

- All volunteers and girls must be registered to participate in any council product program.
- All Girl Scout eligible grade levels are encouraged to participate in council sponsored product programs.
- Training is required for all Service Unit Product Program Coordinators, Troop Product Program Managers and/or Troop Leaders. Training is also required for at least one caregiver of each girl selling and for the Girl Scout herself.
- Product Program Managers and/or Leaders are responsible for payment of products ordered and/or received by members of their troop (unsold product included). **NO PRODUCT MAY BE RETURNED TO THE COUNCIL.**
- A signed Caregiver Permission Form must be on file with the council for any girl participating in product programs. This form outlines the caregiver's financial responsibility to the council. Troops must collect this form before giving order cards and/or other program materials.
- Any girl, caregiver or volunteer who has an outstanding balance from a prior program will not be allowed to participate in any future product programs until the balance including any processing/collection fees are paid. The Service Unit Product Program Manager will be issued a list of ineligible persons prior to the start of a program, and it will be strictly enforced. If a person questions their placement on the list, they must take the matter up with council personnel.
- Any girl, caregiver or volunteer who has habitually mishandled money/product or has a history (more than one incident) of non-recovered returned checks to the council for any transaction will not be allowed to participate in product programs. The Service Unit Product Program Manager will be issued a list of ineligible persons prior to the start of the programs. These persons may be returned to eligibility only by recommendation of the Service Unit Manager and approval by the Chief Executive Officer.
- Any girl, caregiver or volunteer who is habitually (more than one incident) late (more than thirty days) with product program payments, will be required to either provide payment up front for product or will only be allowed to participate in programs which do not require handling of money (booth sales, online magazine sales, etc.).
- Any person withholding money for any reason from Girl Scouts Heart of the South, in connection with any product program, is subject to litigation for recovery of all money due and payable, as well as all costs incurred in the collection process.
- In order to receive product program material and/or products, council must have a social security number or the last four digits of the social security number and full date of birth for the person signing the Caregiver Permission Form and/or Product Program Manager Agreement. Troops and/or Caregivers will be asked to pay up front for product if this information is not provided.
- Any report of a girl, caregiver and/or volunteer selling product for more than the official selling price could result in the girl losing all rewards, their inability to sell in future sales and/or dismissal of volunteer role. Each report will be dealt with individually. The person observing an incident should send a detailed report (who, when, where, how much they are selling for, etc.) to the council in writing with information and means to verify details.
- Any report of a girl taking orders prior to the council designated start date could result in the girl losing all rewards. Each report of girls selling early will be dealt with individually. The person observing an incident of early order-taking should send a detailed report (who, when, where, etc.) to the council in writing with information and means to verify details.
- Troops and girls may only sell products provided by licensed vendors currently under contract with Girl Scouts Heart of the South during the Fall Product and Cookie Programs.
- A booth sale is a troop activity and requires a signed caregiver permission slip, attendance by a minimum of one girl and a registered adult as designated by the Troop Leader and cannot take place prior to council booth start dates. Girls make all sales, except in cases where volunteers help younger girls handle money.
- Door to door sales and booth sales must be conducted within the 59 counties represented by Girl Scouts Heart of the South. Only sales to friends and family outside of the GSHS jurisdiction are allowed.
- Online sales (where payment is accepted online) is only permitted through GSUSA approved sites (M2 Online Program, Digital Cookies). Online sales through sites such as eBay, Craig's List, etc. are prohibited.
- For safety purposes and other reasons, girl online sales links may only be shared via social media with friends and family. Girl contact information, online sales links, or sales information may not be shared or marketed on resale sites, such as FB Marketplace, nor with any news outlets.
- Should any online marketing activities be identified as in violation of guidance, GSUSA or the council reserves the right to intervene and request removal or remove the post.