

# Service Unit Program Consultant and Events Coordinator Guide 2023-24



## **Introduction**

**The service unit program consultant provides support and guidance to adult volunteers regarding the National Program Portfolio to assist them in delivering a safe, balanced, and quality Girl Scout Leadership Experience.**

**The events coordinator enthusiastically facilitates and coordinates fun and exciting service unit programs and events that support and enhance the Girl Scout Leadership Experience.**

## **Our Mission**

**Girl Scouting builds Girl Scouts of courage, confidence, and character, who make the world a better place.**



# Qualities of a Great Girl Scout Leader



## Honesty

You are a trusted representative of your service unit and of Girl Scouts. If you strive to make honest and ethical decisions, your team will too.



## Ability to Delegate

Where there is trust, there is strength! The ability to delegate tasks to appropriate team members is one of the greatest skills you can have.



## Communication

Be clear and be knowledgeable about what you want done or the information you wish to convey. If you can't explain it, they can't understand it.



## Sense of Humor

Always try to find the smiles inside the struggles! If you strive to find the "punny" and positive side of any situation, your teammates will too!



## Confidence

When setbacks occur, help assure everyone that everything is going to be OK. Be a source of encouragement and calm during life's little storms.



## Commitment

Lead by example. If you expect your team to work hard and give of their time and talents, always do your best to do the same.



## Positive Attitude

Help keep your team focused on the goals ahead by keeping a smile on your face and in your voice. Positive energy produces positive results!



## Creativity

Problems don't always have clear solutions and sometimes the best ideas take a little time to find. Always try to think outside the box!



## Ability to Inspire

Motivation is key to achieving your goals. Keep everyone's spirits high by appreciating hard work and recognizing team members' strengths.



## Intuition

Use your best judgment. Trust your gut. When there is no roadmap telling you where to go or how to proceed, trust yourself and trust your team.

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## Service Unit Program Consultant Position Description

The basic job description for the service unit program consultant is listed below. We would like for you to be the first line of contact for all of our troops across your service unit regarding all program matters and other duties as noted.

- Provides program guidance to troop leaders throughout the year.
- Supports service unit volunteers in planning service unit-sponsored events, including encampments and ensures that service unit events and activities are aligned with the Girl Scout Leadership Experience.
- Advises troop leaders on how to effectively use Girl Scout program resources to plan fun and safe trips and activities.
- Provides guidance to individual member coordinator and/or parents and caregivers, ensuring all individual members receive necessary program support and information.
- Serves as the approving authority for requests for meeting time and day trips with high-risk activities, overnight and national and international trips.
- Coordinates and leads the service unit Girl Advisory Committee (if applicable).
- Leads the service unit volunteer support team in program planning for the Service Unit Engagement Plan.
- Be guided in all actions by the Girl Scout Mission, Promise and Law.
- Remain informed about and comply with the most current policies, procedures and guidelines of Girl Scouts of the Colonial Coast and Girl Scouts of the USA (GSUSA), including *Volunteer Essentials* and *Safety Activity Checkpoints*.

## **Service Unit Events Coordinator Position Description**

The basic job description for the service unit events coordinator is listed below. We would like for you to be the first line of contact for all troops in your service unit regarding program events and other duties as noted.

- Supports events held within the service unit, either by direct planning or by supervising and supporting a team of volunteers who plan and implement events in partnership with Girl Scouts.
- Ensures that all events are Girl Scout-led, involving Girl Scouts in brainstorming activities, the planning and implementation process when appropriate.
- Ensures all event program offerings align to the Girl Scout Leadership Experience.
- Ensures safety standards following risk management policies and guidelines.
- Follows up all events with proper documentation, including event reports.

## **Thank You!**

Thank you for accepting the position of service unit program consultant or service unit events coordinator. You are a vital member of the team at Girl Scouts of the Colonial Coast.

The primary role of the Service Unit Program & Events Coordinator is to help promote and encourage participation in council-sponsored programs and to help plan, promote, and coordinate service unit-sponsored programs and events throughout the year. Council program staff will work with you to identify and train volunteers on how to deliver Girl Scout programs. We are also encouraging service units to plan and host at least two events per year.

