



# FALL PRODUCT PROGRAM SERVICE UNIT GUIDE

2021 Girl Scout Fall Product Program

## MATERIALS CHECKLIST

- ✓ Volunteer Position Agreement (digital)
- ✓ Troop Guides (1 per troop)
- ✓ Troop Envelopes (1 per troop)
- ✓ Receipt Books (1 per troop)
- ✓ Girl Materials (each participating girl should receive one of each)
  - Candy/Nut Order Card
  - M2 Girl Information Flyer
  - Girl Money Envelope
  - Family Guide
  - Parent Permission Form

Also available at [www.girlscoutshcc.org/fallproduct](http://www.girlscoutshcc.org/fallproduct)

Girls participating individually must review the IRGS/Juliette Guide found online

## Girls Can Earn Avatar Patches!

Each girl who creates an avatar, sends 18 emails and has \$300+ total sales will earn a patch with her very own virtual likeness on it! She has many options to choose from to create her avatar, including her uniform or a G.I.R.L t-shirt and her patch's background. Check for more details on the online site [www.gsnutsandmags.com/gshcc](http://www.gsnutsandmags.com/gshcc) or the nut/chocolate order card.

To earn the fall and cookie crossover patch:

- During the Fall Product Program, girls create their Avatars and send 18 emails
- Sell 215+ packages of cookies during the 2022 cookie program

## DATES TO REMEMBER

September 2

- Email invitation sent to Service Unit Fall Product Manager (SUFPM) and Troop Fall Product Manager (TFPM) to access the M2 online system

September 9

- 2021 Fall Product Program begins (in-person and online)

October 4

- ACH Authorization Forms due

October 17

- Fall Product Program ends (in-person and online)
- Paper order entry - participant end date

October 18

- Paper order entry - troop and service unit start date

October 19

- Paper order entry - troop end date

October 20

- Paper order entry - service unit end date

October 20


- Last day for girls/troops to make reward choices (service units cannot make reward selections)

October 21

- ACH withdrawal for full balance due

Week of November 11-November 18

- Product delivered to SUFPM (SU to notify troops of pick-up dates/ times)
- November 29
- Estimated reward delivery date to SUFPM



**Need Help?**

**M2 Customer Service** 800.372.8520  
[question@gsnutsandmags.com](mailto:question@gsnutsandmags.com)

**GSHCC Customer Care** 916.452.9181  
[customercare@girlscoutshcc.org](mailto:customercare@girlscoutshcc.org)

## 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 10% of total sales. Older girl troops – Cadettes, Seniors and Ambassadors – may elect to opt-out of rewards to earn 20% of total sales. **This is a girl-led decision—not adult decision.** Girls who opt out of rewards still earn patches.

## REWARDS

Rewards are automatically calculated in the M2 system and will be visible to girls. If two items are offered at a reward level, girls will choose which item she would like to receive. The troop fall product manager can also indicate which item the girl would like to receive. Service unit fall product managers will not need to make reward choices for girls. **If the troop or girl do not make a selection, default options will be selected.**

Rewards will be delivered via UPS in early November to the address provided. Count all rewards and compare to shipping list prior to sorting rewards by troop for pickup. Log into [www.gsnutsandmags.com/gshcc](http://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 in M2 until November 1.

# SERVICE UNIT FALL PRODUCT MANAGER (SUFPM) RESPONSIBILITIES

## Step 1: Set Up in M2

As a SUFPM, you will receive an email invitation to set up your administrative level access to the M2 online system. Click the link included in the email to set your password. Once you set up your account, you can access it by going to [www.gsnutsandmags.com/gshcc](http://www.gsnutsandmags.com/gshcc) and clicking the volunteer button. Be sure to create your Avatar! **Service unit fall product managers will earn a custom patch when your service unit reaches \$1 in sales.**

- Review your troops listed in M2 to ensure all are listed. If you have any missing troops, ensure they meet registration requirements (two troop leaders and one fall product manager registered for 2022, background checked and at least two girls also registered for 2022).
- Fall Product Program troop training can be hosted by you or troops may complete GSHCC's training. Troop Fall Managers must watch a short video provided by M2 in its entirety in order to complete set up in the M2 system.
- Troops are required to complete training in order to participate in the program, even if they have participated in previous years.
- There are two ways parents can register for the 2021 Fall Program.
  - The TFPM can email the link directly to the parents of the girls through the M2 system using the instructions provided in the training video
  - Troop Fall Managers can also direct their parents to use the "How to get started" page in the girl packet which recommends girls go directly to [www.gsnutsandmags.com/gshcc](http://www.gsnutsandmags.com/gshcc).

## Step 2: Review Girl/Troop Order/Order Submission

- Parents will enter girl orders from the nut/chocolate order card in the M2 Online system during the sale or by October 17. Parents should not enter Girl Delivered products that were ordered and paid for online by customers.
- All online orders are automatically tabulated by the M2 system.
- Remind TFPM they must enter any nut/chocolate orders not entered by parents in the M2 system by October 19.
- To add girl orders
  - From the dashboard click "Paper Order Entry"
  - Click the pencil next to the girl's name
  - Enter her total number or additional number of nut/chocolate items by variety from her order card. **Do not enter online orders, including Girl Delivered orders.**
- Rewards are automatically calculated. Parent/girl deadline for final rewards choices is by October 20.
- Personalized patches will be mailed directly to the girl using the address in the M2 system.

## Step 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. You must be present to receive and sign for nut/chocolate items. **Post Office Boxes are not an acceptable delivery address.**
- Nut/chocolate items will be delivered the week of November 10-17. You 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, unavailable dates/times or if there is a preferred entrance for the location.
- Rewards will ship to the address you enter into the M2 system and will be delivered approximately November 29. Note your rewards delivery address can be different than product delivery address. You do not need to be present for the reward delivery.

## Step 4: Payment

- Customer payment for nut/chocolate order card sales is collected at time of order (this is different from the cookie program).
- Troops should decide if they will accept checks as payment and should share this information with girls/parents. Checks should be made payable to troops.
- All funds collected must be deposited into the troop's bank account by October 20.
- 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 21. Each troop's balance due will be displayed in the M2 system under the "Banking and Payments" link.

## Step 5: Delivery of Nuts and Chocolates

- Delivery schedule will be sent out by the delivery agent. Contact your troops with the delivery date, time and location.
- It is recommended that you use the troop pick-up scheduler in the M2 system. This functionality is available at the service unit level only. Troops can select their preferred pick-up appointment once their service unit enters appointment dates/times.
- When setting troop pickup times, ensure you have ample time to sort the items before troops arrive.
- Log into [www.gsnutsandmags.com/gshcc](http://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. Count items with troops, have them sign one copy of the delivery ticket at pick-up and retain for your records. You can give an unsigned copy to troop 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 Girl Delivered product that was ordered online by customers.**
- 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.
- Sign the delivery ticket stating that you have received the products listed. The agent will give you 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. By signing the Delivery Ticket, the troop agrees to the quantities received as listed on the ticket and will be financially responsible for those products.
- Follow all local and state COVID-19 guidelines when distributing product and rewards, such as wearing face coverings, social distancing, etc.

\*Please note all M2 system deadlines are by end of day (11:59 p.m. PST). GSHCC cannot make product or reward edits after October 20 \*

**We appreciate you! Thank you for all you do to make the Girl Scout Fall Product Program possible!**