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of connecticut



GO BRIGHT  
Aheado



2022-2023  
Treats & Reads Program

Girl Scouts of Connecticut  
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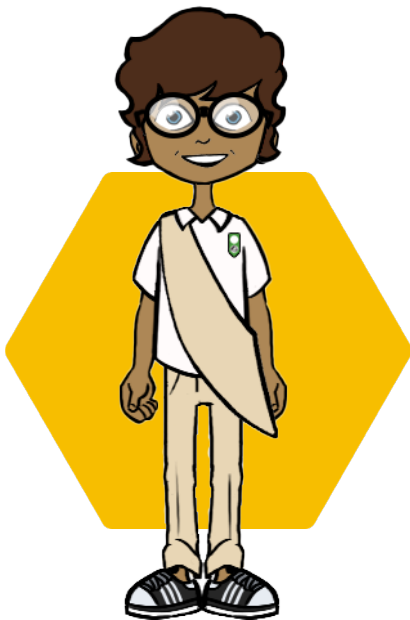
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# The “Why” of the Treats & Reads Program

Learning by doing, cooperative learning, and Girl Scouts taking the lead are the hallmarks of the Girl Scout Leadership Experience (GSLE). These key concepts are also at the heart of the Treats & Reads Program:

- Girl Scouts gain people skills and grow in confidence when they ask customers to support the troop through a purchase.
- Girl Scouts learn the importance of working together to reach a goal and also gain an understanding of how each sister Girl Scout contributes her/their skills to the effort.
- Girl Scouts determine individual goals and work with the troop to decide on a troop goal. Together, they decide how to use the troop's proceeds to fund activities they help choose.



Girl Scouts in Connecticut are leading the way in their communities through Gold Award projects. The Gold Award is the highest award in Girl Scouts. Below are some recent Gold Award projects completed by GSOFCT Girl Scouts who have participated in and benefited from a wide range of Girl Scout programming.


- Curbing loneliness in older adults by creating a pen-pal program and establishing a partnership between the local high school's community service club and the senior center.
- Collaborating with local educators to create supplemental lesson plans that focuses on minority history to use along with the curriculum. These lesson plans are recorded and published publicly on YouTube.
- Identifying how habitat loss is contributing to the decline of wild vertebrates and authoring a book that demonstrates how the average homeowner can make a positive impact by growing native plants in their yards. The book is available in libraries in Connecticut.

Entrepreneurship is at the core of the product sales programs, and the Treats & Reads program is a turnkey way for troops to start or build upon the concept of entrepreneurship. When Girl Scouts and troops participate in the Treats & Reads Program, they actively engage in decision making and goal setting, two key components in entrepreneurship progression.

## How do troops benefit?

- The program is a fantastic way to start off a troop's Girl Scout program efforts for the year AND introduce (or further develop) the concept of financial literacy.
- It is a turnkey meeting topic. Use the Treats & Reads Program as a ready -to-go early fall meeting. Use M2's 2022 Fall Product Activity Guide for ideas on introducing the theme and mascot to the Girl Scouts (available at [gsfct.org](http://gsfct.org)).
- Troops earn proceeds to help fund their troop activities and may qualify to earn a credit to a Girl Scout shop (page 13 for additional information).

Pro tip: Troops that participate in Treats & Reads may be eligible to earn an additional 2¢ per package during the 2022-2023 Girl Scout Cookie Program, excluding 2022 Election Week Cookie Sales. See page 13 for additional information about the Crossover Bonus.



Did you know? 400 troops qualified for the 2¢ bonus in the 2022 cookie program earning an average of an additional \$43.00 in troop proceeds!

### How do girls benefit?

- Girls gain experience in setting goals (see page 10 for more info about how to get this conversation going with girls).
- Girls can use the rewards to help set individual girls i.e., what total sale amount will they need to achieve to earn the plush seal? Check out the order card for the full reward line up.
- Girls can also use their success in last year's Treats & Reads Program as a starting point for the goal for this year's program.
- Girls work with their sister Girl Scouts to determine troop goals. Learning to work with others toward a goal is a crucial experience for girls as they advance through school and move into the workplace.

The product sales programs, including Treats & Reads, also provide revenue to GSOFCT. Girl Scouts of Connecticut uses the revenue to fund programming, leadership development opportunities, and trainings for Girl Scouts and adults throughout the state.

### What is Treats & Reads?

The Treats & Reads Program gives customers the opportunity to purchase nut and candy items and magazines (new subscriptions and renewals) to support their favorite Girl Scout and her/their troop. The nut and candy items (16 varieties available for in person delivery plus an additional 25+ online-exclusive items) are customer favorites and arrive just in time (early December) for holiday gift-giving.

**NEW THIS YEAR:** Customers can order high quality personalized products (stationery and photo frames) to be directly shipped to them. Another great gift-giving idea!

Girl Scouts can also offer a donation purchase option to customers through the Care to Share program. Customers can purchase nuts for donation to the American Red Cross, CT Chapter and Connecticut Foodshare, the food bank serving all of Connecticut.