In addition to an individual troop's activities, these additional opportunities are meant to help enhance the Girl Scout Leadership Experience and are open to any Girl Scout.

This guide is designed to present you with overall knowledge about the various types of council-sponsored programs along with all the tools needed to guide your team in the planning and safe execution of your own service unit events. In the Appendix, you will find additional information about several of our program categories along with other important forms and documentation that you will need in order to fulfill your role as Service Unit Program & Events Coordinator. Thank you again for agreeing to serve.

**We appreciate your time and continued  
dedication to Girl Scouts!**

## The Girl Scout Leadership Experience (GSLE)

For over a century, Girl Scouts has helped Girl Scouts become leaders to which today's Girl Scouts aspire:

- Knowing yourself and using that knowledge to understand the world around you.
- Standing up for what you think is right and working cooperatively with others to make sure the "right" things happen.

### The Three Keys to Leadership and the FIVE Outcomes

Girl Scouts who participate in the Girl Scout Leadership Experience benefit in a multitude of ways. Girl Scouts has identified FIVE specific outcomes that Girl Scouts achieve through Girl Scouting. These outcomes are organized around the three keys to leadership:

- **Discover.** Girl Scouts understand themselves, their values, and their world.
- **Connect.** Girl Scouts care about, inspire, and team with others.
- **Take Action.** Girl Scouts act to make the world a better place.

As Girl Scouts are introduced to the GSLE, our goal is to accomplish five outcomes:

1. **Sense of Self:** Girl Scouts have confidence in themselves and their abilities, and form positive identities.
2. **Positive Values:** Girl Scouts act ethically, honestly, and responsibly, and show concern for others.
3. **Challenge Seeking:** Girl Scouts learn to take appropriate risks, try things even if they might fail, and learn from mistakes.
4. **Community Problem Solving:** Girl Scouts desire to contribute to the world in purposeful and meaningful ways, learn how to identify problems in the community, and create "action plans" to solve them.
5. **Healthy Relationships:** Girl Scouts develop and maintain healthy relationships by communicating their feelings and resolving conflicts constructively.

Along the way, Girl Scouts will gain important skills in four areas that form the foundation of the Girl Scout Leadership Experience: STEM, or science, technology, engineering and math; Outdoors, Life Skills; and Entrepreneurship. Through STEM activities, Girl Scouts have the opportunity to become better problem-solvers, critical thinkers, and inspirational leaders. When Girl Scouts participate in the cookie program, they gain essential life skills and work as a team to accomplish common goals and solve problems, while building the confidence they need to shine as Girl Scouts, as young women, and as future leaders.

All experiences in Girl Scouting incorporate the Discover, Connect, and Take Action keys to leadership. These keys are as beneficial to adult volunteers as they are to Girl Scouts. As volunteers facilitate the Girl Scout program, the outcomes and the signs of the outcomes can be reviewed to gauge the benefits of the experience. The signs of the outcomes reflect what the individual may think, say or do— during or after a leadership experience and help determine the success of the experience.

The Girl Scout Leadership Experience is designed to ensure that every Girl Scout achieves the same outcomes, regardless of how they participate.

### The Three Processes

If the outcomes are *what* Girl Scouts gain from the Girl Scout Leadership Experience, the processes are *how* they gain them. These processes are the heart of Girl Scouting. The processes are:

- **Girl-led** - Girl Scouts play an active part in figuring out the what, where, when, how, and why of their activities.
- **Learn by doing** - Rather than listening to someone tell them about it, Girl Scouts get in there and do it! They explore their own questions, gain new skills, share ideas, and take time to reflect.
- **Cooperative learning** - Girl Scouts work together toward shared goals in an atmosphere of respect and collaboration.

The Girl Scout processes describe how to design and implement a program of activities and experiences for Girl Scouts that will result in the outcomes listed above.

