

2023-2024 Treats & Reads Program Troop Guide



New this year!

- GS collectible memory retro box tin
- Thai Chili Mix
- Cheddar Caramel Crunch
- Bark Box Online Exclusive
- Tervis Tumbler online Exclusive
- Cross Over Patch

Back this year!

- Jubilee! Girl Scouts Heart of Michigan's Girl and Family Event.
- Personalized avatar patch
- Sell 125 items through our Hometown Hero/Care to share program and you will receive an extra guest pass admission to one of our club celebration events.
- If a troop has a total sale of \$1500 dollars or more during the rewards period of Treats & Reads, they will earn a \$75 program credit card issued to their troop.

We're Here to Help You!

Your Service Unit Treats & Reads Manager is your first line of support for any questions or concerns you may have regarding the Treats & Reads

Girl Scouts Heart of Michigan Council Login: www.gsnutsandmags.com/gshom

Have questions? Need help? helpdesk@gshom.org or 1-800-497-2688 and ask for Help Desk.

Service Unit: _____ Troop: _____

Service Unit Program Manager: _____

Service Unit Program Manager Phone: _____

Service Unit Program Manager Email: _____

Product Delivery Date: _____

Your Login (email): _____ Your Password _____



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Before You Begin

- Troop Product Managers and girls must be registered for the 2024 Girl Scout membership year
- Troops must have a current ACH agreement on file
- Attend your Treats & Reads training for 2024
- Sign and return your troop product manager agreement to your local SUPM or GSHOM
- Review your Girl Scout roster in M2, to verify all girls are registered and imported



2023 Treats & Reads Schedule

Troop: Training dates	8/15-9/15/2023
Girl: Initial order taking	8/31 2023
Girl: Online store email launch	9/1-10/15/2023
Girls: Enter initial orders into M2	10/15 2023
Online store shuts off	10/16/2023
Troops: Verify/enter initial orders into M2	10/17 2023
Service Unit: confirm orders in M2	10/19 2023
Service Unit: Submit delivery to M2	10/19 2023
Jubilee Family Event-Frankenmuth	10/21/2023
ACH Payment	11/1 2023
Delivery to troops	11/8-11/2023
Delivery to customers	11/9-11/15/2023
Booth product available	11/10/2023
Rewards submit by troop	10/17/2023
Service Unit: Rewards submit	10/19/2023
OUTSIDE ACH SCHEDULED SWEEPS: 15th of each month	

**Got questions?
Help Desk has the answers!**

Girl Scouts Heart of Michigan Help Desk
helpdesk@gshom.org
 800-497-2688

Our Regional Centers

Ann Arbor Regional Center
1671 Plymouth Road, Ann Arbor, MI 48105

Jackson Regional Center
4403 Francis St., Jackson, MI 49203

Kalamazoo Regional Center
601 W Maple Street, Kalamazoo, MI 49008

Lansing Regional Center
13287 Wacousta Rd, Grand Ledge, MI 48837

Saginaw Regional Center
5470 Davis Rd, Saginaw, MI 48604

Glossary

ACH (Automated Clearing House)

An electronic network for financial transactions. This is the process used to facilitate payments/refunds between GSHOM and troops and participation in the Product Programs.

Council-sponsored Nut Huts

Nut Hut locations are arranged by GSHOM.

Direct Ship

Product shipped directly to the customer. These orders are only collected through the M2 customer ordering screen.

Girl Delivery

Product delivered by Girl Scout orders. They can be collected online or with a paper order card.

Girl Scouts Heart of Michigan (GSHOM)

Goal Getter

Additional orders submitted by Girl Scout outside of the initial order submit period.

Hometown Heroes/Care to Share (HTH)

The product program community service program where girl scouts collect donations. On a girl's order card it is displayed as Hometown Heroes whereas online, displayed as Care to Share. All items will be available for pick up from Girl Scouts Heart of Michigan.

M2 Media Platform (M2)

The online platform used to participate in the Treats & Reads Program. Utilized by Girl Scouts Heart of Michigan, troops, Girl Scouts, and families to order, record and submit the Treats & Reads Program.

NSF (Non-Sufficient Funds)

When a planned payment is returned due to lack of funds or closed account.

Nut Hut

Product booth held at local community events and storefronts with prior approval by location and supm. Certain restrictions apply.

OMR (Outstanding Money Report)

This form is to be completed when a parent or guardian does not turn in payment for product received. Serves as a troop payment.

Product Cupboard/ Nut Cupboard (cupboard)

Location to pick up additional candy and nuts for individual Goal Getters and Nut Huts outside of the traditional Treats & Reads Program.

Product Program

Treats & Reads Program and Cookie Program

Service Unit (SU)

Your local service unit has a specific number assigned to it; just like your girl scout troop!

Service Unit Product Manager (SUPM)

A volunteer in your service unit to support troops with product program questions, trainings, materials, and rewards. *They are your first line of support.*

Troop Product Manager (TPM)

A volunteer in your troop who will support your Girl Scout's Treats & Reads Program.

Troop-sponsored Nut Huts

Nut Hut locations are sought out and arranged by an individual troop.

The whole family
is welcome!

Jubilee

Kick off the 112th year of Girl Scouts and our world-famous product program! Jubilee is a FUN family celebration that brings Girl Scouts and their families together from all over our council. As we journey through over a century of laughter, adventure, and friendship; we will showcase the Girl Scout know-how of leadership, drive, and courage. **All Girl Scouts and their families are invited for a celebration** of the Girl Scout Product Program. Get your passport stamped as you make your way through stations, activities, taste testing, and events. You'll also pick up your exclusive trading cards, available only through Girl Scouts Heart of Michigan.

Date: Sat, Oct 21, 2023

On-time Reg Deadline: Oct 5, 2023

Late Reg Deadline: Oct 12, 2023

Location: Frankenmuth

Price: TBD

Time: 10:00 a.m. to 4:00 p.m.

Outcomes: D2, D3, D5, C5, T1, T2, T4, T5



Drawing!

Launch your customized M2 Treats & Reads page

Send 25+ emails by September 15, 2023 to be entered to win one of twelve Magical Wireless Cat Headphones!

Drawing on September 18.

No sales necessary. Twelve winners will be drawn. Winners will be notified by a Girl Scouts Heart of Michigan representative and posted online.

Watch for emails with information regarding your local nut and candy cupboard hours!

Ways to Participate

Choose one, two—or all three! Regardless of how you participate, you'll find Treats & Reads simple, fun, and worthwhile for your troop.

1. Take orders in person!

How it works:

- Collect payments as you take orders.