Girl Scouts can participate in the Treats & Reads program in person and use the online platform to reach out to customers. Online customers can choose the in-person delivery option or have items shipped directly to them (an additional shipping fee applies). Customers can also purchase the online-exclusive items from a Girl Scout's online storefront. Customers can make Care to Share purchases in person or online.

# Products, Theme, and Mascot



## Products

- 16 nut and candy items are available on the nut and candy order card and for girl delivery via a Girl Scout's online storefront (early to mid-December). These items are also available for direct ship.
- Cranberry Nut Mix, a customer favorite, is making a comeback.
- Milk Chocolate Pretzels are also back in a festive holiday tin.
- 25+ additional items are available via a Girl Scout's online storefront for direct ship. Check out the full nut and candy line up at [www.gsofct.org](http://www.gsofct.org).
- Orders for direct ship are shipped to the customer within five business days. Customers pay the shipping fees.
- **NEW** high quality personalized products! Customers can order personalized stationery (many sizes and options) and photo frames to be directly shipped to them. Customers can find the complete inventory via a Girl Scout's online storefront in the magazine store.
- 600+ magazine titles available, including many digital subscriptions.
- Care to Share purchases (Honey Roasted Peanuts) are donated to the American Red Cross, CT Chapter and Connecticut Foodshare.



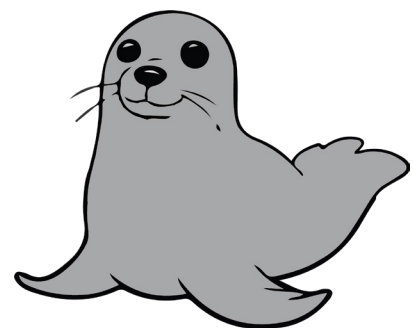
## Theme

The *Go Bright Ahead* theme is sure to inspire Girl Scouts to think about all the ways they will be able to shine bright during the upcoming year!



## Mascot

- Hawaiian Monk Seal
- Critically endangered and highly vulnerable to extinction
- Hearty eaters that eat a wide variety of foods depending on availability, including fishes, squids, eels, and shrimp.
- Can grow up to 7 feet long and can weigh as much as 600 lbs.
- **Did you know?** They shed their top layer of fur every year in a process known as "catastrophic molt."



<sup>1</sup>Hawaiian Monk Seal, Oceana.org, <http://oceana.org/marine-life/hawaiian-monk-seal>, (accessed June 21, 2022).



# Calendar

SUN	MON	TUES	WED	THURS	FRI	SAT
SEPTEMBER 18	<b>19</b> Registration email sent to troop volunteers	20	21	22	<b>23</b> In-person and online order taking begins.	24
25	26	27	28	29	30	OCTOBER 1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	<b>17</b> Deadline for troops to qualify for Troop Reward (full details on page 13)	18	19	20	<b>21</b> ACH authorization due	22
23	24	25	26	27	28	29
<b>30</b> In-person order taking ends (nut and candy order card) Parent deadline to enter order card orders is 11:59 p.m.	<b>31</b> Troop volunteers can begin entering paper order card orders, if needed	NOVEMBER 1	2	<b>3</b> Troop deadline to submit product order.	4 Troop Treats & Reads volunteer should ensure all cash/check payments from customer are deposited into the troop's bank account.	5
<b>6</b> Final day for all online orders (in-person delivery and direct ship nut and candy orders, Care to Share donations, magazine subscriptions AND personalized items). Deadline for service unit volunteers to finalize.	7	8	9	10	<b>11</b> Deadline for Girl Scouts/troop volunteers to make reward selections.	12
13	14 ACH withdrawal/deposit initiated.	15	16	17	18	19

Nut and candy products ordered/entered on the Treats & Reads website for in-person delivery will be delivered to service units/ GSOFACT service centers between November 30 and December 3, 2022. In-person delivery items include all paper order card orders AND items ordered online for in-person delivery. Check with your service unit Treats & Reads volunteer for pick-up dates and times. Rewards are expected to arrive by late January 2023.

# Top Tips for Volunteers

1. Girl Scouts/families can register directly on the Treats & Reads website ([gsnutsandmags.com/gsofct](http://gsnutsandmags.com/gsofct)) to get started. No need to wait for a registration email to get started.
2. Orders placed by customers via a Girl Scout's online storefront are paid for with the customer's credit card and flow directly into the Girl Scout's record on the Treats & Reads website. Therefore, no money needs to be collected by the Girl Scout/family for these orders, and online orders don't need to be manually entered
3. Parents/caregivers must manually enter in-person/offline orders taken on the paper order card on the Girl Scout's Treats & Reads dashboard. The parent/caregiver deadline to enter paper order card orders is October 30, 11:59 p.m.
4. Offer all Girl Scouts the opportunity to participate. The online program is straightforward for Girl Scouts/families to navigate. Since parents/caregivers can enter paper order card orders on the Treats & Reads website, this means less work for troop volunteers.
5. Use the resources for troop volunteers. In addition to this guide, we will post just-in-time resources on [gsofct.org](http://gsofct.org). Plus, your service unit Treats & Reads volunteer is an additional resource.