Process	What it means	Why it works	What it looks like
<b>Girl Scout Led</b>	Girl Scouts make decisions and choices about what they do and how they do it.	Girl Scouts feel they own their group and experiences. They'll also have more fun.	Girl Scouts plan, organize, and implement their Girl Scout activities with as little supervision as possible.
<b>Learn by Doing</b>	Girl Scouts have opportunities for hands-on activities followed by reflection and discussion time.	Girl Scouts strengthen their critical thinking skills and are more likely to apply what they learn to their lives.	Girl Scouts reflect on what they're experiencing by journaling and being part of group discussions.
<b>Cooperative Learning</b>	Girl Scouts share the work to achieve a common goal as well as gain knowledge and skills in an atmosphere of respect and cooperation.	Girl Scouts build healthy relationships and communicate effectively. This experience will help them in other areas of their lives as well. Plus, cooperative learning is fun!	Girl Scouts create a team agreement, reflect, and speak openly and often about how they are functioning as a team. Girl Scouts do activities in pairs or small groups. Girl Scouts set group goals that can only be achieved through interdependent efforts (e.g., sharing resources, helping).

## Council-Sponsored Programs

Please review all upcoming council events at <https://www.gscoc.org/events>, or  
download a PDF of the entire calendar of events: [Program Events Calendar](#)

Try to avoid overbooking or planning events on the same dates as council events to  
ensure all events are well attended.

## Following the Girl Scouts Safety Guidelines

Every adult in Girl Scouting is responsible for the physical and emotional safety of Girl Scouts, and we all demonstrate that by agreeing to follow these guidelines at all times.

1. **Follow the Safety Activity Checkpoints.** Instructions for staying safe while participating in activities are detailed in the Safety Activity Checkpoints, available from the Council. Read the checkpoints, follow them, and share them with other volunteers, caregivers, and Girl Scouts before engaging in activities with Girl Scouts.
2. **Arrange for proper adult supervision of Girl Scouts.** Your group must have at least two unrelated, approved adult volunteers present at all times, plus additional adult volunteers as necessary, depending on the size of the group, age/grade levels, and abilities of Girl Scouts. Adult volunteers must be at least 18 years old and must be screened and appointed by the Council before volunteering. One lead volunteer in every group must be female.
3. **Get caregiver permission.** When an activity takes place that is outside the normal time and place, or a topic is discussed that could be considered sensitive, advise each caregiver of the details of the activity and obtain permission for Girl Scouts to participate.
4. **Be prepared for emergencies.** Work with Girl Scouts and other adults to establish and practice procedures for emergencies related to weather, fire, lost Girl Scouts/adults, and site security. Always keep handy a well-stocked first-aid kit, girl health histories, and contact information for Girl Scouts' families.
5. **Travel safely.** When transporting Girl Scouts to planned Girl Scout field trips and other activities that are outside the normal time and place, every driver must be an approved adult volunteer, over the age of 21 and have a good driving record, a valid license, and a registered/insured vehicle. Insist that everyone is in a legal seat and wears her seat belt at all times, and adhere to state laws regarding booster seats and requirements for children in rear seats.
6. **Ensure safe overnight outings.** Prepare Girl Scouts to be away from home by involving them in planning, so they know what to expect. Each participant is to have her/his own bed. Caregiver permission must be obtained if Girl Scouts are to share a bed. Adults and Girl Scouts never share a bed. It is not mandatory that an adult volunteer sleep in the sleeping area with the Girl Scouts. If an adult female volunteer does share the sleeping area, there is to be two unrelated adult female volunteers present. Males are required to sleep in areas separate from Girl Scouts and women, and males are required to have separate restroom facilities. During family or parent-daughter overnights, one family unit may sleep in the same sleeping quarters. When caregivers are staffing events/activities, daughters are to remain in quarters with other Girl Scouts rather than in staff areas. During "He and Me" events (in which Girl Scouts share sleeping accommodations with males), ensure the details are clearly explained in the caregiver permission form.
7. **Role-model the right behavior.** Never use illegal drugs. Don't consume alcohol, smoke, or use foul language in the presence of Girl Scouts. Do not carry ammunition or firearms in the presence of Girl Scouts unless given special permission by the Council for group marksmanship activities.