Treats Products:

Mint Treasures - Girl Scout Peace Out Tin*	\$12.00
Honey Roasted Mixed Nuts*	\$11.00
Whole Cashews w/ Sea Salt*	\$8.00
Deluxe Pecan Clusters	\$8.00
English Butter Toffee	\$8.00
Dark Choc. Caramel Caps w/ Sea Salt	\$8.00
Chocolate Covered Raisins	\$7.00
Peanut Butter Trail Mix	\$7.00
Cheddar Caramel Crunch	\$7.00
Thai Chili Mix	\$7.00
Dark Chocolate Mint Penguins*	\$7.00
Dulce de Leche Owls*	\$7.00
Peanut Butter Bears*	\$7.00
Caramel Apples*	\$7.00
Dill Pickle Peanuts*	\$6.00
Fruit Slices*	\$6.00
Care to Share (Hometown Heroes)	\$6.00

Online Exclusives

Dark Choc. Peppermint Pretzels	\$7.00
Butter Toasted Peanuts*	\$6.00
Chocolate Covered Almonds	\$8.00
Cranberry Nut Mix*	\$6.00
Honey Roasted Peanuts*	\$6.00
Hot Cajun Crunch	\$6.00
Sweet & Salty Mix	\$7.00
Chocolate Covered Pretzels - Holiday Tin	\$12.00
Deluxe Pecan Clusters - Holiday Tin	\$12.00
Almond Cran-Orange Crunch*	\$8.00
Gourmet Blend - Tin*	\$25.00
Gourmet Caramel Corn w/Almonds & Pecans - Tin*	\$24.00

**Gluten Free*

BarkBox \$19.99
Each box comes with a custom Pose & Play Beret dog toy as well as one canister of Berry Trios™ dog treats. The Girl Scout BarkBox will be sold exclusively online by girls and shipped directly to consumers.

Tervis® Tumblers
Tervis® provides a wide selection of premium insulated tumblers and water bottles, ranging from top sellers to your favorite MLB®, NFL®, and collegiate sports teams and more. All items shipped directly to customers.

Reads Products:

- New magazine subscriptions
- Magazine renewals—ask how!
- Online magazine and newspaper subscriptions

2. Online Store: Treats & Reads and More!

The online store allows girls to sell nuts, candies, and magazines.

It's so easy! The customer makes their selections online, pays online for their products and shipping, if applicable, and the products will be delivered to their home. Nuts and candies have the option of being girl delivered if the Girl Scout and her parent opts in. All magazines are direct shipped to the customer. No payment to collect by the Girl Scout or the parent. It's that easy!

How it works:

- Guardians of registered Girl Scouts will receive a launch email to the email registered with GSHOM.
- If a launch email was not received, a Girl Scout can still get started by visiting www.gsnutsandmags.Com/gshom. Their account will need to be verified by GSHOM for approval to launch, however they will still be able begin.
- Once a Girl Scout sends out her customized online link to her family and friends, the customer will be able to order and pay right away! Orders that are selected for shipping will be delivered right to the customer's home. This includes additional online exclusive items and magazines.

3. Nut Huts and Goal Getters

- Simply enter 25 or more email addresses to earn your first patch!
- Girl Scouts, with adult supervision, can text and share ordering information through social media, inviting their friends and family to support their product program.
- Remind girls to visit their online ordering account periodically to track their progress.

Rewards are earned through October 15. After this date Girl Scouts can still collect orders using their goal getter card, available for download from gshom.org. These forms, along with payment, are turned into the troop product manager who will order and pick up from a local product cupboard. Girl Scouts will be eligible to qualify for the upcoming celebration events through January 1. Troops will earn an additional 2% proceeds.

Similar to the Girl Scout Cookie Program, Nut Huts are a fun way for girls to sell product on hand. Nut and candy can be checked out from local product cupboards to sell at events, product booths (Nut Huts) in front of stores, or on a neighborhood walk-about.

Own Your Magic!

Girl Rewards

Total Sales

- \$75+ in sales: Own Your Magic patch
- \$125+ in sales: Die-Cut stickers or \$3 cashew cash
- \$175+ in sales: Flower Necklace or \$3 cashew cash
- \$225+ in sales: LED bike lights or \$4 cashew cash
- \$300+ in sales: Ocelot charm and bracelet or \$4 cashew cash
- \$375+ in sales: Super Seller patch and choice of small plush or \$5 cashew cash
- \$475+ in sales: Ocelot socks or \$6 cashew cash
- \$600+ in sales: Goal Getter patch and choice of Selfie Ring Light or \$7 cashew cash
- \$700+ in sales: Paint-by-numbers Craft or \$8 cashew cash
- \$800+ in sales: Stationary Set or \$9 cashew cash
- \$1,000+ in sales: Color Changing Lightbulb or \$10 cashew cash
- \$1,250+ in sales: Blue Tooth Tower Speaker or \$12 cashew cash

Online Sales

- \$350 Online only: Color Changing Markers or \$5 cashew cash
- \$425 Online only: Zipper Pouch or \$6 cashew cash
- \$525 Online only: Theme Tshirt
- \$675 Online only: Large Plush or \$7 cashew cash

Patches

- 25+ Emails sent: 2023 patch
- 5+ Magazines: Ocelot patch and \$3 cashew cash
- 5+ Hometown Heroes items: Care to Share patch
- 125+ Hometown Heroes items: additional invitation to the GSHOM Club celebration events/must qualify

Personalized Patch

- Girl: \$350+ total online sales with 25+ emails, launched M2 page with avatar, shared
- Troop: \$1200+ total online sales and parent/adult email campaign sent

Crossover Patch

- Treats & Reads Program: 25+ emails sent, launched M2 page with avatar, shared
- Cookie Program: 225 packages of cookies sold

Invitation to the Celebration Events

- Celebration Event 1: \$1250 sales through the Treats & Reads Program by January 1
- Celebration Event 2: \$2500 sales through the Treats & Reads Program by January 1



All online orders upload directly to a girl's store. All physical orders can be placed directly into M2 by a Girl Scout, parent, or guardian.

Troop Rewards

- Earn 14% of the troop's total sales through direct and online orders placed before 10/17/2023
- Girl Scouts can continue to work toward the celebration events through January 1.
- Junior, Cadette, Senior, and Ambassador troops may opt out of girl rewards for an additional 2% proceeds. Troop must have a \$50* per girl selling average prior to rewards selection date.

***Opt-out must be selected during set up of your M2 account.**



Your troop can use its Cashew Cash to go to camp!

Remember the 5 Skills!