## PRO TIP:

Use the parent/caregiver eBlast feature on the troop's Treats & Reads dashboard. The eBlast is the fastest and simplest way for Girl Scouts and families to get started with this year's Treats & Reads Program. Bonus: Using the parent/caregiver eBlast is one of the requirements for the troop to qualify for the Troop Reward (more details on page 13).

Remind parents/caregivers to have their Girl Scout's troop number handy BEFORE starting the registration process.

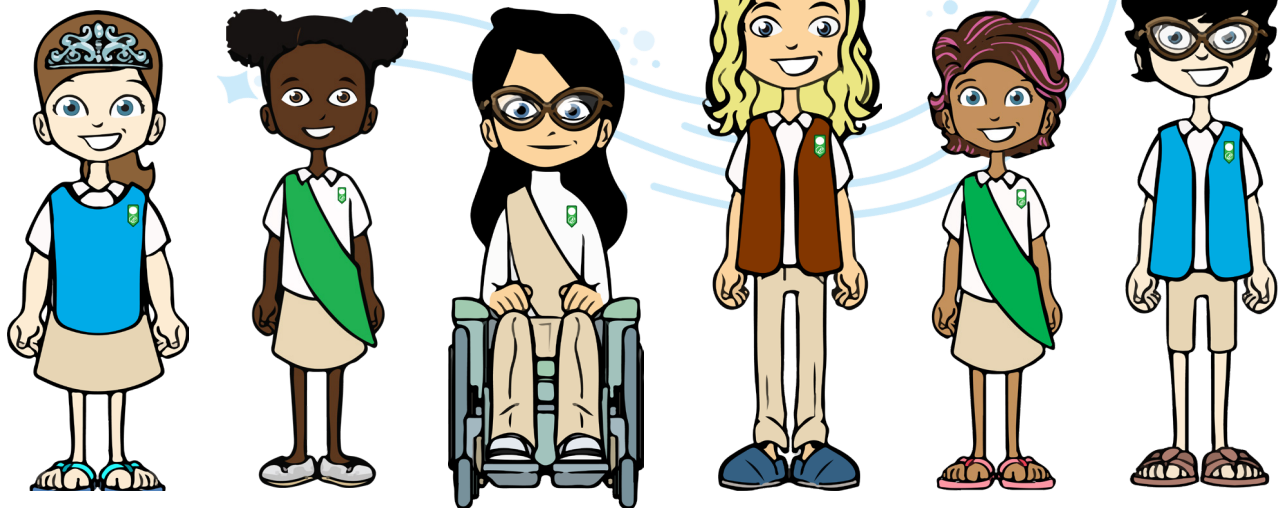


# Are you ready to Go Bright Ahead?

Use the questions below as a checklist to ensure you and the Girl Scouts in the troop are ready to start.

1. Are you or the adult volunteer managing the Treats & Reads Program a registered and approved volunteer for the 2022/2023 Girl Scout membership year? The 2022/2023 membership year is from October 1, 2022 through September 30, 2023.
  - Did you remember to renew your volunteer role when you renewed your membership?
2. Have you or the adult volunteer managing the Treats & Reads Program for the troop done the following:
  - Reviewed this guide?
  - Taken the troop Treats & Reads volunteer training?
3. Are the Girl Scouts in the troop registered for the 2022/2023 membership year and have a signed Annual Consent form on file with the troop?
  - If NO, please ensure the parents/ caregivers log into MyGS at [gsfct.org](https://gsfct.org) and register their Girl Scouts for this membership year.
  - Troop volunteers can find the Annual Consent form on the Forms link at [gsfct.org](https://gsfct.org).
4. Has every Girl Scout/family received a nut and candy order card and family flyer? You can pick these materials up from your service unit Treats & Reads volunteer or download them from [gsfct.org](https://gsfct.org).
5. Have you reviewed the program with the troop (see Training the Troop on pages 9-10 and Safety on page 8)?
  - Be sure to cover setting up the online storefronts, sending marketing emails, and guidance for using social media to market the Treats & Reads Program.
6. Have you submitted the ACH authorization for the 2022-23 membership year? A troop volunteer needs to submit a new authorization each membership year. The link to this year's authorization is at [gsfct.org](https://gsfct.org).

**If you answered yes to all the above, you are ready to start with the year's Treats & Reads Program.**





# How do Girl Scouts participate?

Three simple steps get Girl Scouts up and running with the program:

1. Register for the program at [gsnutsandmags.com/gsofct](https://gsnutsandmags.com/gsofct).
2. Set up an online storefront.
3. Ask friends and family to make a purchase – in person or online.

Customers can make purchases to support a Girl Scout and her troop in the following ways:

- Online using the link to a Girl Scout's online storefront. Customers pay via credit card at the time of purchase. For nut and candy items, customers can choose in-person delivery (no additional fee) or the direct ship option (customer pays shipping fees).
- In person using the paper nut and candy order card. Girl Scouts/families collect payment (cash or check payable to GSOFACT) when the order is placed.
- Donation purchase for the Care to Share program. For each \$6 donation, GSOFACT will give a can of Honey Roasted Peanuts to the American Red Cross, CT Chapter OR Connecticut Foodshare to assist in their efforts to serve families in our state. Customers can make Care to Share purchases online or in person and recorded on the nut and candy order card.