8. **Create an emotionally safe space.** Adults are responsible for making Girl Scouting a place where Girl Scouts are as safe emotionally as they are physically. Protect the emotional safety of Girl Scouts by creating a team agreement and coaching Girl Scouts to honor it. Agreements typically encourage behaviors like respecting a diversity of feelings and opinions; resolving conflicts constructively; and avoiding physical and verbal bullying, clique behavior, and discrimination.
9. **Report abuse.** Sexual advances, improper touching, and sexual activity of any kind with girl members are forbidden. Physical, verbal, and emotional abuse of Girl Scouts is also forbidden. Follow the Council's guidelines for reporting concerns about abuse or neglect that may be occurring inside or outside of Girl Scouting.
10. **Ensure that no girl is treated differently.** Girl Scouts welcomes all members, regardless of race, ethnicity, background, disability, family structure, religious beliefs, and socioeconomic status. When scheduling, helping plan, and carrying out activities, carefully consider the needs of all Girl Scouts involved, including school schedules, family needs, financial constraints, religious holidays, and the accessibility of appropriate transportation and meeting places.
11. **Promote online safety.** Instruct Girl Scouts never to put their full names or contact information online, engage in virtual conversation with strangers, or arrange in-person meetings with online contacts, other than to deliver cookies and only with the approval and accompaniment of a caregiver or designated adult. On group websites, publish Girl Scouts' first names only and never divulge their contact information. Teach Girl Scouts the [Girl Scout Internet Safety Pledge](#) and have them commit to it.
12. **Keep Girl Scouts safe during money-earning activities.** Girl Scout cookies and other Council-sponsored product sales are an integral part of the program. During Girl Scout product sales, you are responsible for the safety of Girl Scouts, money, and products. When representing Girl Scouts, Girl Scouts cannot participate in money-earning activities that raise funds on behalf of or for another organization, or that are not Girl Scout-approved product sales and efforts.

## **Girl Scout Activity Insurance**

Upon registration every Girl Scout and adult member in the Girl Scout Movement is automatically covered under the basic plan (Mutual of Omaha). The entire premium cost for this protection is borne by GSUSA. The basic plan is effective during the regular fiscal year (October 1 to September 30). Up to 14 months of insurance coverage is provided for new members who register in the month of August. This insurance provides up to a specified maximum for medical expenses incurred as a result of an accident while a member is participating in an approved, supervised Girl Scout activity, after the individual's primary insurance pays out. This is one reason that all adults and Girl Scouts need to be registered members. Non-registered parents and caregivers, tagalongs (brothers, sisters, friends) and other persons are not covered by basic coverage.

This insurance coverage is not intended to diminish the need for or replace family health insurance or to replace the benefits that may be available under a family medical plan. Rather, it is the plan's objective to provide you and the parents and caregivers of each girl entrusted to your care the insurance that, should the need arise, financial coverage is available to help pay the medical expenses of accidents that occur during normal, supervised Girl Scout activities.

An optional plan of activity insurance is available for Girl Scouts taking trips and for non-members who participate in Girl Scout activities. These plans are secondary insurance that a council may offer to cover participants taking part in any council-approved, supervised Girl Scout activity. Optional insurance coverage is available for any Girl Scout activity that involves non-Girl Scouts.

GSCCC requires you to submit a Request for Additional Insurance form along with payment (minimum payment \$5) to the office two weeks prior to the event or travel.

All claims must be submitted through the council office. Mutual of Omaha will not process claims unless submitted through council.

Accident/Incident Report must be submitted to the council office within 24 hours.

## Guidelines for Coordinating and Hosting Events

### Event Planning At-A-Glance

The success of an event, more than anything else, depends on careful planning. The following steps will help you plan a successful event for your service unit or council-wide event.

1. Determine the purpose and the focus of the event.
2. Recruit an event committee.
3. File any necessary paperwork for council-wide events.
4. Reserve site for the event.
5. Determine the budget for the event.
6. Plan the event considering the following criteria:
  - a. Number, ages, and abilities of the participants.
  - b. Space and facilities of the event area.
  - c. Registration process – is this to take place through the council or service unit?
  - d. Program staff/facilitators/cooks needed.
  - e. Program for event including specific activities and schedule.
  - f. Event evaluation.
  - g. Clean-up plan.

