

**Position Title:** Troop Product Program Manager

**Term:** 1 year (August 1-July 31, renewable upon completion of evaluation)

**Appointed by:** Troop Leader

**Managed by:** Reports to the Service Unit Manager and Council Staff teams as necessary

**Purpose:** Organize, coordinate, direct and manage product sale at the Girl Scout troop level. Work closely with Troop Leader to ensure that girls participate in goal setting and troop planning

## Responsibilities:

- Attend Troop Product Program Training provided by the Service Unit or Council.
- Adhere to the Girl Scouts Heart of the South Product Program Policies and Standards.
- Submit a troop financial report to the council prior to participating in the Cookie Program.
- Conduct a training with caregivers to discuss the purpose of the product program along with troop goals.
- Ensure that all girls have the opportunity to participate and encourage 100% participation in each product program.
- Obtain all Caregiver Permission Form from girls participating in each product program. **THERE MUST BE A SIGNED PERMISSION FORM IN HAND BEFORE ANY GIRL MATERIALS ARE RELEASED TO CAREGIVERS.**
- Instruct caregivers on the importance of adhering to start dates of product programs. Any caregivers starting before sale dates can cause the girl to forfeit all rewards and recognitions.
- Collect all girl forms within your troop and accurately compile a comprehensive troop report submitted on the online ordering system provided by product company on or before the scheduled deadlines.
- Arrange for pick-up of product from Service Unit delivery, arrange for delivery/pick-up of product to caregivers and ensure that caregivers receive product in a timely manner to deliver product to customers.
- Agree to financial responsibility for all products until a signed receipt is obtained from a caregiver for their product.
- Authorize the use of the phone numbers and other contact information I provide, including my mobile number and any future number assigned to me, for calls, texts, emails, to include automated dialers, to contact me regarding my account.
- Communicate regularly with girls and caregivers throughout the Product Program timeline.
- Work closely with Service Unit Product Coordinator throughout the program to obtain answers to any questions or concerns.
- Collect all monies from caregivers, deposit monies into troop account and submit payments to council on or before the scheduled deadlines.
- Divide and distribute rewards/recognitions to girls in a reasonable time upon receiving.
- Adhere to all council deadlines and policies.

## Qualifications:

- Be registered as an adult member of Girl Scouts Heart of the South for the current year and have a background check within the last 24 months.
- Possess the ability to adhere to financial integrity and keep simple records of the product program.
- Be a self-motivated individual and possess administrative, organizational, financial, and computer skills with online access.
- **MUST USE** the online ordering system provided by product program vendor by girl for all levels of the program by specified deadlines and keep accurate online records.
- Capability to communicate and cooperate with council, Service Unit Product Coordinators, girls, and caregivers from diverse backgrounds.
- Willing to provide council, Service Unit Product Coordinators, and caregivers with accurate contact information that includes, telephone numbers and other ways to be reached during the program.
- Have an understanding of the Girl Scout program goals, procedural expectations of the program and safety guidelines.

## Policies & Procedures:

1. All volunteers and girls must be registered for the current membership year to participate in any council product program.
2. All Daisy, Brownie, Junior, Cadette, Senior and Ambassador Girl Scouts are encouraged to participate in council sponsored product programs.
3. 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.
4. 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.**
5. A signed Troop Product Program Manager Agreement and Policies and ACH Authorization Form must be on file with the council for any troop participating in product programs. These forms outline the Troop Leader/Product Program Manager's financial responsibility to the council. Service Unit Product Program Coordinators should collect this form before giving sales materials.
6. A troop financial report must be submitted to the council for any troop participating in the Cookie Program.
7. 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 giving order cards and sale materials.
8. Misappropriation of funds by any person in a volunteer role could result in reassignment or dismissal. Examples of misappropriation of funds are defined as, but not limited to: product program debt, non-recovered returned checks, mishandling of troop/service unit funds and/or product.
9. An Outstanding Balance Form for each caregiver owing money, along with proper documentation (signed permission forms, receipts, etc.), must be submitted to the council by deadlines set for each program. If proper documentation is not received, then the Troop Product Program Manager and/or Troop Leader will be held liable for those funds.
10. 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 Service Unit Product Program Coordinator 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.
11. Any Troop Product Program Manager and/or Troop Leader that has an outstanding balance from a prior program will not be allowed to participate in any future product programs until the balance, including all processing/collection fees, is paid. These troops must designate a different registered volunteer as the Troop Product Manager. This troop may be required to provide payment up front for product or will be allowed to participate online only. 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.

# Troop Product Program Manager Agreement & Policies

## Policies & Procedures Continued:

12. 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 Coordinator will be issued a list of ineligible persons 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.
13. 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).
14. Any Troop with a history (more than one incident) of financial negligence (product program debts, late payments, non-recovered returned checks, etc.), will be required to provide payment up front for product.
15. 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.
16. Girl Scouts Heart of the South does not accept personal checks for any product programs sold by girls, caregivers and/or volunteers. Troop payments are deducted from troop bank accounts via ACH draft. Troops that accept checks from caregivers and/or customers for product programs will be responsible for collecting any checks returned, as well as any fees incurred.
17. Extenuating circumstances, which will impact a troop or caregiver's ability to successfully fulfill their responsibilities, should be communicated to council staff promptly. Circumstances that may require special arrangements for payment will be handled on a case-by-case basis. These may include serious illness or death in the family, fire, theft, and auto accidents. They will be required to provide proof and/or documentation in these instances. In the case of theft documented by a police report, the council would expect the loss to be covered by personal insurance and additional time will be allowed to collect from insurance. If not covered by insurance and not properly documented, payment in full is expected by the due date.
18. 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.
19. Any report of a girl, caregiver and/or volunteer selling expired product or product for other than the official selling price set by Girl Scouts Heart of the South could result in the girl losing all rewards, loss of 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.
20. 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.
21. 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.
22. 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.
23. 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.
24. A troop that does not participate in both the Fall Product and Cookie Programs will not receive permission for other fundraising projects.
25. Online sales (where payment is accepted online) are only permitted through GSUSA approved sites (M2 Online Program, Digital Order Channel). Online sales through sites such as eBay, Craig's List, Facebook Marketplace, etc. are prohibited.
26. 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.
27. 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.

*I agree to accept the position of Troop Product Program Manager. I have read the responsibilities and qualifications of the position and am in compliance or will comply with the terms and conditions as outlined. I have not been convicted of a crime (felony or misdemeanor) other than routine traffic violations. I understand that by withholding monies from Girl Scouts Heart of the South, I would be responsible for paying any costs incurred in the collection process on top of money owed for product for my troop. I acknowledge that I have received and read the Girl Scouts Heart of the South Product Program Policies and Standards and will comply with the procedures as outlined.*

Name (please print): \_\_\_\_\_ Troop Number(s): \_\_\_\_\_

Service Unit #: \_\_\_\_\_ Service Unit Name: \_\_\_\_\_ Grade Level(s): \_\_\_\_\_

Address: \_\_\_\_\_ Home #: ( ) \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Work #: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_ Cell #: ( ) \_\_\_\_\_

I will be the Troop Product Program Manager for:  FALL PRODUCT PROGRAM  COOKIE PROGRAM  BOTH FALL PRODUCT AND COOKIE

*\*REQUIRED INFORMATION (For your Troop to participate, we must have your SS# OR the last four digits of your SS# AND full date of birth)*

SSN#: \_\_\_\_\_ OR Last four digits of SS#: \_\_\_\_\_ AND Date of Birth: \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Business Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Troop Product Program Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

ELECTRONIC SIGNATURE NOT ACCEPTED