



FALL PRODUCT PROGRAM SERVICE UNIT GUIDE

Fall 2023 | Fall Product Program



Need Help?

GSHCC Customer Care
800.322.4475
customer care@girlscoutshcc.org

M2 Customer Service
800.372.8520
Support.gsnutsandmags.com

FALL RESOURCES

Additional resources are available online at girlscoutshcc.org. You should receive the following materials the week of **August 20**

- ✓ Troop Guides
- ✓ Girl Scout Materials (each participant should receive one of each)
 - In-Person Order Card
 - M2 Girl Scout Information Flyer

Important Dates!

| | |
|---|-----------------------|
| Early access for Service Unit and Troop Volunteers | 09/07/2023 |
| Fall Product Program Begins! | 09/15/2023 |
| Fall Product Ends | 10/15/2023 |
| Adult/caregiver deadline for entering in-person orders into M2 system | 10/15/2023 |
| Deadline for troop to enter or edit order card items for participants | 10/17/2023 |
| Deadline for SU edits to order card items | 10/18/2023 |
| Last day for participants/troops to make reward choices | 10/18/2023 |
| All money due to Troop no later than | 10/18/2023 |
| Council ACH | 10/19/2023 |
| Delivery of nut/chocolate items to SU volunteers | 11/08/2023-11/15/2023 |
| Delivery of Rewards to SU volunteers (estimated date) | 11/27/2023 |

Girl Scouts Can Earn Avatar Patches!

Each participant who creates an avatar, sends 18+ emails and has \$350+ sales will earn a patch with their very own virtual likeness on it! Participants have many options to choose from including a Girl Scout uniform or other Girl Scout branded attire as well as the patch's background. Check for more details on the online site www.gsnutsandmags.com/gshcc or the nut/chocolate order card.

To earn the fall & cookie crossover patch:

- During the Fall Product Program, girls create their avatars and send 18+ emails
- Sell 300+ packages of cookies during the 2024 cookie program

REWARDS

Rewards are automatically calculated in the M2 system and will be visible to participants as earned. Girl Scouts will need to make a choice if two items are offered at a level. If a participant does not make a choice by October 18, the M2 system will select a default option. Service Unit Fall Product Manager Rewards will be delivered via FedEx approximately the week of **November 27** to the address you have entered and confirmed in the M2 system. Count all rewards twice and compare to packing list prior to distributing to troops. Log into www.gsnutsandmags.com/gshcc and click **Delivery Tickets** from the dashboard menu or choose the **Reports** link to get the information you need to sort and pack rewards for your troops. Have troops double check their rewards order and sign the receipt at pickup. Delivery Tickets will not be available until November.

TROOP PROCEEDS

Troop proceeds are automatically calculated by the M2 system. Troops can view the total amount earned by selecting the **Banking and Payments** link from their troop dashboards.

Troop proceeds are 15% of total sales. Older girl troops – Cadettes, Seniors and Ambassadors – may elect to opt out of rewards to earn an additional 5%. **This is a girl-led decision—not an adult decision.**



SERVICE UNIT FALL PRODUCT MANAGER (SUFPM) RESPONSIBILITIES

1 Set Up in M2

Set up your M2 access as a service unit fall product manager by going to www.gsnutsandmags.com/gshcc and clicking the volunteer button. Be sure to create your avatar!

- Under the Manage Troop tab, review your troops. If you have any missing troops, ensure they meet registration requirements (At least two leaders, one fall product manager, and two Girl Scouts registered for MY24)
- Upon logging in to the M2 system, the troop fall manager will watch a short training video. The video must be watched to access the system.
 - The troop fall product manager can launch the Parent/Adult Email Campaign which contains the participant's link to get started
 - Caregivers can go directly to www.gsnutsandmags.com/gshcc

2 Review Girl Scout/Troop Order/Order Submission

- Adults/caregivers will enter girl orders from the nut/chocolate order card in the M2 Online system by October 15 at 11:59PM. Do NOT enter products that were ordered online by customers for Girl Scout delivery.
- All online orders are automatically tabulated by the M2 system
- Remind fall product managers they must enter any nut/chocolate orders not entered by Girl Scouts/caregivers in the M2 system by 11:59PM PST on October 17
- To add Participant orders
 - From the dashboard click Paper Order Entry
 - Click the PLUS sign next to the participant's name and select EDIT PAPER ORDERS from the menu
 - Enter the total number of nut/chocolate items by variety from the order card
- Rewards are automatically calculated. Parent/Girl Scout deadline for final rewards choices is by October 18.
- Personalized patches will be mailed from M2 to the Girl Scout using the address entered by caregivers in the M2 system

3 Provide Delivery Information for Products and Rewards

- Be certain to enter your service unit's location for nut/chocolate and reward delivery
- Product delivery locations are your choice. Ensure you have approval if using a church, business or any public place. **Post Office Boxes are not an acceptable delivery address.**
- Nut/chocolate items will be delivered November 8 – 15. **An adult must be present to accept this order.** Delivery times will be set up by the delivery agent and you will be notified by phone and/or email of your delivery time window.
- Be certain to include any information that will be helpful to the delivery agent such as the name of the business, if applicable, or if there is a preferred entrance for the location

Step 3 Continued

- Rewards will ship to the address you enter in the M2 system and the delivery agent will provide an approximate delivery timeframe as soon as one is available.
- Note your rewards delivery address can be different than product delivery address. You do not need to be present for the reward delivery.

4 Delivery of Nuts and Chocolates

- Once you have your service unit product delivery date, schedule troop pick up dates and times.
- When setting troop pickup times, ensure you have ample time to sort the items before troops arrive
- Log into www.gsnutsandmags.com/gshcc and click Delivery Tickets from your SU dashboard
- Print two copies of each troop's delivery ticket to use when sorting orders. Have troops sign one copy at pick-up and retain for your records. Give unsigned copy to troop for their records. Or have them take a photo for their records.
- **When reading the delivery ticket, be mindful of cases versus units since troops purchase units and shipments will be packaged both in cases and units. Also remind troops that the delivery ticket will include any product that was ordered online by customers as a girl delivered item.**
- When the delivery agent arrives, review the delivery ticket provided. Count the product carefully and then count again to ensure that you have received exactly the right quantities of each product as shown on the delivery ticket. You should not receive any extras.
- If you experience shortages, items cannot be replaced if they are not notated on your delivery ticket. Signing the delivery ticket is acknowledgment that you received all products listed. You will be given a copy for your records.
- Sort products into troop orders and attach the appropriate Delivery Ticket to each troop's order.
- When the troops arrive to pick up their products, instruct each troop to count and recount their order before signing the delivery ticket. Any discrepancies should be resolved at time of pick up. By signing the delivery ticket, the troop agrees quantities received are correct and they will be financially responsible for those products.

5 Payment

- All funds collected must be deposited into the troop's bank account by October 18, 2023
- Council will electronically withdraw from the troop's bank account the amount owed to the council via the ACH (Automatic Clearing House) bank network on October 19, 2023. Each troop's balance due will be displayed in the M2 system under the "Banking and Payments" link.



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