A Girl Scout's Treats & Reads webpage is the hub of her program. Once she has registered for this year's Treats & Reads Program at [gsnutsandmags.com/gsofct](https://gsnutsandmags.com/gsofct), she will have access to her online dashboard.

From her online dashboard she can:

- Create her personalized avatar and message to customers.
  - Girl Scouts can choose their avatar's features, including eyes, skin color, hair color/length, body type, favorite shoes, and accessories, such as sunglasses and tiara.
  - She can upload a photo and record a video message in her own voice to ask customers to make a purchase
- Send marketing emails to customers.
- Get the link to her/their online storefront to share on social media. Please review the Internet safety tips on page 8 with Girl Scouts/families.
- Use the Share My Site feature to reach out to family and friends via social media.
- Select reward items.
- Enter paper order card orders (online orders automatically populate on the dashboard; parents/caregivers/troop volunteers do NOT need to manually enter these orders).



# Safety

**A reminder from Papa Seal: The safety of Girl Scouts, families, and volunteers continues to be our primary concern when Girl Scouts are participating in the Treats & Reads Program.**

Below are the recommended steps Girl Scouts, families, and volunteers must take to ensure Girl Scouts are participating in a meaningful and appropriate manner and keep them safe.

## General Safety Tips

- A parent/caregiver must know the Girl Scout's whereabouts when she is participating in the program, including if and when she is utilizing the Treats & Reads website.
- Girl Scouts and adults should be familiar with the neighborhoods where the Girl Scout sells and should only participate in door-to-door sales during daylight hours.
- Girl Scouts should always wear a Girl Scout Uniform, membership pin, or Girl Scout clothing when taking orders and/or delivery products to customers.
- Girl Scouts should not share their full name, phone number, address, or personal email address with customers who are not trusted family or friends. Customers should use an email address overseen by an adult to request information or to place an additional order.

## Internet safety tips

- Girl Scouts/parents/caregivers must read and agree to the Girl Scout Internet Safety Pledge. The link can be found at [girlscouts.org](http://girlscouts.org) or [gsfct.org](http://gsfct.org).
- Girl Scouts/parents/caregivers must review the Supplemental Safety Tips for Online Marketing. This document can be found at [girlscouts.org](http://girlscouts.org) or [gsfct.org](http://gsfct.org).
- A parent, caregiver, or other adult must supervise Girl Scouts when they are participating in any on-line activity relating to the Treats & Reads Program.
- For Girl Scouts 12 years old and younger, parents are responsible for managing the Girl Scout's online storefront and for all content. Adults may use their social media accounts to promote their Girl Scout's participation in the Treats & Reads Program.
- Girl Scouts 13 years old and older may use their own social media accounts to reach customers. Parents/caregivers should be aware of all posts related to Treats & Reads.

**IMPORTANT:** Social media posts must be limited to accounts/groups where the Girl Scout, parent, or caregiver controls the audience, i.e., a personal Facebook or Instagram account that the user controls access to. Posting on community Facebook pages or resale sites such as eBay or Facebook Marketplace is NOT permitted.

## Staying safe

- Adults must accompany Girl Scout Daisies, Brownies, and Juniors when taking orders or delivering product.
- Girl Scout Cadettes, Seniors, and Ambassadors must inform an adult about where they will be when participating in the Treats & Reads Program and should always use the buddy system.
- A plan to safeguard money should be in place before accepting cash. Girl Scout Daisies should not handle money.

Be sure to review with Girl Scouts and families the Cookie and Product Sales Safety Activity Checkpoints. These checkpoints are posted on [gsfct.org](http://gsfct.org).

# Training the Troop for Treats & Reads



**#1 tip for engaging Girl Scouts and families? Present the Treats & Reads Program as a fun and engaging Girl Scout activity during a troop meeting.**

Since you, the troop volunteer, know your Girl Scouts and families best, use the information below as a guide for presenting this year's Treats & Reads Program to troop families.

## Program overview

- Distribute the nut and candy order card and family flyer to each Girl Scout. You can pick up the material from your service unit Treats & Reads volunteer or download it from [gsfct.org](http://gsfct.org).
- Discuss ways (online and in-person) Girl Scouts can participate. Be sure to review safety measures Girl Scouts/families should follow when taking orders.
- Discuss the why, what, and how: why Girl Scouts/families should consider participating, what Girl Scouts will learn, and how the troop will benefit.
- Encourage Girl Scouts to register on the Treats & Reads website ([gsnutsandmags.com/gsofct](http://gsnutsandmags.com/gsofct)), send at least 18 emails and use the Share My Site feature on the Girl Scout's online dashboard. Both are requirements to earn the Cookie Crossover patch (see page 11 for details).
- Review key Girl Scout/parent/caregiver deadlines (see Calendar on page 4).
- Review How Do Girl Scouts Participate? on page 7.

