior to pick up, an email will be sent via M2 with additional information on contactless pick up and counting.
TREATS & READS TIMELINE

To access or change Product Pick Up:
1. Click Manage Troops and Girl Scouts on your dashboard
2. Click the + sign to the left of the troop number
3. Select Product Pick Up
4. Select your preferred pick up location
5. Select your pick up date and time
6. Click save

Replacement of damaged products:
Contact productprograms@girlscoutsem.org with the subject line “Product Damage” immediately if you receive damaged product and arrange for the replacement of the same product

After product pick up, distribute products to parents and caregivers:
1. Prior to picking up your troop’s order, determine how you want to get girls’ orders to them. If your troop is smaller, you could consider a contactless porch drop to their homes as long as the weather is cool and dry.

You could also set up a product pick-up schedule that allows time between pickups for proper social distancing. Sites like Sign Up Genius, Doodle Polls and Google Forms are helpful, and links can be emailed to your troop families.

Another option is curbside pickup by taking products to the family’s vehicle when they arrive. Please be sure to wear a mask if there is a chance you will be less than six feet apart and if you are taking rewards to a vehicle.

2. Contact your troop families in advance of your scheduled reward pickup so they can plan for your pick-up system. Ask them to bring their own pen to sign the receipt.

3. Please count and separate the product by girl in advance. It’s good practice to use gloves and follow proper handwashing guidelines while sorting products.

4. Distribute product to your girls/families, along with their original order card, money collection envelope and your troop’s instructions for turning in money to you frequently. While you are properly socially distanced, ask each girl’s adult to count and verify the product they are picking up, sign the receipt with their own pen and keep one copy of the receipt. They can leave the other receipt copy with you. You may find it helpful to provide a small tray or bin to put the receipt to ensure a contactless system.
**TREATS & READS TIMELINE**

**Tip:** Girl delivery tickets are a quick and easy way to prepare product for pick up:

1. Click Delivery Tickets on your dashboard
2. Under Girl Scout Tickets select your troop and all girls
3. Click Create Ticket
4. Print two copies of each ticket to use as a packing slip and receipt

Remember to always use money/product receipts for each transaction because they provide a record of product picked up and money turned in. If there is an issue, these receipts are used to verify the transactions. Receipts should be kept for six months.

**Taking Care of Your Product**

Chocolates must be stored under 72 degrees at all times. Chocolate will “bloom” and turn white if it is exposed to heat above 72 degrees or exposed to different temperatures quickly (moved from a warm car to a freezer). Transport chocolate like you would transport ice cream!

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**Nov. 13-22: Girl Delivery and Money Management**

Girls deliver products to customers and collect payment for order card orders. All checks should be made payable to “GSEM Troop xxxx (troop #)” with the customer’s driver’s license and phone numbers on the face of the check.

**Collecting money from parents/caregivers:**

- Receive the girl money envelope directly from parents/caregivers; do not have girls bring money to school or have parents drop off money if you are not home
- Count cash and checks with the parent and complete a money/product receipt, both sign, give one copy to parent/caregiver and keep one copy for your records
- Deposit in the troop bank account weekly to avoid holding large amounts of cash and checks
- Girls can accept credit cards during delivery using Clover Go. To avoid cash handling, it is strongly recommended your troop set up Clover Go. Once set up, girls/families can accept card payments that go directly to troop account

**Nov. 22: Last Day of Treats & Reads Program**

The last day of our 2020 Treats & Reads Program is Nov. 22.

All online sales will close **Nov. 22 at 11 pm CST.**
Nov. 23: Complete All Product Transfers and Verify Reward Choices

If your troop ordered extra products with your order, you need to transfer these items in M2 to each girl that sold them in order for the girls to receive rewards credit.

Transfer products to girls in M2
1. Choose Manage Troops and Girl Scouts from the troop dashboard.
2. On the troop tab, click the + next to your troop number and choose Move Products from the drop-down menu.
3. Under Type select Girl Scout
4. Enter troop number
5. Select the girl’s name in the drop-down box that you are moving the product to.
6. Enter the quantities you want to move by variety in the Qty to Move box.
7. Add comments as desired.
8. Click Move Products to complete the transfer.

Tip: If a girl sold additional Project Thank You items, please email productprograms@girlscoutsem.org for assistance.

Transfer Product Between Girls

To move products from one girl to another girl in your troop:
1. Choose Manage Troops and Girl Scouts from the troop dashboard.
2. Click on the Girl tab, click on the + next to the girl’s name product is moving from.
3. Select Move To then select the girl’s name in the drop-down box that you are moving the product to.
4. Enter the number of products you want to move by variety.
5. Add comments as desired.
6. Click Move Products to complete the transfer.

Tip: If you need to transfer product from your troop to another troop, please email productprograms@girlscoutsem.org for assistance.
TREATS & READS TIMELINE

Verify Reward Choices

Rewards are auto calculated based on level of sales for each girl. Please note that rewards update every 15 minutes so may not show immediately. After product transfers are complete, please verify girls have finalized their reward choices and selected shirt sizes.

1. Click Rewards from troop dashboard
2. Any girl missing reward information will have an exclamation point next to her name
3. Click girl’s name and select desired reward

Rewards

Individual girl orders cannot be combined to achieve higher level rewards. Troop Fall Product Managers are on their honor not to combine girl orders.

To receive top seller rewards, girls’ families must be in compliance with payment deadline.