5 Skills to a successful product sale

- 1. Goal Setting** Setting and tracking personal learning goals and troop sales goals for troop activities, including service projects.
- 2. Decision-Making** Staying safe in all situations, creating a business plan, determining sales strategies, knowledge of products, and addressing customer needs.
- 3. Money Management** Using tracking tools, budgeting, handling money
- 4. People Skills** Marketing, selling, building networks, reaching new customers, working as a team
- 5. Business Ethics** Applying the Girl Scout Promise and Law to selling, customer service, working with others, recycling

Your Treats & Reads Packet

Your Treats & Reads packet includes the following materials:

1. Nut and Candy Order Taking Card for in-person sales

- Classic tri-fold order card.
- **Remember to collect money as you take orders.**
- Total each girl's Treats Order Card by product variety.
- Check that the amount of money turned in is correct.

2. Receipt Booklets

- Any time money or product is exchanged, document this exchange on a receipt booklet and have both parties sign.

3. Money Collection and Envelopes

- Remember! This is a prepaid sale, money should be collected prior to placing a girl's initial order
- Money Collection envelopes should be handed out to girls and parents to use and return to the designated Troop Product Manager

With parent permission, Girl Scouts can offer girl delivery through their online store. Customers can pay with credit card online and girls will deliver the product once it is received by the service unit with the order card product orders.



Did you know?

Many troops sell Treats & Reads during their cookie sale in order to provide more gluten-free options to their customers.

Welcome to M2 Troop Leader Online Experience

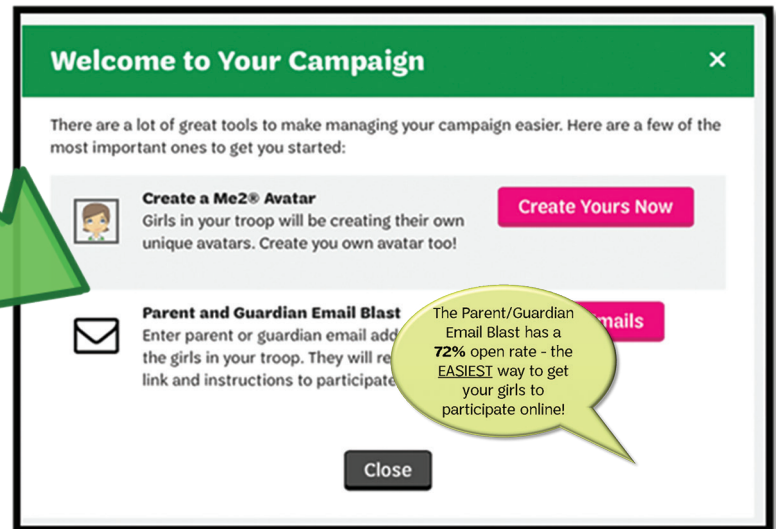


Welcome to Your Campaign

- Prior to Fall Product Program start, volunteers and girls receive email invitation to M2
- Click link embedded in email to setup password
- If girls are not registered with Girl Scouts Heart of Michigan, they will be placed in a holding tank, but will still be able to access their store. Please contact helpdesk@gshom.org to register

Getting Started

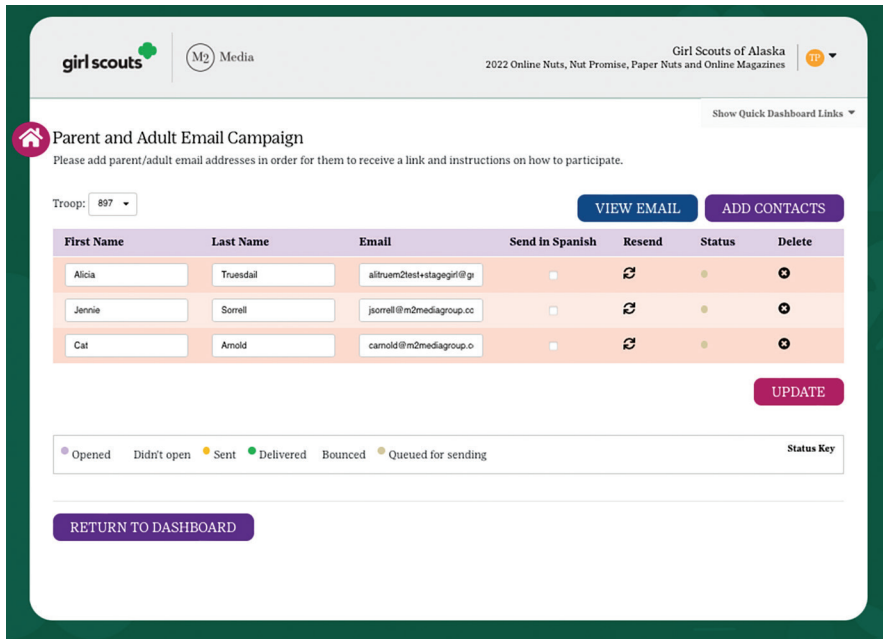
- Watch the M2 training video
- Create your very own avatar!
- Within M2, launch parent/guardian email blasts announcing troop participation in the Fall Product Program
- Manage girl nut card orders. Troop leaders do have the ability to enter physical girl nut and candy orders. We highly encourage you coach parents and girls to sign in and create their account to do this.
- Troop leaders can view girl product and reward reports



