Fall Product Program Troop Guide

girl scouts
heart of central california

Getting Started!

1. Follow the link sent to your email address to access the M2 site on the Early Access date. If you haven't received your email, use the forgot password link on the M2 site.
2. Complete M2 system training.
3. Create your volunteer avatar!
4. Launch the parent/adult email campaign to the Girl Scouts in your troop.

Important Dates!

Early access for troop Volunteers	09/12/2024
Fall Product Program Begins!	09/20/2024
Fall Product Program Ends	10/20/2024
Adult/caregiver deadline for entering in-person orders into M2 system	10/20/2024
Deadline for troop to enter or edit order card items for participants	10/22/2024
Last day for participants/troops to make reward choices	10/23/2024
All money due to troop no later than	10/23/2024
ACH Withdrawal (full balance due)	10/24/2024
Delivery of nut/chocolate items to SU volunteers	11/13/2024- 11/20/2024
Last day to deliver products to customers	11/27/2024

What is the Fall Product Program?

This program is an integral part of a Girl Scout's journey toward leadership. Allowing participants to practice skills such as:

Goal Setting
Teamwork
Presentation Skills
Customer Service
Money Management

An easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year - don't miss out on all the fun!
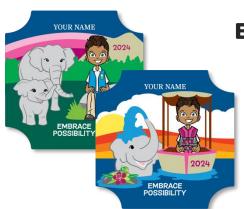
Personalized Patches & Rewards!

In the fall, Girl Scouts and leaders who create avatars and meet the criteria below will earn a patch with their very own virtual likeness on it! Personalized patches are created and mailed to earners directly from M2. Personalized patches will be delivered 6-8 weeks after the conclusion of the fall product program. Crossover patches are mailed 6-8 weeks after the conclusion of the cookie program.

Check out the back of the nut/candy order card to see all the great rewards participants can earn this season.
When participants launch their online account, they can track progress and select rewards as they earn them.

EMBRACE POSSIBILITY

Earn Customized Patches

Fall Patch
To earn:
1. Create your avatar
2. Send 18+ emails
3. Sell $350 in total sales
4. Choose your background & your avatar design!

*Troop Leaders earn for $1,200 in total troop sales!

Cookie Program Crossover Patch
To earn:
1. Fall Criteria: Create your avatar, send 18+ emails and use the "Share My Site" function in M2.
2. 2025 Cookie Program: Sell 300+ packages of cookies

PARTICIPATION OPTIONS

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	**In-Person**	• Participants collect money from customers at time of order • Family/troop enters orders into M2 by the appropriate deadline • Participants turn in money to troop	Delivered to customers by Girl Scout	15% per item sold
	Online Girl-Delivered	• Girl Scouts create their personalized storefront in M2 and send emails to friends and family • Customers pay online and participants deliver products • Orders are automatically credited to the participants in M2	Delivered to customers by Girl Scout *(If a Girl Scout/family receives an online order from a customer where they will not be able to deliver the items in person, they will need to contact M2 customer service by October 20 to cancel)*	15% per item sold
	Direct Shipped	• Girl Scouts create their personalized storefront in M2 and send emails to friends and family • Customers pay online, including the cost of shipping • Orders are automatically credited to the participants in M2	Shipped directly to the customer *(1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)*	15% per item sold
Magazines, Tumblers, Custom Stationary & BarkBox	**Online**	• Girl Scouts create their personalized storefront in M2 and send emails to friends and family • Customers pay online • Orders are automatically credited to the participants in M2	Shipped directly to the customer *(6-8 weeks standard delivery timeframe after order processing)*	15% per item sold

Optional Older Girl Proceeds and Rewards

Older Girl Scouts may opt out of rewards to earn an additional 5% towards troop proceeds. This is a girl-led decision – not an adult decision – and must be unanimous from the girls participating to opt out of rewards.

Care to Share

o Care to Share is a great way for customers to give back to the community through donations of products.
o Our council's Care to Share items will be donated to local food banks.
o Girl Scouts earn the Care to Share patch by receiving 6 or more donations.

Volunteer M2 Access

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 12,** please visit www.gsnutsandmags.com/admin and select "Forgot Password." If you need further assistance, please contact your service unit fall product manager or M2 Customer Service.