## Safety review

- Girl Scouts should wear their Girl Scout clothing/uniform when taking in-person orders and delivering products.
- An adult should always know how and when a Girl Scout participates in the Treats & Reads Program, including when using the Treats & Reads website.
- Girl Scouts should never share their full name, address, phone number, or email address with customers they or their families don't know.
- Customers should use an adult's contact information for communicating and placing additional orders.
- See page 8 in this guide for complete safety guidelines.



# Training the Troop for Treats & Reads

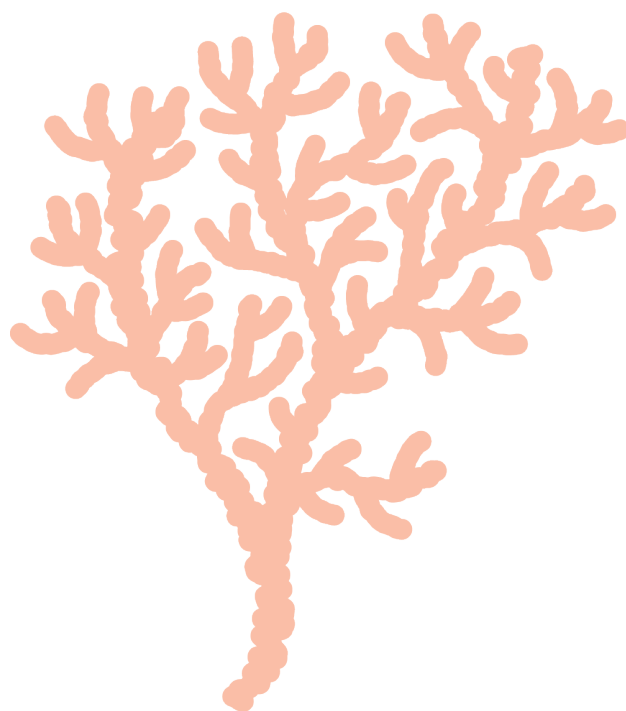


## Product overview

- Discuss the products: nut and candy items, magazine subscriptions, and the new, personalized products (available through the magazine store on a Girl Scout's online storefront).
- Review how customers can purchase products: online, in person, and making a Care to Share donation.
- Nut and candy items:
  - Customers can choose in-person delivery for the 16 items on the order card. Customers can purchase the same 16 items for in-person delivery on a Girl Scout's online storefront.
  - Customers can choose from an additional 25+ online-exclusive nut and candy items to be directly shipped.
  - Nut and candy items ordered via the order card or for in-person delivery on a Girl Scout's online storefront will be available for the troop to pick up from the service unit Treats & Reads volunteer the first week in December.
- Customers can make a Care to Share donation via a Girl Scout's paper order card or her/their online storefront.

## Goals and Decision Making

- Discuss the importance of each Girl Scout setting a goal and sharing the goal with family and friends.
- Have the Girl Scouts decide on a troop goal (number of items sold, emails sent, how the troop will use the proceeds, etc.)
- Have the Girl Scouts review the rewards on the nut and candy order card or from the dashboard on a Girl Scout's online storefront.
- If the troop is Junior level or older, Girl Scouts should vote (majority rules) on whether to take additional proceeds in place of rewards (see page 13 for more details).
- Daisy and Brownie troops are not eligible for the additional proceed option.



# Rewards and Patches



## Swimming Seal Patch

2+ magazines or personalized products



AND



**2022 Patch AND Seal Keychain**  
Send 18+ emails



## Go Bright Ahead Patch

10+ nut or candy items



## Personalized Avatar Patch

Girl Scouts earn this patch when they:

- Create an avatar
- Send 18+ emails from the Treats & Reads website,
- Use the “Share My Site” feature on the Girl Scout’s dashboard to ask friends and family for support, AND
- Achieve \$275+ sales



## Care to Share Patch

5+ Care to Share purchases



## Cookie Crossover Patch

Girl Scouts can earn this patch when they:

- Create an avatar during the Treats & Reads Program,
- Sends 18+ emails through the Treats & Reads website
- Use the “Share My Site” function on the Girl Scout’s dashboard to ask friends and family for support, AND
- Sells at least 150 packages of cookies during the 2022-2023 cookie program (excluding 2022 Election Week Cookie Sales)



# Rewards and Patches

Girl Scouts can make reward choices from their dashboard on the Treats & Reads website. Troop volunteers can also make reward choices for Girl Scouts. November 11 is the deadline for making reward choices.



**Flower Necklace**  
\$125+ Sales



OR



**Seal Charm and Bracelet OR Small Plush Seal**  
\$200+ Sales



**Go Bright Ahead T-shirt OR Protect the Monk Seal Donation (philanthropic reward) \***  
\$285+ Sales

\* The Protect the Monk Seal choice is a donation of the value of the reward to The Marine Mammal Center. Girls who choose the philanthropic reward option will earn a special custom patch.