Online Sales

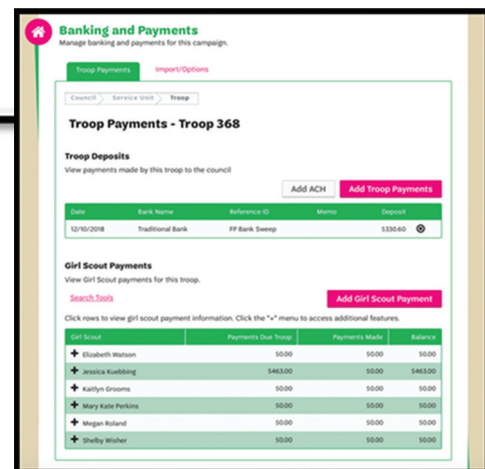
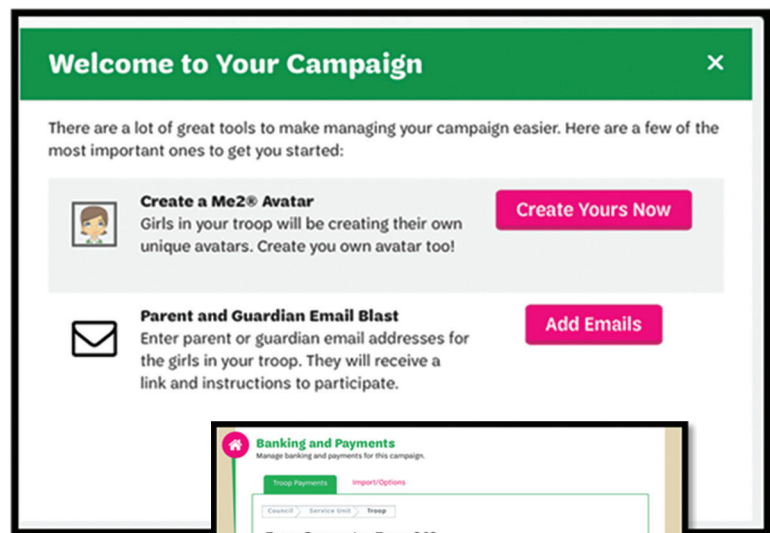
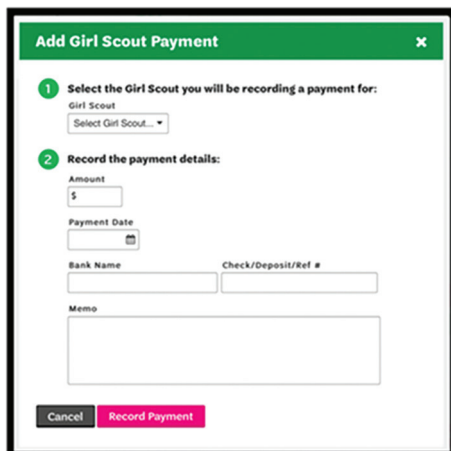
Parent/Guardian Email Blast

- Troop leaders can launch an email directly to parents with a link and instructions on how to participate
- Parent email addresses will be uploaded by council
- Product volunteers can edit or enter any missing parent/guardian emails



Troop Banking and Payments

- View troop financial information at-a- glance including:
 - *Gross sales*
 - *Total paid online by customers*
 - *Total proceeds earned*
 - *Balance due council*
 - *Girl payments (if entered by troop)*



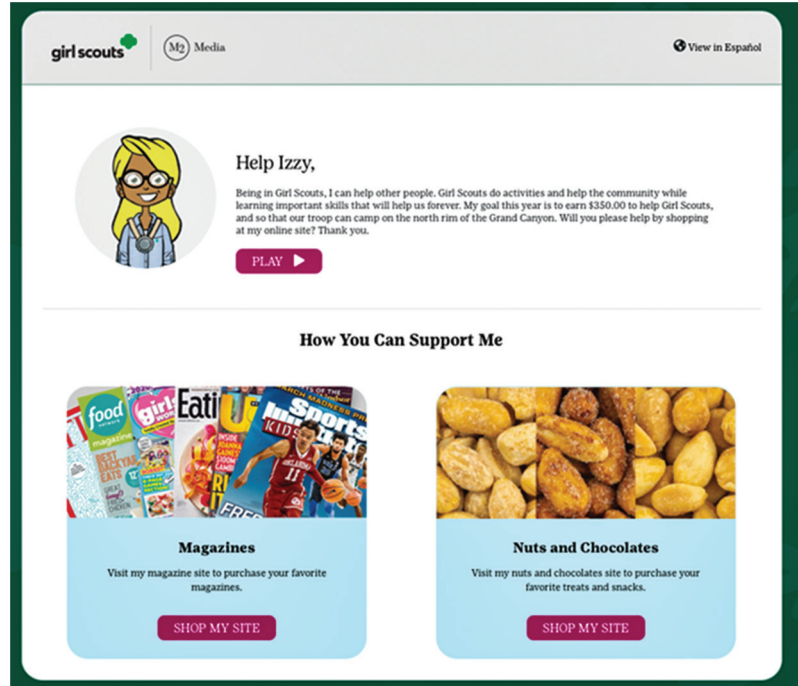
Volunteer M2 Access—In Depth

Volunteers will receive an email invitation from M2 that explains how to access the site and get started. If you have not received an email invitation, please visit www.gsnutsandmags.com/gshom and select “forgot password.” If you need further assistance, please contact your local SUPM or the GSHOM help desk team.

Girl Online Experience

Getting Started

- Girls log in as a first time participant or as a returning user from last year
- Add customers in addition to your previous year’s customers
- Create an email and video for your online store
- Online orders automatically populate
- Spanish experience available



Personalized Campaign

- Upload a photo or a video which can be shared on their online storefront
- Girls who upload photos and/or videos sell more to reach their goals
- Earn a patch when you send 25+ emails

Troop product managers can earn this patch too!

- Troop has \$1200+ in total sales
- Sends the parent/adult email campaign launch to their troop from M2!

Personalized Patch



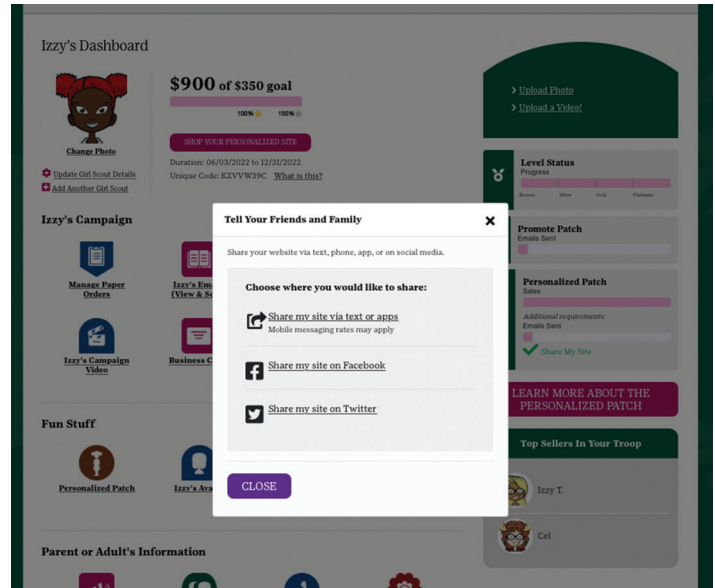
Personalize by choosing from two scenes. You have the option to select from a safari outfit or Girl Scout attire.

