



Fall Product Program Troop Guide

Why participate in the Girl Scout Fall Product Program?

This program is an integral part of a Girl Scout's journey toward leadership, learning and developing The 5 Skills:

- Goal Setting**
- Decision Making**
- Money Management**
- People Skills**
- Business Ethics**

The Fall Product Program is an easy, fun way for your troop to prep for the Girl Scout Cookie Program! Learn and practice inventory management, reward distribution, money collection and financial tracking. Girls will be able to practice their online marketing skills as well.

Mark Your Calendars

Early access for troop fall product managers	September 2
SALE BEGINS! Online & In-Person	September 9
ACH Authorization Forms Due	October 4
Last day for in-person, Direct Ship & online Girl Delivered ordering	October 17
Paper order entry - Participant End Date <i>Online Girl Delivered items should not be entered</i>	October 17
Paper order entry - troop entry for any missing orders or edit in-person sales	October 18-19
Paper order entry - service unit entry for any missing orders or edit in-person sales	October 18-20
Last day for girls/troops to make reward choices (service units cannot make selections)	October 20
ACH withdrawal for all money due <i>Troops who sell online only will receive ACH refund</i>	October 21
Delivery of nut/chocolate items to service units (<i>service unit to notify troops of pickup times</i>)	Week of November 10 - November 17
Last day to deliver product to customers	November 25
Estimated reward deliveries to service units	November 29

Getting Started!

-VOLUNTEERS-

- » Ensure your troop meets registration requirements
 - Two leaders and one fall product manager registered for 2022 and background checked
 - At least two registered girls
- » Complete training, even if you have participated in the past.
- » Submit an ACH Authorization Form
- » Submit a Volunteer Position Agreement
- » Create your volunteer Avatar!
*Forms can be found online at girlscoutshcc.org/fallproduct

Rewards!

In the fall, girls and leaders who create avatars and meet the criteria below will earn a patch with their very own virtual likeness on it!

- **Girls:** Create your Avatar, send 18+ emails, and sell \$300+ in total sales!
 - **Volunteers:** Create your Avatar, send parent/girl email blast and reach \$1,000 in total troop sales!
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- Check out the back of your nut/candy order card to see all of the great rewards you can earn this season.
 - **Older Girl** troops comprised of Cadettes, Seniors and/or Ambassadors only can opt-out of rewards and earn 20% proceeds instead of the standard 10%. Girls will also earn patches.

Volunteer M2 Access - In Depth

Volunteers will receive an email invitation from M2 that explains how to access the site and get started. If you have not received an email invitation to access the M2 site by September 9, please visit www.gsnutsandmags.com/admin and select "Forgot Password." If you need further assistance, please contact your service unit fall product manager (SUFPM) or M2 Customer Service.

Troop Banking

1. Troops are required to have a bank account and to submit an **ACH Authorization Form** by October 4. Contact GSHCC Customer Care for additional details or assistance if you do not have a troop bank account.
2. Payment is collected at the time of ordering; checks should be made payable to your troop, not GSHCC.
3. Deposit all money into your troop bank account prior to the ACH date and keep all receipts!
4. Amount owed to GSHCC will be deducted via an ACH withdrawal on Thursday, October 21. Amount due is calculated automatically in the M2 system.
5. Find balance due by clicking the "Banking and Payments" link on your Troop dashboard. You will see an overview of all sales and proceeds information for your troop. The "Reports" link shows even more detail. View the Troop Orders Report or download your troop's delivery ticket and toggle on financial information for another view.

Tips!

Orders should not be placed unless payment has been received by the troop. If a family does not submit funds by the due date, keep the troop leader/SUFPM informed of all contact attempts and document the information.

Money for all online orders shows as already paid to council will be deducted from your balance due. If your troop collects all funds online, you will receive your proceeds as an ACH deposit.

If your troop decides to accept checks, be sure to have each girl's name written on the check. We recommend you only take checks from people you know and are comfortable contacting if there is a problem. We do not recommend accepting checks in amounts over \$60.

