

FALL PRODUCT SALE PROGRAMS FREQUENTLY ASKED QUESTIONS

What is the fall product sale program?

The Girl Scouts of Southeastern New England offers two Product Sale Programs each year. The fall program consists of the QSP magazine sale, Ashdon Farms candy and nuts, and "To Remember This", our on-line photo keepsake program. Many troop leaders are excited about having the opportunity to begin the year with great programming and the opportunity to raise start-up funds for their troops. The fall product program is a great way to help defray some of the troop cost between start-up time and the cookie program.

When does the fall program take place?

Girls can take orders during the fall product program from September 1, 2015 through October 29, 2015

Who can participate?

Any girl registered with Girl Scouts of Southeastern New England for the Membership Year 2015-2016 is able to participate. Membership expires September 30, 2015; girls must renew membership registration as of October 1, 2015. A signed Parent/Guardian Permission Slip must be submitted to the Troop Fall Product Sale Manager.

If a parent/guardian owes the troop/council money from previous product sales, camp or program, can their daughter still participate in the Fall Sale?

No – girls/parents/guardians who still owe the troop/council money cannot participate in the fall sale or future product sales until the balance is paid in full.

When are girl permission slips due GSSNE?

All girl permission slips are due to the GSSNE Product Sales Department when all paper magazine orders, address booklets and reports are due, which is no later than Wednesday November 5, 2015.

May Individually Registered Girls participate in the Fall Product Program?

Of course! Registered Girl Scouts that are not in troops should receive their materials from the Service Unit Product Sale Coordinator. Girls must return their signed permission slip to her PSC. If any of the IRG Girls sell products they will return their orders and payments to the Product Sale Coordinator and ultimately receive their products and girl rewards from that volunteer. The PSC may also arrange for those girls to "partner" with a troop, so that they may benefit from the proceeds earned during the sale. Individually registered girls may not keep their proceeds, per GSUSA money earning guidelines.

How are payments processed?

Payments should be made directly to the area PSC, who can either deposit directly into the GSSNE bank account or he/she may bring them directly to the council by November 5th. All payments and paperwork must be submitted to the PSC by their Service Unit deadline for orders to be processed.

Why should I order magazines, candy, nuts, and photo memory books through Girl Scouts of Southeastern New England?

GSSNE and local Girl Scouts receive a portion of the subscription/product costs. Not only are you getting a great magazine or product, you are supporting Girl Scouts in your local Service Unit and helping to provide programs, adult training and support for our camps.

Can I order magazines for a business?

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





How does GSSNE determine if a troop participated in the Fall Product Program?

The Fall Product Program is voluntary for the girls to participate – GSSNE asks that the Troop Manager working with the Troop Leader give the Program information to the girls and their parents/guardians and let them decide if they wish to sell products. Signed girl permission slips submitted to the GSSNE Product Sales Department indicate that the troop has participated in the fall Program. The Troop Product Manager/Troop Leader should not decide on the troop's behalf not to sell products, it should be a parent/girl decision. Troops who choose not to participate in both of the council sponsored product sales (Fall Product Sale Programs and the Cookie Sale) will not be allowed to do any additional fundraising.

Can a new troop in the Service Unit participate in the Fall Product Program?

Yes! We encourage all troops to participate. All girl and adult members must be registered prior to participating and all orders and payments are submitted by the program deadlines.

Do Troop Managers and Product Sale Coordinators need to register as adult members of GSSNE?

Yes! All adults volunteering as Troop and/or Service Unit PSC's must be registered members of GSSNE and must complete a volunteer application which includes a background check.

Is payment collected for the paper magazine orders, photo memory items, and candy/nut orders (on girl order card) at the time of order?

Yes- Payment for all paper magazine orders and candy/nut orders (on girl order card) is to be collected from the customer at the time the order is placed.

When will the candy/nut items arrive to the Service Unit?

Delivery by contracted trucking agents will be November 19-21, 2015. The Service Unit Product Sales Coordinator will schedule a date and time with the council no later than November 5, 2015.

How do I access the computer manuals?

- ✓ Log onto www.ashdonfarmsnute.com and click the REPORTS button located to the right in the "links" at the top of the page.
- ✓ There is "box" titled Manuals listed to the right side, lower portion of the REPORTS page.

Does QSP honor discounted coupons/tickets for magazine subscriptions?