Fall Personalized Patch

- Create your avatar
- Send 25+ emails
- Use the "Share My Site" function in the M2 system to ask friends and family for support
- Sell \$350+ in total online sales

Promoting Her Campaign

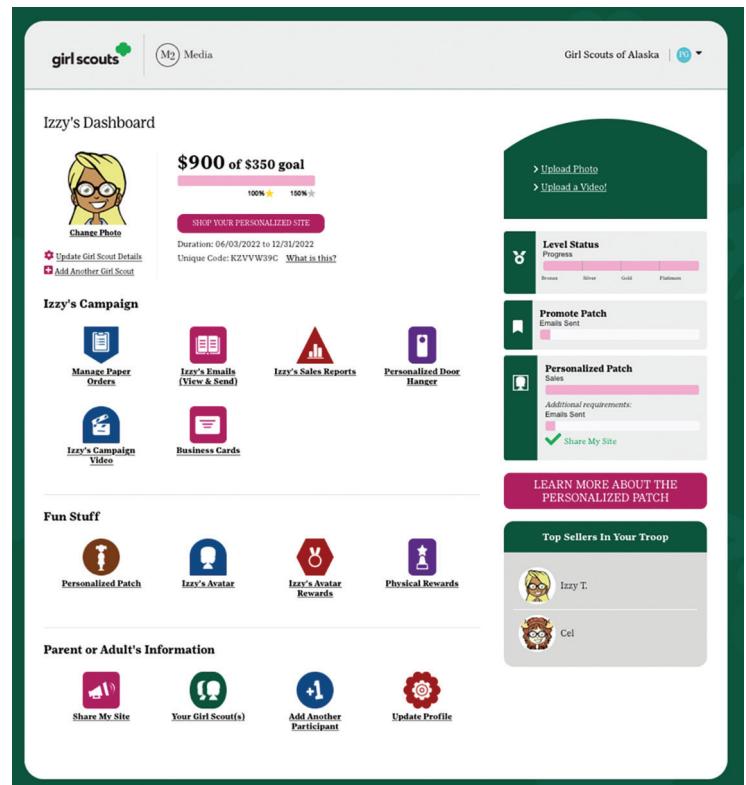
- Girls share their online storefront link with family and friends by sending emails and sharing on social media
- 27% of online sales come from social media
- Easier for returning girls with customer email addresses saved year over year
- Option to include last name so friends and family know who is sending the email
- Girls also have business cards preprinted with their storefront code
 - *Take a picture of the business card and text family and friends.*



Girl's Campaign HQ

- Navigation tools for all aspects of the program
 - *Emails/Social Media*
 - *Printable business cards with girl's online store code*
 - *Manage paper orders (nut card sales entry)*
 - *Rewards earned and actions need to receive rewards*
 - *Reports*

Opting out of rewards must be done at the start of the sale

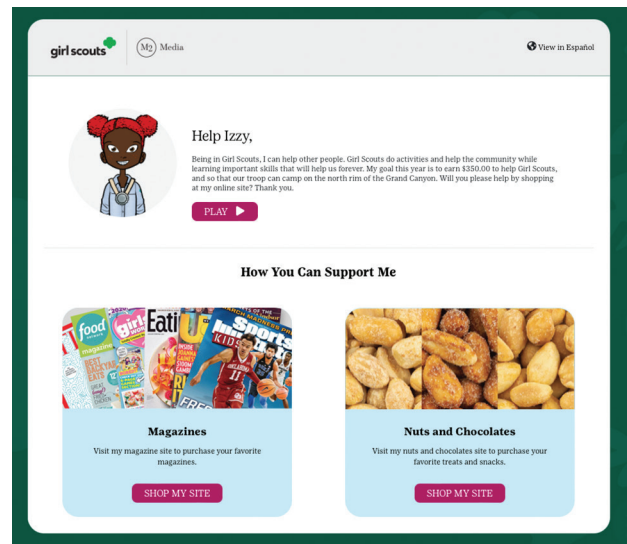
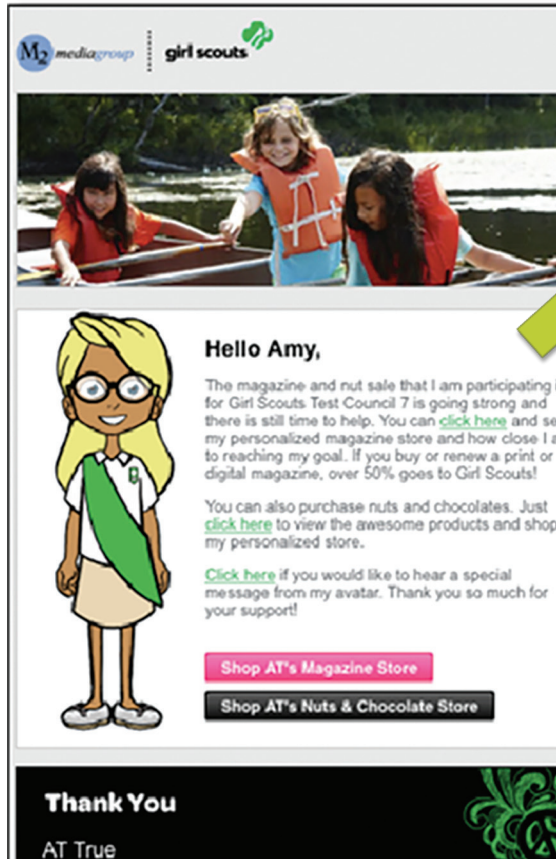


Ocelot socks!

Online Sales

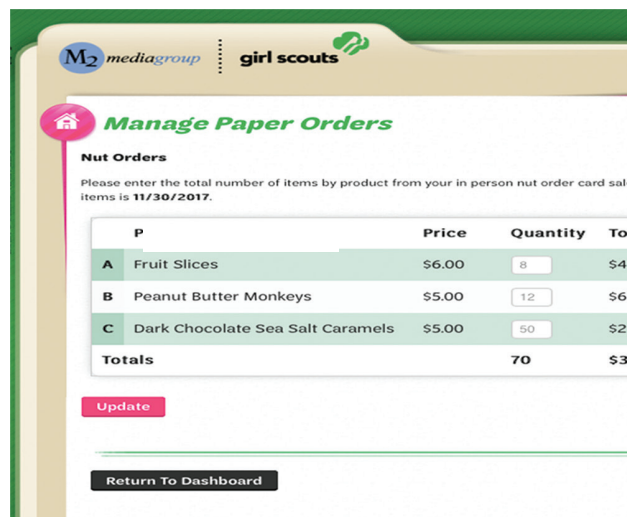
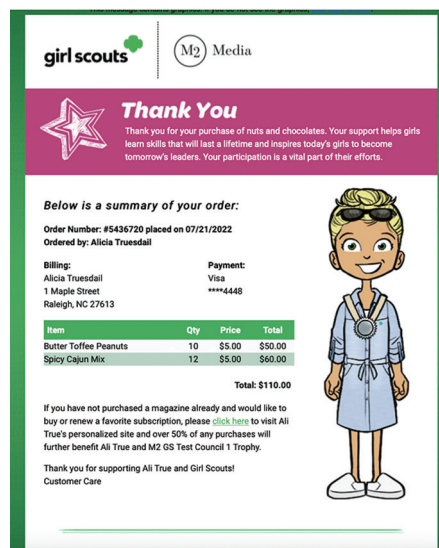
Customer Emails

- Family and friends receive emails with two links to shop Magazines and nuts/chocolates. They can also hear the special message recorded by their favorite Girl Scout!