### The Idea

So, someone says, “Wouldn’t it be nice to have a Girl Scout Brownie Play Day?” “oh yes!” says someone else. “We could have games, songs, a cookout, and do some camp skills, too!” Right there is an IDEA for an event! So, what do you need to do to really make it happen?

### Step 1: Test the Idea

Before adding it to the calendar, you need to ask some questions to be sure the event is realistic and feasible.

- Is there a need for an event like this?
- Is it appropriate for the grade level(s) that will be served?
- Does the idea appeal to or provide something the intended audience wants?
- What is the potential for attendance? How many Girl Scouts and adults must attend in order to make it feasible?
- Does the program for the event meet the council’s and service unit’s goals and objectives?
- Are there other events planned that will conflict with the event? Are there any meetings, or major holidays that will occur at the same time?
- Is the event affordable?
- Is there enough time to plan the event?
- Will the event be worth the time, money, and effort that will be invested?
- Is the event weather-dependent?

If you determine that your ideas is a “go,” move on to Step 2!

## **Step 2: Plan the Event**

The success of an event depends on careful planning. The following steps will help you and your committee to plan a successful event.

- Determine the purpose and focus of the event.
- Recruit the committee to plan and run the event.
- Choose an appropriate site, keeping weather in mind. Reserve site.
- Develop a budget.
- Plan the event considering:
  - Number, ages, and abilities of the participants.
  - Space and facilities of the event area.
  - Registration process – is this to take place through the council or service unit?
  - Program staff/facilitators/cooks needed.
  - Program for event including specific activities and schedule.
  - Event evaluation.
  - Clean-up plan.
- Carry out the event.
- Evaluate and compile the final report.

## **The Personnel**

The event chair, service unit events coordinator or other designated volunteer, and/or committee will plant the event, find the committee, manage the budget, and operate the event. The team will include people who can and will be present both for planning meetings and during the entire event. An event chair may choose to divide responsibilities differently depending on the type and size of the event. Some suggested positions are:

- Assistant Event Chair – assists the chair as needed.
- Business Manager – handles all of the event finances and keeps records for the event such as budget, contracts, check requests, etc.
- Program Manager – is responsible for planning and seeing that the event program is carried out.
- First-Aider – arranges for first-aid and supplies to be available at the event and establishes a central station at the event. Must have a current first aid/CPR/AED certification.
- Program Staff/Facilitators – persons assisting with archery, Low Ropes/Challenge Course, High Ropes, Climbing Wall, canoeing, and lifeguards must all meet the certification requirements outlined by the council.
- Cooks – must have completed the Food Service Training in order to use the dining hall kitchen on GSCCC properties.

## **Event Site**

Once an appropriate site for the event has been located, a site visit will need to be scheduled. Refer to Safety Activity Checkpoints for activities being offered. Be sure to consider the following items:

1. Is the space large enough for the maximum number expected?
2. Is the space suitable and SAFE for the activities planned? Is it handicap accessible?
3. What are your contingency plans for inclement weather?
4. Are there plenty of bathrooms? Are port-a-potties needed?
5. What arrangements need to be made for trash disposal? Recycling?
6. Is it possible to leave the building/site easily in case of fire?
7. Who is the person to contact when making arrangements? Is there a back-up person who can be contacted?
8. Make sure the arrangements are clear, including date, time, cost, facilities you can and cannot use, available equipment, and what services are provided. It's best to obtain written confirmation with all the details.
9. Be sure there is adequate parking for the number of vehicles expected. Clearly mark the parking areas so participants can easily find their way upon arrival. Having people in the parking area to direct traffic and answer questions is a good idea.
10. You may want to have people in the event area to help participants find their way to restrooms, registration areas, and activities.

If this event is council-wide, and taking place on a council property, reserve the site through Doubleknot once the proposal for the event has been approved. This will ensure your date is secure.

## **Budgeting**

When you are budgeting for the event, you need to think of everything. To begin with, estimate the minimum number of people who will attend the event and plan for that number. It is easier to increase the budget than to decrease it.

You will need to...