OR



**Gel Eye Mask OR \$10 Shop Credit**  
\$350+ Sales



OR



**Large Seal Plush OR LED Strip Lights**  
\$450+ Sales



OR



**Go Bright Ahead Dry Bag OR \$15 Shop Credit**  
\$550+ Sales

**4ocean Bracelet OR 4 pair assorted socks by SockPanda**  
\$650+ Sales



OR

Rewards that give back!  
Each reward at \$650+ in sales makes a difference.

Each 4ocean bracelet helps sponsor the removal of one pound of plastic from the ocean.

For each Girl Scout who selects the Sock Panda reward an additional pair of socks will be donated to those in need in Connecticut.



**Mystic Aquarium Event on January 7, 2023, OR GSOFACT Rain Jacket.**  
\$900+ Sales



Included are two general admission tickets for the Girl Scout and her/their adult companion plus admission for the Girl Scout to an activity session (45 min) featuring hands-on investigations of live animals, including 15 minutes of “touch & learn” with live invertebrates.

# Troop Proceeds, Reward, and Crossover Bonus

## Troop Proceeds

Troops earn 15% of their total sale in proceeds. Every can of nuts, box of chocolates, Care to Share purchase, magazine purchase or renewal, PLUS the new, personalized products earn money for the troop.

Older Girl Scout troops (Junior level and older) can vote to take additional proceeds instead of individual rewards, bringing the troop's proceeds to 17% of the total sale.

Girl Scouts in troops that opt for additional proceeds will still receive any patches earned and the reward at the \$900+ level, if earned.



## Crossover Bonus

For troops looking to maximize their product sales proceeds, they should consider working toward the Crossover Bonus!

Troops participating in the Treats & Reads and cookie programs (excluding 2022 Election Week Cookie Sales) may qualify to earn an additional 2¢ per cookie package during the 2023 cookie program!

Qualifying troops will:

- Have at least two Girl Scouts in each program with sales.
- Have a \$130+ per Girl Scout selling average in the Treats & Reads Program.
- Have a 150+ packages per Girl Scout selling average in the 2022-2023 cookie program (excluding 2022 Election Week Cookie Sales).

**Note:** Juliettes do not qualify for the Crossover Bonus.

The bonus will be credited to the troop in eBudde after the 2022-2023 cookie program ends and before the final ACH transaction.

## Troop Reward

Earn a \$10 shop credit by achieving the following no later than October 17:

- Use the parent/caregiver eBlast feature on the troop dashboard to invite the Girl Scouts to set up their online storefronts, AND
- Have at least two Girl Scouts set up their online storefronts.
- That's it!



Note: Council will calculate this reward outside of the Treats & Reads website, and the credit will be sent to the troop co-leader or troop Treats & Reads volunteer in January 2023. The troop can redeem the credit for in-person, phone, or mail purchases. It is not valid for online purchases.

Juliettes do not qualify for the Troop Reward.

## Volunteer Personalized Patch

Fun patches aren't just for youth Girl Scouts! We know adults love a good patch. So, here is your opportunity to earn a personalized patch just for you!

Two volunteers in each troop that achieves \$900+ in sales in the Treats & Reads Program will be eligible to order an avatar patch featuring their name and personalized avatar.

# Care to Share

What if a customer's nut purchase could support both the Girl Scout AND two other non-profit organizations that serve Connecticut families in need? Good news: It can!

The Care to Share program is a partnership between GSOFCT and the American Red Cross, CT Chapter, and Connecticut Foodshare. A \$6 donation will give one can of Honey Roasted Peanuts to one of our partner organizations to support their mission to provide aid to Connecticut families.



Last year, GSOFCT gave more than 6,200 cans of Honey Roasted Peanuts to our partner organizations!

## Care to Share quick facts:

- Customers can make a Care to Share purchase either online or in person on a Girl Scout's nut and candy order card.
- When ordered in-person (order card), payment is due when the order is taken. A parent/caregiver/troop volunteer needs to manually add in-person Care to Share purchases to a Girl Scout's record on the Treats & Reads website.
- When ordered online via a Girl Scout's online storefront, the customer will pay with a credit card, and the purchase will automatically flow into the Girl Scout's record. No payment needs to be collected, and the purchase does NOT need to be manually entered.
- Care to Share purchases count toward troop proceeds and rewards. Girl Scouts who have 5+ Care to Share purchases will earn a custom patch.
- Care to Share purchases are virtual. Troops will not receive these items. GSOFCT will arrange delivery directly with the partner organizations.



**American Red Cross**



**Connecticut Foodshare**



**The American Red Cross CT Chapter** sponsors programs across the state, including disaster relief and events to assist homeless and at-risk veterans and their families.

**Connecticut Foodshare** supports individuals and families by addressing root causes, creating long-term solutions, and distributing nutritious food through local partner programs in an effort to alleviate hunger.