Entering In-Person Nut Order Card Items

- Caregiver/girls are highly encouraged to enter the total of each item using the nut order card into the M2 system prior to the end of the program. At this time, they may also select rewards.
- Nut order card and online sales are totaled in the reports.
- All in-person nut orders from the girl order card must be entered into the M2 system to be processed by GSHOM.



Reports

- Reports broken out by sales categories
- View all girl delivered items sold online by customer to see which products to deliver
- Report emailed to parents at end of program

Online Sales



Troop Campaign Headquarters

- Headquarters for managing a troop campaign
- All program management tools on one site



Sticker set

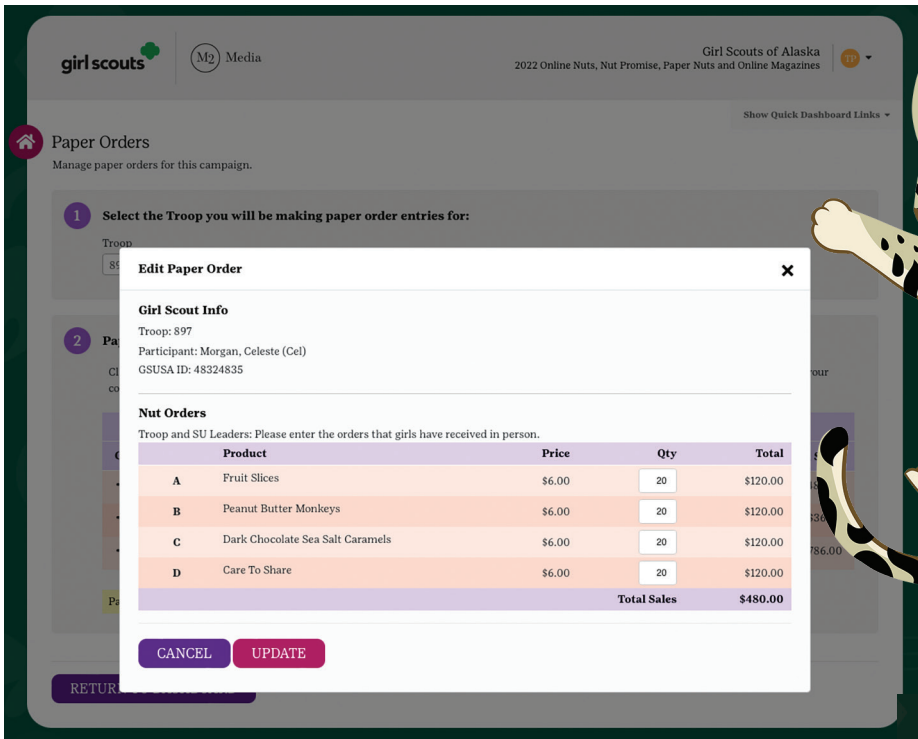
Reports

- Click the **Reports** link from the Troop Dashboard to view total sales or sales by product category
- Click a girl name to view the specific details of individual girls
- Link on dashboard **Troop Summary/Amount Due Report**



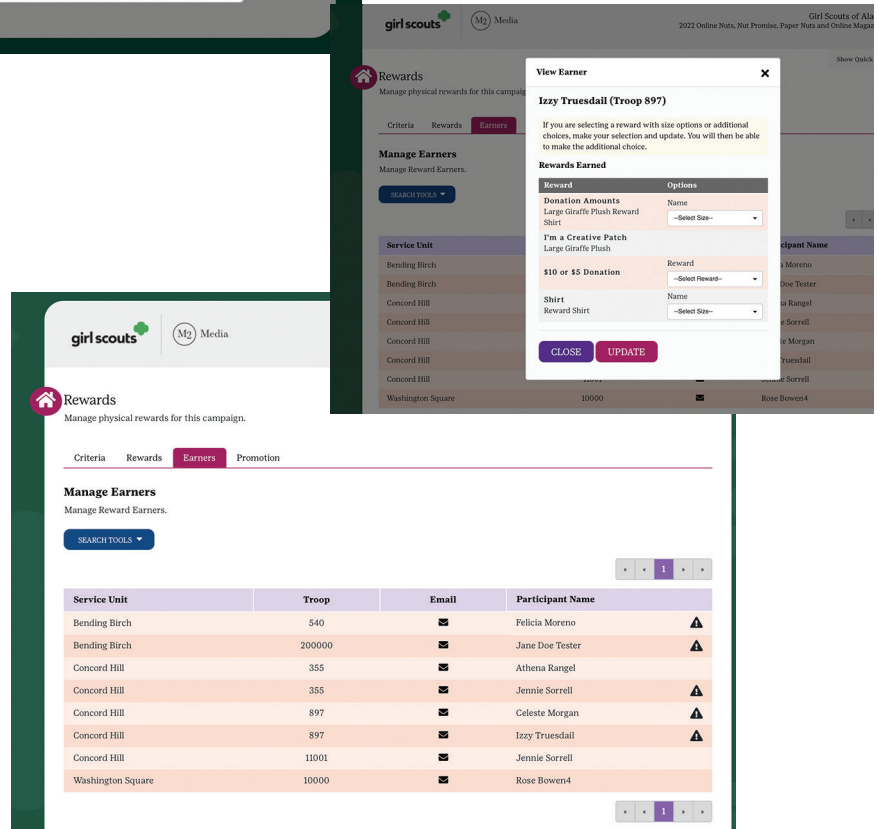
Entering In-Person Nut Order Card Items

- Select the Girl Scout’s name to edit her orders
- Click “+Add Girl Scout” to add orders for any girls missing from the list
- Message girls directly with questions about items entered



Girl Rewards

- Rewards are automatically calculated for girls
- To view rewards, choose the **Rewards** link from the **Troop Dashboard**
- If girls didn’t make choices, volunteers can make reward selections for them. *The exclamation mark indicates a girl who did not choose rewards.
- Detailed reports of earned rewards available under **Reports** link or through the **Delivery Tickets** link
- If a reward is not chosen by the deadline, the reward will default to cashew cash.