- Estimate expenses for each of the items listed that you will need for the event.
- Decide if both Girl Scouts and adults will pay or only Girl Scouts pay.
- Divide the number of people (minimum) that you expect to pay into the total estimated cost of the event. This will give you the fee per person.

You can also go about planning a budget by first determining the amount that each person will pay (including the patch, if there is one). Then decide how much of this total amount will be spent in each expense category.

For the budgets to be balanced, remember the total income and the total expense lines need to be the same amount.

## Checklist by the Month

### June/July

- Complete Program Consultant and Events Coordinator online training.
- Attend the SU Engagement Planning meeting.
- Become familiar with past SU event lists.
- Discuss the engagement plan with the Volunteer Support Team.
  - Request ideas for SU events from Troop Leaders (leaders should ask Girl Scouts what kind of events they would like to attend at the SU level.
  - Create a google form to get feedback on what type of events families want to see at the SU level. See google sample form here:
  
- Packet Prep & Pick-Up
  - Verify the volunteer and troops are eligible to participate. Review the ineligible reports. Volunteers must be registered, has a valid background check, and have signed the TCC Agreement BEFORE distributing materials.
  - Communicate the packet pick-up process to troops.
  - Order cards can be distributed at packet pick-up, but remind TCCs that they are NOT to distribute until the caregiver completes the online permission and financial responsibility form.
  - Include deposit slips!
  
- Booths
  - Be creative! Ask Early! Ask Troops for Suggestions!
  - Contact local businesses to set up booth dates/times.
  - The booth request for approval form letter is available to you, it is not required but sometimes helps when you are working with businesses.
  - Council/GSUSA will continue to arrange booths with Walmart, GNC, and Harris Teeter.
  
- IRM/Juliettes
  - Who will manage their sale?
  - Caregivers who wish to be a TCC must be registered, have a valid background check, and complete TCC training.
  - How do you want to up setup IRMS in eBudde? By girl, family, or rewards opt-in/out.
  
- Encourage participation! Troops must participate in both product programs if they wish to do additional money-earning activities.

### January

- Keep working on booths. Enlist a team to help visit locations!
- Remind troops to log in to gsLearn a, take training, and in the January Zoom's if they have questions.
- Setup TCCs in eBudde. They will receive a system-generated email – a new password will be required.
- Encourage TCCs to login to eBudde and:
  - Verify/update their information.
  - Update their troop GS level (Daisy, Brownie, Multi, etc.)
  - Verify all girls are listed – if not submit an Add a Girl form.
  - Verify the caregiver email – this is the same email the caregiver will use to login to Digital Cookie. **Changes made in eBudde DO NOT update Digital Cookie.** Email to [customer care@gscoc.org](mailto:customer care@gscoc.org).
  - Opt-in or out of rewards.
- Check your email, voice mail, texts often; promptly reply to all.
- Remind TCCs to have family meetings! They should not assume that troop adults are reading the Family Guides.
- Encourage participation! Troops must participate in both product programs if they wish to do additional money-earning activities.

## **February**

- Check your email, voice mail, texts often; promptly reply to all.
- Caregiver Permission & Financial Responsibility Form
  - Council will send report by SU/Troop prior to the initial order.
  - Are all girls selling on the report?
- Booths! How's it going? Need help?
  - If you are doing booth selections in eBudde email [chrisr@gscoc.org](mailto:chrisr@gscoc.org).
  - Start working on your booth spreadsheet – it's time consuming.
- Prepare for troop booth signups. How will you do it this year if we are still virtual?
  - **Some ideas on booth lotteries:**
    - Allow troops to pick at least 3 booths per round.
    - Allow back-to-back booths in any round EXCEPT for locations identified as big box stores or locations with limited slots.
    - After 4 or 5 rounds allow troops to select as many booths as they want/need.
- Celebrate National Girl Scout Cookie Weekend (**February 17 – 19, 2023**).