No – Due to increased publisher restrictions QSP cannot accept coupons or special offers for the magazine titles listed in their catalog.

What is the web address of the QSP nut-E Program?

The Web Address is www.ashdonfarmsnute.com.

Whom can I contact for nut-E technical support?

You can call the online tech support center at Call 877-305-4146

Who, can I call for questions regarding Candy & Nut Products?

You can call the support center at 800-832-8200

When are receipts written?

Receipts are written for all transactions – any time money is collected from parents/guardians, when product is picked up by the Troop Product Sale Managers and when product is picked up by the parent/guardians.

How do girls use the online QSP/Nut Program?

Go to our website, www.gssne.org, and follow the QSP/Nut Online Program link. The first time a parent and girl follows the link, they will need to register so QSP connects them to the correct Council (Girl Scouts of Southeastern New England) – and their online subscriptions and candy/nut orders will be tracked properly.



What does each troop turn into the Product Sales Coordinator?

Each Troop Product Manager is responsible for turning in signed permission slips, the Troop T2 – Nut/Candy and Magazine Sales Report, Troop T2 – Recognitions, completed address booklets, and completed paper magazine order forms (white and yellow copies). See the Troop Manager Manual for more information.

What does the Service Unit Manager turn in to GSSNE Product Sales Department?

Troop T2 – Nut/Candy and Magazine Sales Report, girl permission slips, paper magazine order forms, address booklets.

What information does the Troop Manager enter in the nutE program?

- ✓ All troop information – level, Troop Manager contact information, etc.
- ✓ For each girl, the products sold (nuts/candy/magazines/address booklets/online orders, etc.)
- ✓ For each girl, the appropriate girl rewards – where choices or sizes need to be selected
- ✓ All orders are expected to be entered in nutE by the deadline date set by the Product Sales Department.

When the Troop/Service Unit places the candy/nut order does nutE round the order up to full cases?

No – troops only receive the exact number of nut/candy items ordered from the nutE program, the Troop/Service Unit will not receive more than what was ordered.

When QSP offers two magazines for the price of one, does this count as two orders?

No – since this is ONE payment it counts as one order.

Will QSP sell or distribute the names of subscribers who participate in the QSP program?

No – QSP does not sell or distribute the names of subscribers who participate in the QSP Program. Individual publishers (once you order a subscription), however, do occasionally sell or trade their subscriber lists and are free to do so.

Does the troop keep their troop proceeds?

Yes – the troop keeps all troop proceeds from the monies they have collected, see Troop T-2 Nut/Candy and Magazine Summary Report from nut-E program for amount due GSSNE.

Whose names and addresses can be entered in the Address Booklets?

Only names and addresses of family, friends and neighbors that the girl/parent/guardian knows personally can be entered in the address booklets. We do not accept duplicate addresses. No one should be using a phone book to complete the address booklet coupons. Each name and address may only be used once.

Can troops do other money earning activities during GSSNE's product sales programs?

Money-earning projects cannot be conducted while Product Sales Programs are being carried out.

When should customers start receiving their subscriptions?

Online orders are placed immediately with the publisher, and customers typically see their first issue in only 4–6 weeks. Paper/direct orders require much more processing, by Troop, Council and QSP, and customers will typically see their first issue in 12–14 weeks. Both schedules are dependent on the frequency of the publication. (i.e. quarterly magazines will see a much longer turn around as the order may have just missed an issue, which maximizes the delay). Renewals begin when the old subscription expires.

Who should a customer call if they have questions about their magazine subscriptions?

The customer should call QSP's toll-free number 877-289-6247. Customer service representatives are ready to answer their questions from 8:00am to 5:00 pm Central Time, Monday through Friday. Customers must have the following information before calling – customer's name, zip code, magazine name, and either new or renewal information. For any issue that is unresolved, please contact your Product Sales Coordinator so they can help investigate on your behalf.

A customer would like to renew or subscribe to a magazine not listed in the current QSP booklet, will the order be filled?

No – GSSNE only earns proceeds on subscriptions to titles listed in the current QSP booklet. QSP is not authorized to process subscriptions for unlisted titles.

A customer has a Foreign or APO address; will their order be mailed to them?

No – QSP authorizations from publishers usually guarantee fulfillment only of orders placed to addresses within the United States.