# Nut and Candy Delivery

## Ordering Nut and Candy Items

- All nut and candy items for in-person delivery must be in the Girl Scout's record on the Treats & Reads website.
- A parent/caregiver/troop volunteer **MUST** enter in-person (order card) nut and candy orders into a Girl Scout's record.
- Parents/caregivers have until October 30 at 11:59 p.m. to enter nut and candy items, including Care to Share items ordered on the order card.
- Troop volunteers can enter order card orders between October 31 and November 3.
- Customer purchases made through a Girl Scout's online storefront and paid for with a credit card should **NOT** be manually entered. These purchases will automatically flow into a Girl Scout's record.
- Customers can purchase online through November 6. These items will be included in a Girl Scout's total sale. No additional action is needed from the parent/caregiver or troop volunteer.



Don't turn late orders away! Service unit Treats & Reads volunteers have additional time to make entries, so please reach out with any late orders.



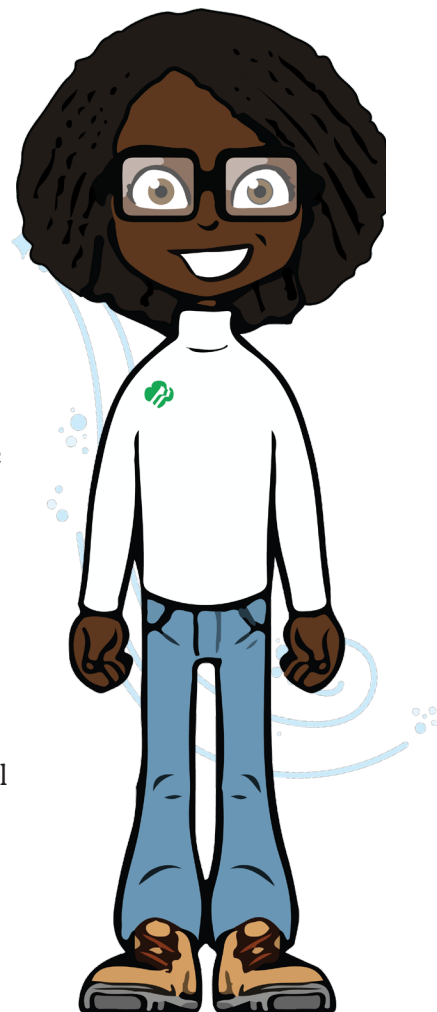
## Pickup and distribution of nut and candy orders

Woohoo! The nuts and candy items are scheduled to arrive just in time for the holiday season. Follow the tips below to make picking up the troop's order simple and efficient:

- Arrive promptly at the assigned location and time.
- Count each item in the troop's order, by variety, with the service unit volunteer.
- Once you confirm the count, you **MUST** sign for the order. Your signature transfers the responsibility for the troop's nut and candy items from the service unit to the troop.
- Allocate enough time to load your vehicle.
- Prepare for troop families to pick up their Girl Scout's nut and candy items from you by sorting the product according to the delivery tickets available on the Treats & Reads website.

When it is time to prepare the orders for Girl Scouts/families to pick up, the tips below will help make the process a snap!

- Communicate the pickup location and time to troop families.
- Separate orders by Girl Scout **BEFORE** the first family picks up. It is almost impossible to identify a sorting error after the first pickup.
- Be sure to allow enough time between pickups to allow an adult from each family to double-check the item count, sign for the nut and candy items, and load the order into their vehicle.
- **IMPORTANT:** Plan to count the nut and candy items, by variety, in each Girl Scout's order with the family. The adult **MUST** sign the delivery ticket or another document that reflects the number of items in the Girl Scout's order. The signature is what transfers responsibility from the troop to the family.
- Nut and candy items should be stored inside, off the floor, and away from heat sources, household pets, and other creatures, i.e., think squirrels and chipmunks.
- If you receive a damaged product, contact GSOFCT Customer Care at [customercare@gsofct.org](mailto:customercare@gsofct.org) or (800) 922-2770.





# Nut and Candy Delivery

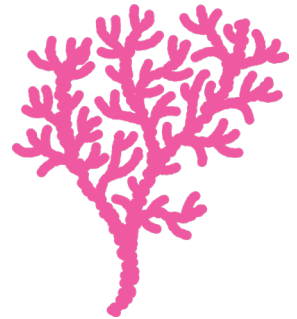
## Product delivery FAQs

### **Where are the cans of nuts I/my troop sold supporting the Care to Share program?**

The Honey Roasted Peanuts customers purchased to support the American Red Cross, CT chapter, and Connecticut Foodshare are not delivered to the troop. Instead, GSOFACT arranges for delivery of these items directly to the organizations.

### **What if the troop or family believes it did not receive all the products ordered by customers for in-person delivery?**

When the troop volunteer picks up the troop's order from the service unit volunteer, it is essential that BOTH volunteers count the product to ensure the quantity for each variety matches what is on the troop's delivery ticket. Likewise, troop volunteers should follow the same process when families pick up their orders.



