

Treats & Keeps Frequently Asked Questions



Q: Is this a required activity/program?

A: GSGATL product programs have a two-fold purpose, to support council services and provide income for troops. GSGATL has developed two excellent money-earning programs designed to off-set expenses for the troops within our council.

Each troop registered as of **September 1** each year **MUST** participate in GSGATL's Girl Scout Treats & Keeps Program and Girl Scout Cookie Program before doing any other money-earning activities. After participating in these program opportunities, your troop/group may decide to earn additional funds on its own. There are a few money-earning activities (listed in Volunteer Essentials) that do not require prior approval.

Not participating in the Girl Scout Treats & Keeps Program will not prohibit troops from participating in the Girl Scout Cookie Program. Having an unpaid balance due from either program will prohibit troops from participating in subsequent product programs or having other fundraising projects until the balance is paid in full.

Q: Why are we having a Girl Scout Treats & Keeps Program?

A: The Girl Scout Treats & Keeps Program is a great way for girls to practice basic life skills (goal setting, people skills, money management, decision making and business ethics) and to help offset some of the troop costs between start-up time and the Girl Scout Cookie Program. Girls can earn proceeds for troop activities and at the same time build self-confidence, learn to set goals, learn strong values and how to work as a team and be rewarded for their hard work with individual girl rewards.

Q: When does the program take place?

A: Girls will begin to take orders for ALL items (magazines, photo keepsakes, and chocolate/nut items) **September 1**. Only items entered into Nut-E by October 23 will be ordered and used to earn troop proceeds and individual girl rewards. Products ordered through the traditional girl order card will be delivered to service units November 12, 14 & 15. Troops will need to verify their designated pick-up location and time with their Service Unit Treats & Keeps Program Manager to receive their troop order.

Q: What items are being offered in the Girl Scout Treats & Keeps Program?

A: Items sold during this program activity include subscriptions to over 700 of the most popular magazines in America with over 80 digital subscriptions as well as 16 varieties of chocolate/nut items on the girl Nut Order Card and even more items available online! A Girl Scout collectible tin is featured each year as well as a holiday tin for gift-giving. Customizable "To Remember This" photo keepsakes are also available. Items include photo albums, photo cards, stickers calendars and more. This year (available online only), customers will also have the opportunity to purchase organic vegetable and herb plants as well as inspirational and sport tumblers. **Girls can participate in this program and sell all items online using their personalized store created through the QSP site – with no money to collect and no orders to deliver; entirely paperless!**

Q: Are booth sales allowed?

A: Yes – While booth sales are allowed, there is only one opportunity to place a troop's order for chocolate and nut items needed. This means that if a troop intends to host a booth sale, all products will have to be ordered by October 23; the troop order deadline and ALL money for ALL products ordered will be due to GSGATL by December 12.

Q: Does a participating Troop have to submit their banking information to GSGAL and allow automated withdrawals to pay their balance?

A: Yes – Electronic payments are mandatory for both GSGATL sponsored programs (Treats & Keeps and the Cookie Program). Each participating Troop should submit their banking information to GSGATL using the secure online Payment Authorization Form located at www.girlsoutsatl.org. The banking information submitted will only be used to withdraw the amount due council as specified in either Nut-E and/or eBudde based on each program's payment calendar and terms of agreement signed by the participating Troop. This season, payment withdrawals from each Troop's account will take place December 12.

Q: Can customers pay for chocolate/nut items online?

A: Yes! All items can be paid for online and then shipped directly to the customer. And when a customer chooses to pay for direct shipping online, they have more chocolate/nut products available to them online than those available for purchase shown on a girl's traditional Nut Order Card.

Q: Can a customer place an order (request chocolates/nuts) online and not pay for shipping?

A: Yes – but only if the Girl Scout they are ordering from has provided them with the option. If a girl is likely to see her potential customer soon, she may decide to offer to deliver their product in person, which would allow the customer to simply request the chocolate/nut items they want online and pay when she delivers their order. Otherwise, the default option for all customers when this is not offered with the initial invite to shop online would be for the customer to select their items and pay for the product and direct shipping online. **Note: All magazines, photo keepsakes, organic plants and tumblers are**

only available for payment online (total cost will include direct shipping).

Q: Why should customers order magazines through Girl Scouts of Greater Atlanta?

A: They will receive a great price on their subscription and a portion of the order will help Girl Scouts of Greater Atlanta provide girl programs for more than 41,000 girls, provide training for adult volunteers and support our five camps.

Q: Can a magazine subscription be renewed through Girl Scouts before it is due to expire?

A: Yes – Renewals ordered ahead of time will be added to your existing subscription. To avoid receiving double subscriptions, fill out your order form online with name and address exactly as it appears on your current subscription label. This allows the customer to continue to receive their favorite magazine and simultaneously support their favorite Girl Scout.

