

PRODUCT PROGRAM POLICIES & STANDARDS

Family Guide

All policies are uniformly enforced and applicable to all troops/adults/girls and MUST be followed.

- All volunteers and girls must be registered for the current membership year 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 mandatory for at least one caregiver of each girl selling and for the Girl Scout herself.
- Troop Product Program Managers and/or Leaders are responsible for ensuring 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 troop for any girl participating in product programs. This form outlines the caregiver's financial responsibility to the council. Troops must collect this form before distributing order cards and sale 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 program until the balance including any processing/collection fees are paid. The caregiver and volunteers involved will be notified of their ineligible status 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 volunteer will be notified of ineligible status prior to the start of the program. 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 (example: online sales only).
- Any person withholding money for any reason from Girl Scouts Heart of the South, in connection with the product program, is subject to litigation/legal action 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 and Policies Form. Troops and/or Caregivers will be asked to pay up front for products if this information is not provided.
- Any report of a girl, caregiver and/or volunteer selling expired product or product other than the official selling price set by Girl Scouts Heart of the South could result in the girl losing all rewards, loss of troop proceeds, their ability to sell in future programs 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, selling price, 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 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.
- In-person sales (including 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 Girl Scouts Heart of the South jurisdiction are allowed.
- Online sales (where payment is accepted online) are only permitted through GSUSA approved sites (M2 Online Program, Digital Cookie). Online sales through sites such as eBay, Craig's List, Facebook Marketplace, etc. are prohibited.
- Troop and girl online sales links may 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 Girl Scouts Heart of the South reserves the right to intervene and request removal or remove the post.