- » Your access email will prompt you to create a password to access your M2 Volunteer account.
- » You will be prompted to complete certain account information, as applicable - watch a short system training video, enter a mailing address, create your Avatar and send access emails to the participants in your troop.
- » You will be able to see a list of pre-uploaded girls. **Don't worry if not all girls show up on this list at the beginning of the sale.** Any girls not pre-loaded can simply register once the sale begins at: www.gsnutsandmags.com/gshcc. They will then be added automatically to your troop roster.
- » Girls can launch their accounts on September 9. Please note that the system will not accept any early participant activity; girls must wait until the sale launch date.
- » Participants can enter their own paper orders into their accounts through October 17. If they do not enter their orders, you will need to do so through your Volunteer account.

Adding Girl Orders into M2 system:

Troop fall product managers must enter any orders not entered by parents into M2 system. Troops fall product managers cannot enter orders until after the cutoff for girls (October 18 - October 19 only).

- » Choose Paper Order Entry from your dashboard.
- » Click the pink pencil next to the girl's name to edit/enter orders.

DO NOT enter online Girl Delivered products

- » Enter her total nut/candy items by variety from her order card. Click "Update." Make sure the totals match.
- » There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff date.

Tips!

Only order the exact number of nut/candy items sold, as product cannot be returned.

Rewards are automatically calculated. Please note that rewards will take 1-2 hours to update after adjustments have been made to products sold.

All M2 deadlines are end of day (11:59 p.m. PST)

After-Sale Wrap Up!

Products

Remember, all product is automatically submitted for fulfillment! There is no "submit" button!

- » Coordinate with your service unit fall product manager to pick up your troop's nut/candy items.
- » Print a delivery ticket for each girl's order from your dashboard. When you distributed the items to each girl, have their parent count/inspect each item and sign the delivery ticket for your records.

Rewards

Girls must make their rewards selections online by October 20.

- » If a girl does not make her selections, you may do so through the troop account until October 20.
- » Any selections not made by October 20 will have default options selected.
- » Reward deliveries will be coordinated with your service unit fall product manager in a similar fashion to products.

Deliveries

Girls should coordinate delivery of product with their customers. Happy customers become return customers!

- » Girls should notify customers of expected delivery timeframe
- » Girls will receive an online report of orders with email addresses and phone numbers of their customers. Addresses will not be listed.
- » Participants may contact M2 customer service for additional customer information if necessary

FAQs:

My girls are attempting to register and get a "Campaign is Currently Unavailable" message.

- Girls cannot begin online account registration until the sale launch date of September 9.

I entered the email addresses to send access notifications to the girls in my troop, but they haven't sent, it says "Queued for Sending." How long does it take to send?

- Access emails will not be sent to the participants until the launch date of the sale.

I am a volunteer and have a daughter participating. Can I use the same email address for my volunteer and girl accounts?

- Yes! You will be notified upon login as to which account you are signing on to. Volunteer accounts are accessed at: www.gsnutsandmags.com/admin, and girl accounts are accessed at: www.gsnutsandmags.com/gshcc.

One of my girls received an online Girl Delivered order that the family is unable to deliver. How do I remove it?

- The parent/guardian (or customer) will need to contact M2 Customer Service to have the order cancelled and removed from the system. This cancellation MUST be completed before the sale end date on October 17.

My girl received/entered orders that put her over the next reward threshold, but the system isn't showing that she earned the reward.

- The system can take 1-2 hours to update the rewards section once additional sales have been received/entered.

Questions?

For questions regarding specific council related details, contact your service unit fall product manager.

For questions regarding the M2 system or other general sale questions, contact M2 Customer Support!

Service Unit Fall Product Manager

Name: _____

Email: _____

Phone: _____

Girl Scouts Heart of Central California

girlscoutshcc.org
[customercare@
girlscoutshcc.org](mailto:customercare@girlscoutshcc.org)
916.452.9181

M2 Customer Service

[question@
gsnutsandmags.com](mailto:question@gsnutsandmags.com)
800.372.8520

We Appreciate You!
***Thank you for being
an integral part of the
Girl Scout Fall Product
Program!***