First Steps

⇒ Your access email will prompt you to create a password to access your M2 Volunteer account. If you are a returning user, you can login using your existing credentials.

⇒ 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 using the Parent/Adult Email Campaign.

⇒ You will be able to see a list of pre-uploaded girls. ***Don't worry if not all Girl Scouts show up on this list at the beginning of the sale.*** Any participants not pre-loaded can simply register once the sale begins at: www.gsnutsandmags.com/gshcc. They will then be added to your troop roster once council confirms their membership registration.

⇒ Girl Scouts can launch their accounts beginning on **September 20**. Please note that the system will not accept any early participant activity; participants must wait until the sale launch date.

⇒ Participants can enter their own paper orders into their accounts through **October 20**. If they do not enter their orders, you will need to do so through your volunteer account by **October 22**.

Adding Nut Order Card Items into M2:

Troop fall product managers (TFPM) must enter any orders not entered by parents into M2. TFPM cannot enter orders until after the cutoff for girls - **October 20 at 11:59PM**.

⇒ Choose Paper Order Entry from your dashboard.
⇒ Click the Girl Scouts 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 could take up to an hour to update after adjustments have been made to products sold.

Troop Banking

1. Troops must have a bank account and submit an ACH Authorization form (if troop did not participate in the 2024 Girl Scout Cookie Program).
2. Payment is collected at the time of order.
3. Deposit all money into your troop bank account and keep all receipts.
4. Amount owed to GSHCC is automatically calculated in M2 and will be deducted via an ACH debit on **October 24**. If a troop is due a refund, it will be processed at this time
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.

Extra Information

If a Girl Scout does not turn in money prior to the order entry deadline, do not place the order and contact the parent/guardian immediately. Keep the troop leader and service unit fall product manager informed of all contact attempts and document the information. Orders should not be placed unless payment has been received by the troop.

Money for all online orders shows as already paid to GSHCC and final ACH will be adjusted for the troop to earn proceeds on these sales.

If your Troop decides to accept checks, checks must be payable to your troop. We recommend you only take checks from people you know and are comfortable contacting if there is a problem.

Program 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. Count all items and sign your troop delivery ticket.

⇒ Print a delivery ticket for each participant's order. As items are distributed to Girl Scouts, have caregivers count/inspect each item and sign the girl delivery ticket for your records.

Rewards
Girl Scouts must make their rewards selections online by **October 23**

⇒ If a participant does not make their selections, you may do so through the troop account until **October 23.** Otherwise, a default reward will be selected.

⇒ Reward deliveries will be coordinated with your service unit fall product manager in a similar fashion to products.

⇒ Count all items at time of pick-up and distribution. Remember to sign delivery tickets.

Deliveries
Troops should make sure their Girl Scouts coordinate delivery of product with their customers. Happy customers equal return customers!

⇒ Participants/Parents/Adults will receive an online report of orders with email addresses and phone numbers of their customers.

⇒ Participants may contact customer service for additional customer information if necessary for delivery.

FAQs

Please visit our support site at support.gsnutandmags.com for more information.

Here are a few frequently asked questions as you get started:

Q: My Girl Scouts are attempting to register and get a "Campaign is Currently Unavailable" message.
- Girl Scouts cannot begin online account registration until the program start date.

Q: I entered the email addresses to send access notifications to the Girl Scouts in my Troop. The site says, "Queued for Sending", but how long does it take to send?
- Access emails will not be sent to the participants until the start date of the program.

Q: I am a Volunteer and have a Girl Scout participating. Can I use the same email address for my Volunteer and Participating 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 participating accounts are accessed at: www.gsnutsandmags.com/gshcc.

Q: One of my Girl Scouts 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 canceled and removed from the system. This cancelation MUST be completed before the end of parent paper order card entry **(October 20).**

Questions?

For questions regarding M2 or personalized patches, contact M2 Customer Support.

For questions regarding specific council-related details, such as product pick-up, contact your service unit fall product manager.

Service Unit Fall Product Manager
Name:_____
Email: _____
Phone:_____

Girl Scouts Heart of Central California
Website: girlscoutshcc.org
Email: customercare@girlscoutshcc.org
Phone: 800-322-4475

M2 Customer Service
Email: support.gsnutsandmags.com
Phone: 800-372-8520

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

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