Online Sales

Paying for Your Troop's Order

All product payments to GSHOM will be through ACH (Automated Clearing House).

- Deposit all girls' payments, including cash and checks, into your troop bank account.
- Never carry large amounts of cash with you. Girl Scout Daisies should let adults accept all money.
- Remind girls and parents to turn in money as quickly as possible. Set a date that money **MUST BE** turned in. Creating a specific turn in date at least 7-10 days prior to the order deadlines assures that troop product managers have enough time to collect funds, put money in their troop accounts and allow for any checks to clear in troop account before money owed is due.
- Payment will be electronically debited from the troop bank account via ACH.

Important Requirement

A troop must have submitted their current ACH form to Girl Scouts Heart of Michigan. This form is submitted electronically through scanning the QR code below. Troops without an ACH form on file with Girl Scouts Heart of Michigan will not be able to receive product.



Collect 125+ units for Hometown Heroes and receive an additional admission to one of our special Celebration Club events! (Must qualify for the diamond or pearls club to be valid by January 1.)

Hometown Heroes

Treats & Reads is about way more than selling products. Through the Hometown Heroes program, customers have the opportunity to make donations to purchase Girl Scout nut and candy items that will be donated to police officers, fire fighters, emergency medical technicians, assisted living facilities, local military service women and men, and other community heroes.

Service Unit Product Managers can work with Regional Product Specialists to pick up donated nuts and candies for your local Hometown Heroes. All Girl Scouts Heart of Michigan donated Treats will be donated to the VFW, Police, fire personnel, as well as food banks.

Picking up Your Troop's Initial Order and Rewards

Your troop's product order and rewards will be delivered to a place announced by your Service Unit Product Manager. They will schedule a date and time for each troop to pick up their product and rewards from the Service Unit.

Be sure to:

- Be on time for your designated troop pick up.
- Count and double-check that all items in your order are there **BEFORE** you sign a receipt, load your vehicle, and leave.
- Divide the orders and make certain all items are accounted for.
- Have parents sign off on receipt books once they receive their product and rewards.
- Report damaged product to your Product Program Specialist.
- Extra product will be available at your local regional center. Refer to page 15 for more information regarding Goal Getters.

Distribute Orders to Girls

Sort each girl's order prior to pick-up

- Have parents and girls count and sign for their product and rewards. **USE RECEIPTS for ALL transactions!**
- Receipt books are distributed with program materials. Extra are available at regional centers.
- Give parents the yellow copy of signed receipt and save the white (original) copy with your troop records.
- Instruct girls to deliver orders as soon as possible. Remind them to deliver all items as ordered.



Additional Product and Nuts Huts

Following the initial order period of the sale, troops may request additional product for direct sales to customers or for Nut Huts! Similar to a cookie booth, girls gain confidence and apply the Five Skills when having a Nut Hut!

Looking for start-up funds or have **big** plans? During this portion of the sale, troops earn extra proceeds because the rewards deadline has passed!

Additional Product Orders—Goal Getters

1. Goal Getters, or additional sold product, is available following the initial order period of the Treats & Reads sale.
2. Contact your local nut cupboard, to place an order for nuts and candy, for Nut Hut, or Goal Getters orders. *Look for emails and updates regarding Treats and Reads Cupboard Hours, locations, contact information and other details.
3. It is recommended you contact your cupboard with your Nut Hut or Goal Getter order **at least one week prior** to picking up your order to assure product availability.

Nut Huts

1. Simply contact a location where you would like to have a Nut Hut and get approval on a date and time approved by the business that is allowing you to have a Nut Hut. *Please refer to the Council Organized locations that may not be contacted by troops for contract purposes—this list can be found on our website at www.gshom.org
2. Look for Sign Up Genius information to sign up for council-organized booth opportunities.
3. Notify your Girl Scouts of the date and time and provide your parents with opportunities to help you run the Nut Hut.
4. Contact your local nut cupboard, to place an order for nuts and candy for the Nut Hut. *Look for emails and updates regarding Treats and Reads Cupboard Hours, locations and other details.
5. Contact your local cupboard with your Nut Hut order **at least one week prior** to your Nut Hut to assure product availability.

Safety Tips

- Adults must monitor, supervise and guide girls through product activities.
- Always use the buddy system; never sell alone.
- Girl Scout Daisies, Brownies and Juniors must always be supervised by an adult.
- Sell only in areas of your neighborhood that are familiar to you.
- Never carry large amounts of cash with you. Girl Scout Daisies should let adults accept all money.
- Never enter a home without parent/guardian permission and knowledge.
- Never sell to people in cars or in other areas away from public access.
- Girl Scouts, with adult supervision, can text and share ordering information through social media such as Facebook, Instagram and Twitter, inviting their friends and family to place orders. Individual Girl Scouts and their guardians may not sell product or post invites on sites such as Facebook Marketplace, EBay, Craigslist, etc. GSUSA strictly prohibits individual Girl Scouts to sell direct orders to customers who are not friends and family, through social media.
- Additionally, product listed on any site that may imply the possibility of “bargaining” for the price is also prohibited.



Frequently Asked Questions

Who can participate in Treats and Reads?

All registered Girl Scouts Heart of Michigan girl members may participate in the Product Program. Girls in troops, school programs, series and individually registered girl members are welcomed to join in on the fun.

Can I order or renew subscriptions not listed in the brochure?

No, unfortunately, only the magazines listed in the brochure can be purchased or renewed.

Can a business order magazines?

Yes, however the subscription must be sent to a specific individual.

Where can girls sell products?

Girl Scouts in Heart of Michigan may sell products within their council's regional boundaries. There are no restrictions on where a girl can sell within her region. No girl, troop or service unit has exclusive rights to any neighborhood, town, area or street. Safety Activity Checkpoints should be followed at all times.

Can products be returned or exchanged?

Once products have been delivered to a girl and signed for by her parent or guardian, no product is eligible for return or exchange. Should you find damaged product after signing for it, please contact your Regional Product Program Specialist immediately for a replacement. Should additional product be needed after the initial order is placed, contact your Regional Product Program Specialist.

Can a customer write a check for product?

Yes, but girls should only take checks from customers with whom they are familiar. Make sure all contact information is correct, the customer phone number is on the check, and the check is signed and made payable to GSHOM.

When do Girl Scouts collect money?

All money is collected when the items are ordered. Any item not paid for at time of order placement should not be processed through the M2 system or through the product cupboard.

What is done with the information sent to M2?

M2 does not rent or sell any addresses or use them for any other purpose.

Where does the money go?

