Troop Product Manager Training FAQ

You asked, we answered! The following questions were raised during our Troop Product Manager training webinar in September.

Q: Do girls have to be signed up (registered) for the new year before they can participate?

> **A:** Yes, girls need to be registered for the 2018-2019 membership year to participate in the Fall Product Program.

Q: Will we (Troop Product Managers) get a notification about girls on the "do not sell list"?

> **A:** Yes, asterisks (*) will be placed next to girls who are not able to fully participate in the program in UNIFY. Service Unit Product Chairs will also receive a list of all girls in their service unit who are not eligible to participate fully as well.

Q: When we will receive our UNIFY login? Who will they come from?

> **A:** You will receive your UNIFY login on August 20 if you are registered and have submitted your agreement form. The sender will be GirlScout-sale@qspgao.com.

Q: When do online sales start?

> **A:** Registration links for the online sales system will be sent to families via email on September 10, and girls can begin selling online at that time.

Q: If a family puts in their Girl Scout's reward selections in UNIFY, does that automatically populate for me or will I still need to enter them?

> **A:** It automatically populates for you! No need for you to re-enter them.

Q: What if a parent doesn't enter reward choices on time? Is there a default?

> **A:** The Troop Product Manager has access to enter choices if they family chooses not to, or misses the cut off. If no choices are made, the system does default to Munch Money if there is an option.

Q: What if a parent enters reward choices at levels they did not earn? Would the system just know that they didn't earn above a certain level?
> **A:** Yes! Exactly right. They can select them all, but the system will only "award" them for those levels they earn.

Q: What are the requirements for the combination Go-Getter patch?
> **A:** To earn the Go-Getter patch, girls must sell at least 10 items during the 2018 Fall Program and 200 packages during the 2019 Cookie Program. If they meet these requirements, at the end of the Cookie Program they will receive a link to personalize the patch with their name. The patch will then be shipped directly to the girl.

Q: What are the requirements to earn the customizable MyPatchCreation©?

> **A:** To earn the customizable MyPatchCreation©, girls must sell $175 online. The Troop Product Manager will receive a patch for $225 in total troop online sales, and a second volunteer patch will be awarded for $400 in total troop online sales.

Q: If I lead a multi-level troop, can my Cadettes still opt-out of recognitions for the additional 1%?

> **A:** It depends! If the majority of your troop is Cadette level or above, you can opt the entire group out for more troop proceeds.

Q: Where do we find the 59 Seconds Program patch and guide?

  A: You can access the program through UNIFY or directly by visiting girlscouts.qspgao.com/59min.

Q: Is the dollar amount for donations (Project Thank You) still $6 for each item? Do the donations count towards rewards?

  A: No, the donation amount is $7 for Project Thank You. Each $7 donation does count as one "nut item" towards rewards.

Q: On the Financials tab in UNIFY, can you see the breakdown of online sales by girl, or is that only available through a report?

  A: The Financials tab only shows troop totals. To get a girl breakdown you can view the 'Girl Activity' page in UNIFY or run a Girl Report.

Q: Can candles and other items not on the *Order Card* (but available online) be ordered for girl delivery, where the customer orders and pays online but the girl delivers in November?

  A: No, only the 16 nut/chocolate items listed on the Order Card are eligible for girl delivery.