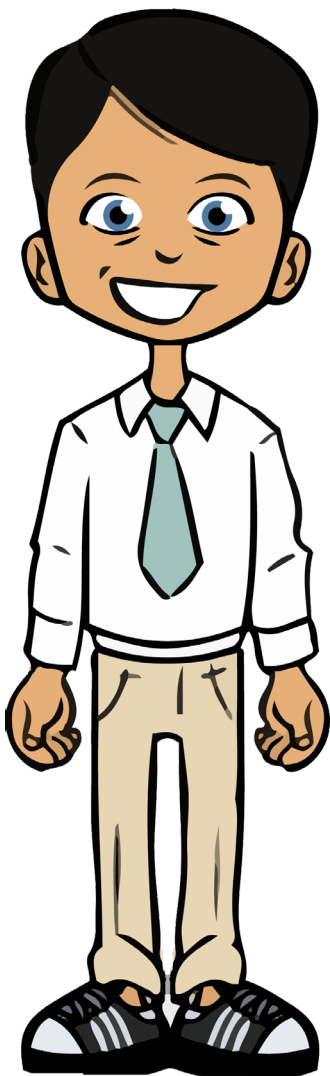
Assuming the amounts received matches the delivery ticket, then the troop or family received the correct number of nut and candy items.

If a family determines the amount of product received does NOT match what customers ordered, the first step is to confirm that all orders from the Girl Scout's order card were correctly entered into the Treats & Reads website for the Girl Scout.

The family should contact GSOFACT Customer Care at [customercare@gsofact.org](mailto:customercare@gsofact.org) or (800) 922-2770 for any discrepancies that cannot be resolved at the troop level. All product discrepancies and damages must be reported to GSOFACT no later than December 16, 2022.

### **What about the nut and candy items customers purchased online for direct ship?**

All online nut and candy direct ship orders are shipped directly to the customer at the address provided at checkout. Items should arrive within five to seven days of purchase. Customers should look for an email confirmation of the shipped order.





# Finances

## Payment for customer orders (online)

Customers pay for online orders via credit card at the point of purchase. Online orders include all orders placed via a Girl Scout's online storefront, including direct shipped, in-person delivery orders, and Care to Share purchases.

GSOFACT receives credit card payments. The total amount of these purchases, excluding fees for shipped orders paid for by the customer, will be credited to the troop on the Treats & Reads website. This amount will be accounted for when calculating the amount due to GSOFACT from the troop.

## Payment for customer orders (in-person order card)

Customers pay for items ordered in person (nut and candy items, including Care to Share purchases recorded on the order card) when placing the order with the Girl Scout. The Girl Scout/family should collect the payment when the order is placed. Customers can pay with cash or check payable to GSOFACT.

Girl Scouts/families should turn in all money collected for in-person orders to the troop co-leader or troop Treats & Reads volunteer no later than November 4, 2022. This deadline will allow enough time for the troop to deposit the money into the troop bank account ahead of the scheduled ACH payment (November 14, 2022).

If the troop experiences a bounced check or family payment issue, the troop volunteer should contact Customer Care at [customer care@gsofact.org](mailto:customer care@gsofact.org) or (800) 922-2770. The communication should include:

- The troop number.
- A description of the problem.
- Steps troop volunteers have already taken to resolve the issue.

## Troop payments to the council

Troop payments to GSOFACT are made via ACH withdrawal from the troop bank account. The council will calculate troop proceeds before the ACH transaction, and the proceeds will remain in the troop bank account.


Full details, including the link to the ACH authorization, the terms of agreement, and FAQs, are posted at [gsofact.org](http://gsofact.org). There will be one ACH transaction from the troop's bank account on or around November 14, 2022, to pay the amount due to GSOFACT. If the council owes proceeds to the troop, the council will initiate a deposit transaction to the troop bank account on or around November 14.

## Submitting the ACH authorization

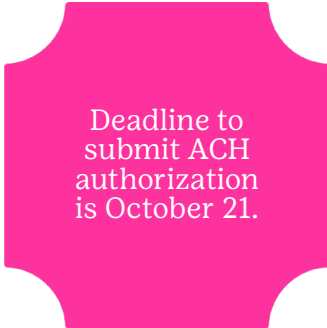
A troop volunteer needs to complete an ACH authorization EVERY membership year. The link to the 2022-2023 ACH authorization is posted on [gsofact.org](http://gsofact.org). Please double-check for accuracy before submitting the authorization; GSOFACT will not be able to initiate a transaction if the information provided is incorrect.

The volunteer who submits the authorization will receive an email confirmation from JotForm. If an email is not received (be sure to check spam/junk folders), the authorization was not successfully submitted and will need to be resubmitted.


Once the council initiates an ACH transaction, it can take up to ten business days for the transaction to post to the troop's bank account. If funds are not withdrawn or deposited after ten business days, please contact GSOFACT Customer Care at [customer care@gsofact.org](mailto:customer care@gsofact.org) or (800) 922-2770.



Link to the 2022-2023 ACH authorization available at [gsofact.org](http://gsofact.org).



Deadline to submit ACH authorization is October 21.



A new authorization needs to be submitted EACH membership year.



ACH withdrawal is November 14.





Girl Scouts of Connecticut

*340 Washington Street  
Hartford, CT 06106*

(800) 922-2770

[gsofct.org](http://gsofct.org)

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