All proceeds stay within Girl Scouts Heart of Michigan to support all girls. Troop proceeds belong to the troop and may be used for uniforms, books, badges, trips, camp or events, etc. Girl Scouts Heart of Michigan proceeds support camps, properties and financial aid.

Are rewards cumulative?

Yes! A girl will earn rewards at each level for which she qualifies.

What if a girl turns in orders with no payment collected?

Call the girl's parent or guardian, reminding them that payment is due when products are ordered or the order cannot be submitted.

What if there is a problem with a customer's magazine subscription?

It takes 12-14 weeks for a subscription to begin. If a subscription is entered just after an issue of the magazine comes out, the subscription may take longer to arrive.

Automated Clearing House (ACH) Payments Troop Instructions

ACH Definition

ACH, or Automated Clearing House, is an electronic network for financial transactions in the United States. These transactions include debit and credit entries, also known as sweeps, and are common to facilitate payment such as utility bills, mortgage or car payments. ACH works by allowing a troop to grant Girl Scouts Heart of Michigan (GSHOM) authorization to issue ACH debits and refunds from an account. Before any transaction can be processed, we require a signer on a troop account to complete an online only Authorization Agreement for Automatic Deposit Form. GSHOM will process sweeps as outlined in this document and will not process any unannounced transactions.

ACH in Product Program

In order to facilitate payments from the troop to GSHOM for the Treats & Reads and Cookie Programs, GSHOM has established a sweep schedule to transfer funds from a troop's bank account. These dates are outlined below.

Troop leaders will be notified via emails the amount that will be withdrawn from their troop account for each of these sweeps. **This email will be sent to the email address provided on the authorization form.**

Troops are responsible for depositing sufficient funds to cover these debits, and will be responsible for any resulting non-sufficient funds fees (NSF). These fees differ depending on your bank's policy. **Failure to notify GSHOM by deadline given that results with a NSF Return will be assessed a \$37 NSF fee which will be added to the Troop's overall amount due.**

If the troop will not have funds available on the date of the scheduled sweep, it is the troop's responsibility to notify our ACH Team by emailing helpdesk@gshom.org no less than five business days prior to the scheduled sweep. Troops authorize GSHOM to repeat the debit one time for a returned transaction due to insufficient funds. GSHOM will contact the troop before this second attempt occurs using the contact information provided on the Authorization Form.

Important!

In order for a troop to participate in Girl Scouts Heart of Michigan product programs, a troop must have a troop bank account and complete the Online ACH Electronic form.

Troops that do not provide ACH information will not be able to submit initial orders or receive product.

**Automated Clearing House (ACH) Payments
Troop Instructions (cont.)**

Treats & Reads Sweep Schedule		
Region	Sweep Date	Deadline for banking changes to ACH
All Regions	November 1, 2023	October 20, 2023

Subsequent sweeps take place the 15th of each month.

Important Dates:

Please refer to your region's sweep schedule

Contact Information:

Please contact the Help Desk Team for all ACH needs and inquiries to your Treats & Reads Program.

helpdesk@gshom.org

800-497-2688

Important Forms:

Authorization Agreement for Automatic Deposit (ACH Deposit):

This online secure form is filled out by an authorized check signer for the troop account. This authorizes GSHOM to conduct ACH sweeps. This form must be completed for a troop to participate in Girl Scouts Heart of Michigan product programs.

By scanning the QR code below, you will be able to complete or update your troop's banking information for electronic banking purposes. The online form must be completed by a signer of the Girl Scout troop.

Troops that do not have an ACH form on file with Girl Scouts Heart of Michigan will not be permitted to participate in product program opportunities.

Outstanding Money Report (OMR Form):

This form is filled out by the troop leader or troop cookie manager when a parent/guardian has not turned in the monies due for the cookie program. This form must be completed in its entirety and include appropriate documentation before it is submitted. The Outstanding Money Report (OMR) form is available at gshom.org. Your region's specific sweep schedule lists when it is due. Please submit this form to helpdesk@gshom.org.

Scan the QR code to access the online Authorization Agreement for Automatic Deposit (ACH).





Treats & Reads Program Troop Product Manager Position Description and Responsibility Agreement

Troop Product Manager is appointed by and accountable to the Girl Scout troop leader and area product manager. Coordinate and implement a well rounded Treats & Reads program for the troop; is primary contact for parents and troop members.

Term of appointment: One year term with annual evaluation and option for reappointment.

Responsibilities:

- Attend required trainings.
- Work with the Girl Scout troop leader and area product manager to insure a successful program.
- Interpret and support in a positive manner Girl Scout Promise and Law, Girl Scouts Heart of Michigan policies, standards, procedures and decisions.
- Coordinate Treats & Reads training for parents/guardians and distribute necessary materials so they are aware of what the girls will learn from participating in the program, reward items, and collection procedures.
- Present the Treats & Reads program materials to meet the needs and interest of the troop.
- Keep accurate records of transactions with troop monies and product.
- Make necessary arrangements with the Delivery Station to pick up troop product.
- Distribute product to girls/parents.
- Input troop information into the M-2 system. Compile accurate reports, orders and submit as required.
- Accountable for all product & monies received by troop.
- Provide information to assist Girl Scouts Heart of Michigan in collecting delinquent accounts.
- Responsible to ensure that payments due are made in full. Returned payments will be subject to a \$37 NSF charge.

Qualifications:

- Meets requirements for membership in GSUSA and must be a registered member.
- Understand and accept policies and standards of GSUSA and Girl Scout Heart of Michigan.
- Serves as a positive role model for girls and adults.
- Has well developed listening, communication and problem solving skills.
- Excellent written and oral communication skills.
- Has basic knowledge of or is willing to learn Girl Scout Treats & Reads program and is willing to take necessary training.
- Strong organizational and planning skills.
- Knowledge and access to a computer and internet.
- Ability to guide girls and adults through the program.
- Motivate and work harmoniously with others without regard to race, creed, nationality, socioeconomic factors or disabilities.
- Recognizes, encourages and values pluralism in all its forms.
- Must undergo a background check.

Benefits to volunteers: Volunteers in this position will gain experience: (1) supervising and supporting girls; (2) setting goals, planning and implementing actions to meet troop goals; and (3) team building and marketing skills.

Agreement: I understand and agree to abide by the responsibilities and qualifications of this position.

Troop #: _____ Troop #: _____ Troop #: _____ Service Unit #: _____

Troop leader only Product leader only Troop leader and product leader

Volunteer Name (print): (Required) _____

Volunteer Signature: _____ Date: _____

Driver's License #: (Required) _____ State: _____

Email Address: (Required) _____

GSHOM Product Program Manager Signature: _____

Service Unit Product Program Manager Signature: _____

