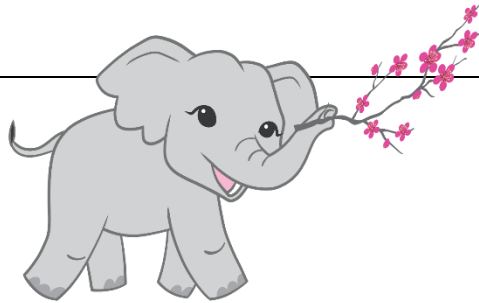


FALL PRODUCT PROGRAM SERVICE UNIT GUIDE

Fall 2024 | Fall Product Program



EMBRACE POSSIBILITY

FALL RESOURCES

- ✓ Troop Guides
- ✓ Girl Scout Materials (one per participant)
 - In-Person Order Card
 - M2 Girl Scout Information Flyer

Additional resources are available online at girlscoutshcc.org/fallproduct.

Important Dates!

Early access for Service Unit and Troop Volunteers	09/12/2024
Fall Product Program Begins	09/20/2024
Fall Product 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
Deadline for SU edits to order card items	10/23/2024
Last day for participants/troops to make reward choices	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
Delivery of Rewards to SU volunteers (estimated date)	11/27/2024
Last day to deliver to customers	11/27/2024

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.**

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!


To earn the fall & cookie crossover patch:

- During the Fall Product Program, girls create their avatars, send 18+ emails and use the “Share My Site” function in M2.
- 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 23, 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.

SERVICE UNIT FALL PRODUCT MANAGER RESPONSIBILITIES

<p>1 Set Up in M2</p>	<p>Step 3 Continued</p>
<p>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!</p> <ul style="list-style-type: none"> • 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 MY25) • 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. <ul style="list-style-type: none"> ◦ The troop fall product manager can launch the Parent/Adult Email Campaign which contains the participant's link to get started 	<ul style="list-style-type: none"> • Rewards will ship via FedEx or UPS to the address you enter in the M2 system. You do not need to be present for the reward delivery
<p>2 Order and Reward Submission</p>	<p>4 Delivery/Distribution of Product and Rewards</p>
<ul style="list-style-type: none"> • Caregivers will enter girl orders from the order card in the M2 Online system by October 20. Girl Delivery orders are not entered; All online orders are automatically tabulated by the M2 system • Remind fall product managers they must enter any product orders not entered by caregivers in the M2 system by October 22 • Rewards are automatically calculated. Parent/Girl Scout deadline for final rewards choices is by October 23 • Personalized patches and crossover patches will be mailed from M2 to the Girl Scout using the address entered by caregivers in the M2 system. Personalized patches are 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 	<ul style="list-style-type: none"> • You can schedule troop pick up dates and times in the Troop Scheduler in M2. Ensure you have ample time to sort the items before troops arrive • At time of product delivery, count the product carefully 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 • 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 • 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 • Print each troop's delivery ticket to use when sorting orders. Sort products and rewards by troop and attach the appropriate Delivery Ticket • When the troops arrive to pick up their products and rewards, count items with the troop before they sign the delivery ticket. Any discrepancies should be resolved at time of pick up as GSHCC does not receive extra product to resolve troop orders. If you received correct quantities at time of delivery, items would match exactly to troop orders. By signing the delivery ticket, the troop agrees quantities received are correct and they will be financially responsible for those products.
<p>3 Provide Delivery Information for Products and Rewards</p>	<p>5 Payment</p>
<ul style="list-style-type: none"> • Be certain to enter your product and reward delivery addresses are correct in M2. Delivery locations are your choice and can be different for product and rewards. Ensure you have approval if using commercial address. Include helpful delivery information in the notes (preferred entrance, gate codes, business name, etc.) Post Office Boxes are not an acceptable delivery address • Nut/chocolate items will be delivered November 13 – 20. 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 	<ul style="list-style-type: none"> • All funds collected must be deposited into the troop's bank prior to the ACH date • GSHCC will electronically withdraw the amount due from the troop's bank account via ACH. If a troop is due a refund, it will be processed on this same day. Each troop's balance due will be displayed in the M2 system under the "Banking and Payments" link.
	 <p>GSHCC Customer Care 800.322.4475 customer care@girlscoutshcc.org</p> <p>M2 Customer Service 800.372.8520 Support.gsnutsandmags.com</p>