- Send reminders of the initial order and reward deadline. Encourage troops to remind their girls too.
  - Girls – February 20, 2023
  - Troops – February 21, 2023
- Remind troops to include at least 2 weekends of booth cookies in their initial order. **This may help them reach the troop's initial order reward.**
- Submit the Service Unit initial order AND rewards no later than midnight on **February 22, 2023.**
  - Did all the troops enter shirt sizes?
- Verify troops have selected a pick-up time in eBudde for their initial order.
- If your SU does not visit a Count-n-Go location, arrange for a cookie delivery site and volunteers to help with unloading and sorting the order.
- Submit your Service Unit booth import spreadsheet no later than midnight on **February 27, 2023.**
- **Continue to encourage participation. It's not too late for new troops/girls to get started.**

### March

- Check your email, voice mail, texts often; promptly reply to all.
- Pick up Initial Order at Cookie Count n Go Day- **Saturday, March 25, 2023**
  - Harrison's Moving- Chesapeake, VA
  - TBD - Hampton, VA
  - TBD - Virginia Beach, VA
- Booth Sales start Sunday, **March 26, 2023**
- Ask that all **SOLD** items be immediately transferred to girls when picked up.
  - Only cookies sold during the program dates are to be transferred to girls.
  - Rewards are based on cookies sold during the program dates only.
- Remind troops that all donations received at a booth **MUST** support the GOC program.
- Encourage troops to collect payments from caregivers often and to make frequent bank deposits.

- Remind troops they can sign up for any open booth as soon as they are listed in eBudde. Once council gives the thumbs up!

## April

- Check your email, voice mail, texts often; promptly reply to all.
- Remind troops to keep selling! The program ends on **April 30, 2023**.
- Remind TCC's to help girls reach their goals – this may include adding additional booth opportunities.
- Remind troops that all donations received at a booth **MUST** support the GOC program.
- Ask that all **SOLD** items be immediately transferred to girls when picked up.
  - Only cookies sold during the program dates are to be transferred to girls.
  - Rewards are based on cookies sold during the program dates only.
- Check for large amounts of unallocated cookies. Remind troops to use the cookie exchange or to reach out for help.
- Encourage troops to collect payments from caregivers often and to make frequent bank deposits.
- Check for outstanding girl payments. Is there an uncollected concern?
- Ask that troops contact you as soon as they are paid in full so you can check the box allowing them to keep additional proceeds. ***Troops should do this BEFORE making their final deposits.***
- Send reminders of the program end date, and a list of required documents.

## May

- Collect and audit troop paperwork. Required Documents: Due **May 3, 2023 to SUCC's**
  - Sales Report from eBudde.
  - Validated deposit slips for troop **AND** council proceeds.
  - A credit card transaction summary report OR a troop bank statement listing the direct deposits (if applicable).
  - Signed *Caregiver Permission & Financial Responsibility Form* for all girls with sales.
  - An uncollected form for each delinquent caregiver (if applicable). Include all required documents listed on the form.
  - A list of unsold product (if applicable).

- Verify all troops have submitted final rewards and paperwork by **May 3, 2023**.
- Audit Paperwork - Action Required:
  - Complete an audit worksheet per troop and attach to final paperwork.
  - Verify both council and troop proceeds are paid in full – council deposits match eBudde entries.
  - **Troop proceed overpayments MUST be used to purchase GOC cookies.**
  - Verify all SOLD product has been distributed to the girls. If you do not have an UNSOLD report and cookies are NOT distributed contact the troop immediately for an explanation.
  - Generate an uncollected form for any troop that did not submit paperwork or required deposit slips by the troop deadline.
  - Organize paperwork in troop order.
  - Submit/mail paperwork to a Council office or staff person.
- SUCC Reward Deadline – **May 3, 2023**
- SUCC Paperwork Deadline – **May 10, 2023**
- Emails will be sent directly to the caregivers for Super Seller Reward selection, Free Camp Certificates, and GSCCC Credits.

## June

- Prepare your home for the reward delivery. Do you need help sorting? Ask for volunteers now.
- Notify the Product Program Team of any reward shortages within **FIVE** business days of delivery.
- Promptly distribute rewards.

**Thank You! Without dedicated and generous volunteers like you, our Girl Scouts couldn't gain the valuable skills they need to be tomorrow's leaders.**

- GSCCC Program Team