Nov. 30: Troop Late Payment Report

If a parent/caregiver does not pay:

1. Contact the parent/caregiver and let them know money is past due. Explain that you are required to complete a Troop Late Payment Report if the money is not paid immediately.

2. Complete the online form listing how and when attempts were made to contact this person.

3. If you do not complete a late payment report in regards to the late-paying parent/caregiver, then you take on the financial responsibility for the money owed. It is imperative that the Troop Fall Product Manager complete and submit a report for any parent that owes money at the end of the program, even if they promise to pay the next day.

After Troop Late Payment Report is submitted to the accounting department:

1. The accounting department will contact the parent/caregiver after receipt of the late payment report and request payment. Agreed upon payment information will be noted.

2. Forms of communication used will include telephone, email and letter.

3. Nonpayment may impact the Girl Scout’s ability to participate in the Cookie Program.

4. Nonpayment may result in being sent to a Collections agency.

5. Any parent or volunteer with an outstanding or delinquent balance owed to Girl Scouts of Eastern Missouri which has been sent to Collections will have a restriction of No Funds Handling placed on their account. A No Funds Handling restriction prevents the parent or volunteer from participating in any role that is responsible for managing product or funds, including having access to bank accounts. Because unpaid balances can serve to reduce our resources to provide services to girls, we pursue all debts vigorously. Failure to successfully resolve debts in a timely manner can result in prosecution.

6. In the event a troop does not pay their balance owed to Council, it becomes the financial responsibility of the Troop Fall Product Manager and Council will complete a late payment report for that individual.
TREATS & READS TIMELINE

If money, checks or products have been stolen:
The troop should complete a late payment report for the responsible party. The responsible party should file a police report and contact their insurance company. It is the responsibility of the individual involved to obtain a written copy of the police report and insurance company report. These reports should be sent via registered mail directly to Girl Scouts of Eastern Missouri, Attn: Accounting Department, 2300 Ball Dr., St. Louis, MO 63146. The accounting department will contact the individual responsible in order to make arrangements for payment of the amount due.

FAQ’s
What should I do if I receive a bounced check?
If you receive a bounced check, we ask that you make an attempt to collect the funds from the check writer. If your attempt is not successful, please fill out a Collection Request Form (located on the Treats & Reads page at girlscoutsem.org under Cookies+), include the “legal copy” of the check, as well as a copy of your bank statement showing the bounced check fee and mail or deliver to Council, Attn: Accounting Department. We will then take over the collection process.

Will Council reimburse the bounced check fees?
Yes. Once the aforementioned documents are received, Council will either decrease the ACH draw for the troop or utilize ACH to reimburse the troop. This is dependent on the timing of when the requested documents are received.

What happens if I don't have all the information requested on the Collection Request Form?
The Accounting Department encourages you to do the best you can. All information obtained is vital when attempting to collect funds.

Week of Jan. 4: Girl Rewards

Reward pick up and distribution information will be shared with Troop Fall Product Managers via M2 email in December.

Reward delivery tickets by girl are available through your troop dashboard.

Thank you for devoting your time and talent to make the Treats & Reads Program a success for our Girl Scouts!
TROOP INCENTIVES

2021 VIP COOKIE BOOTH ACCESS

Troops participating in this year’s Treats & Reads Program have the opportunity to earn a VIP access to available cookie booths during the 2021 Girl Scout Cookie season! This means that troops earning this reward have the first opportunity to secure a prime cookie booth location with any of our booth partners.

To qualify, troops must:

1. Be registered Girl Scout members in Salesforce by Oct. 9
2. Have 80 percent of the registered girls in their troop with sales in the 2020 Treats & Reads Program
3. Achieve a troop per girl average selling of 35 or more items during 2020 Treats & Reads Program
4. Sell 10 or more Council Project Thank You items for donation to community organizations
5. Be in good financial standing at the end of the Treats & Reads Program as of Dec. 18

Leaders and Troop Cookie Managers with qualifying troops will be emailed in late December before cookie booth sign up begins, with details about the process to reserve their premium cookie booth. Troops earning the premium cookie booth incentive will be entered in a drawing for a Clover Go card reader. There will be five lucky winners!

PERSONALIZED VOLUNTEER PATCHES

Personalized Avatar patches for girls and troop volunteers are available exclusively through our Treats & Reads Program! They are each unique, displaying the Girl Scout likenesses that girls and volunteers create in the fall on M2.

Treats & Reads Personalized Patch
Troop Fall Product Managers can earn their own personalized patch in the fall when:

1. Create their Avatar during the Treats & Reads Program
2. Troop achieves $1,700 in total sales during the Treats & Reads Program

Cookie Crossover Personalized Patch
Troop leaders have the opportunity to earn the Cookie crossover personalized patch when:

1. Create their Avatar during the Treats & Reads Program
2. Troop achieves $1,000 total sales during the Treats & Reads Program
3. 140+ per girl selling average during the 2021 Girl Scout Cookie Program
Resources

1. **girlscoutsem.org**: click on “Cookies+” then “Treats & Reads” to access program resources and forms
2. Girl Scouts of Eastern Missouri Answer Center: answercenter@girlscoutsem.org or 314.400.4600
3. M2 Media Group customer care: question@gsnutsandmags.com or 1.800.372.8520
4. Just in Time emails sent from Council that provide important news, reminders and instructions. Emails will be titled Girl Scout Product Program Message
5. Girl Scouts of Eastern Missouri Product Programs Department: productprograms@girlscoutsem.org