Q: Can a customer order magazines for a business?

A: Yes. However, the subscription must be sent to a specific person. Subscriptions sent to a business name, library or media center cannot be processed.

Q: When will customers receive their subscription?

A: Because all magazines are not on the same subscription cycle they vary largely in their mailing cycles. Renewals begin when the old subscription expires. QSP customer service (800.251.1542) is available to answer any questions a customer has regarding their purchase and magazine subscription cycle.

Q: Does the customer need a receipt?

A: Yes! Online customers can print a receipt when they place their order. Both online magazine orders and chocolate/nut items afford the customer an opportunity to print a receipt at the time the order is placed, as well as having one automatically emailed to them after completing all online steps of the process.

It is a good business practice to provide all paying customers a receipt for their chocolate/nut items at the time of payment. Girls/parents are welcome to purchase their own receipt booklets and/or the troop may want to distribute a custom receipt on behalf of the troop. Troops may also decide to distribute a few copies of the G3 receipts (received in each troop packet) to each girl/ family to help ensure each girl is equipped with some form of product receipts.

Q: When do we collect the payment for magazines, nuts and chocolates?

A: Payment is collected for chocolate/nut items when the Girl Scout delivers to her customers; this is for orders taken using the Nut Order Card and those requests she has received online for in-person delivery. Girl Scouts SHOULD NOT collect money for any

true online purchases (magazines, photo keepsakes, chocolates or nut items) - payment for these items is made online at the time of purchase by the customer using their chosen credit/debit card.

Q: Can siblings use duplicate emails for the online QSP program?

A: Yes. Friends and family are likely to purchase from each of their favorite Girl Scouts.

Q: Can a customer order or renew magazines not listed on a girl's QSP online store?

A: No. Only magazines shown/offered on a girl's online store may be purchased or renewed through QSP.

Q: Can girls earn rewards on orders placed after the troop order deadline of October 23?

A: No. Girl rewards are only earned on orders entered into Nut-E by the troop order deadline (October 23).

Q: How does a troop get credit for additional magazines subscriptions that customers may order after the troop deadline (October 23-December 31)?

A: Although girls no longer earn reward credit for magazine subscriptions after the troop deadline, any additional subscriptions ordered from their customers will allow the troop to continue to earn \$2 or more for every subscription, photo keepsake, organic plant and tumbler item sold. GSGATL will credit all troops with the additional sales credit generated by their participating Girl Scouts and issue a proceeds check to troops after the close of the program, generally in late January to early February.

Q: What are the proceeds tiers being offered to all troops this season?

ALL troops will earn:

Tier One: 1-169 Items

\$1.00 per chocolate/nut item

Includes all chocolate/nut items; those sold in canisters, tins, military nut items

\$2.00 per magazine subscription or To Remember This!™ (photo keepsake item)

New product items offered online this year (organic plants and tumblers) will also receive this proceed payout.

Tier Two: 170 or more

\$1.20 per chocolate/nut item

*Includes all chocolate/nut items; those sold in canisters, tins, military nut items and magazine vouchers**

\$2.20 per magazine subscription or To Remember This!™ (photo keepsake item)
New product items offered online this year (organic plants and tumblers) will also receive this proceed payout.

Girl Scout Cadette, Senior & Ambassador Troops can earn MORE!

Girl Scout Cadette, Senior or Ambassador Troops **ONLY** have the choice of opting out of receiving rewards and receiving an additional \$0.10 per chocolate/nut item in lieu of the rewards.

1-169 items = \$1.10 for each chocolate/nut item (includes military nut/magazine vouchers*); \$2.10 for magazines/photo keepsake items.

170 or more items = \$1.30 for each chocolate/nut item (includes military nut/magazine vouchers*); \$2.30 for magazines/photo keepsake items.

Selection to receive the additional proceeds in lieu of rewards **HAS to be selected in Nut-E** no later than October 23 as well as a Non-Reward Girl Agreement Form Completed and submitted to GSGATL by the close of the program in December.

Q: What is the 59 Minute strategy?

A: Think phone-a-thon meets online shopping...The 59 Minute Strategy is the most effective way to get your Troop to work together to accomplish their goals in just one Troop meeting. This strategy should be used to give your late forming Troop a chance to earn some early start-up money selling magazines! OR push your already participating Troop's goal through the roof by selling magazines!

Benefits:

- It's Quick! - It really on takes just 59 Minutes
- The entire Troop works together during the course of one Troop meeting
- Girls practice their people and marketing skills when contacting friends and family by phone asking for their support
- Friends and family talk to their favorite Girl Scout and receive an immediate text message with a link to shop at their convenience to support her goal.
- Troop volunteer earns a \$20 magazine gift card for participating in this awesome strategy.

Get the full scoop on how to use this strategy, see it live in action and earn your \$20 magazine gift card at: <http://girlscouts.qspgao.com/59min>