

2024 Fall Product Program Troop Manager's Guide



What is the Fall Product Program?

This program is an integral part to a Girl Scout's journey toward leadership. She will learn and develop the Five Skills of the Product Programs:

- **Goal Setting**
- **Teamwork**
- **Presentation Skills**
- **Customer Service**
- **Money Management**

An easy, fun way to earn funds at the beginning of the Girl Scout year for your troop!

Getting Started! VOLUNTEERS

- Follow the link sent to your email address the week of September 16, 2024, to access the M2 site. If you have not received your email by the end of the week, contact customercare@girlscoutsna.org.
- Complete the M2 system training when you log in for the first time.
- Create your volunteer Avatar!
- Send the Parent/Guardian Email Blast to the families in your troop - **a required step to earn your Personalized Patch!**

Early-Access for Troop Volunteers	September 20
Program begins!	September 27
Program ends!	October 28
Family deadline to enter in-person orders in M2 - Items purchased online should not be re-entered	October 28, 11:59 p.m.
TFPM deadline to enter in-person orders in M2	October 30, 11:59 p.m.
SUFPM deadline to enter in-person orders in M2	October 31, 11:59 p.m.
Family deadline to make reward choices in M2	November 5, 11:59 p.m.
Delivery of product to SUFPM - You will be notified by your SUFPM of pickup time	November 11-15
All monies due must be turned in to TFPM	November 29
Delinquent Balance Forms Due	December 3
Council ACH Sweep	December 4
Estimated delivery of rewards to SUFPM	December 9-13

Don't Forget!

All troops may opt out of rewards and earn **20%** of total product sales. TFPMs will opt out, if desired, in M2.

Troop Cookie Reward:

Troops that participate in the 2024 Fall Product Program with \$1,900 in combined sales and submits a Cookie Initial Order, PGA of **250+** will receive an additional **\$0.03 per package in cookie proceeds.**

Care to Share Program

The Care to Share Program is a great way for customers to give back to the community! Girls collect donations (in \$6 increments) and GSNCA will take care of delivering the product! Each donation is credited to the girl's sales and the troop receives 15% (or 20%) in proceeds of the total donations sold. Girls earn the Care to Share patch by receiving 5 or more donations.

All product donations will support Hometown Heroes—our local first responders, veterans, active military, and front-line workers that help keep our communities healthy and safe.

Participation Options

Troop proceeds for all Fall Product Program items are 15% of item price or 20% of item price

		Money Collection	Delivery to Customer
Nuts/Chocolate	In-Person	<ul style="list-style-type: none"> Girls collect money from customers (TFPM decides whether at time of delivery or during initial order) Family/Troop enters orders into M2 by the appropriate deadline Girls turn in money to Troop 	Delivered by girls to customers
	Online Direct-SHIP	<ul style="list-style-type: none"> Girls 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 girl in M2 	Shipped directly to the customer (1-2 weeks standard delivery timeframe after order processing. Customer will have option for expedited shipping.)
	Online Girl-Delivered	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family Customers pay online Orders are automatically credited to the girl in M2 	Delivered by girls to customers (If a girl/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 28 to cancel)
Magazines	Online ONLY	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family Customers pay online Orders are automatically credited to the girl in M2 	Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)

Fall Personalized Patch - To earn:

- Create your avatar and choose your background and accessories
- Send 20+ emails
- Sell \$375 nut/candy items
- Use the “Share my Site” function in M2 system to ask family & friends for support.



Girl Scout Cookie Crossover Patch - To earn:

- Create your avatar & send 20+ emails in the Fall Product Program
- Sell \$375+ during the Fall Product Program
- Sell 375+ packages during the 2025 Girl Scout Cookie Program
- Use the “Share my site” function in M2 to ask family & friends for support.

Volunteer Personalized Patches

Leaders who create M2 avatars and meet the criteria below will earn a patch with their very own virtual likeness on it!

- **Volunteers:** Create your avatar, send the Parent/Guardian Email Blast, and reach \$1,900 in total Troop sales!

All troops (Daisy through Ambassadors), may choose to opt out of individual girl rewards. Girls will receive patches, but none of the other rewards. Opt out troops will receive an extra 5% in proceeds. **This is a girl-led decision - not an adult decision.**

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 by September 20, 2024, please visit www.gsnutsandmags.com/admin and select "Forgot Password." If you need further assistance, please contact customercare@girlscoutsnca.org.

- Your access email will prompt you to create a password to access your M2 Volunteer account. If you are a returning user, you can log in 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 the Parent/Guardian Email Blast.
- You will be able to see a list of pre-uploaded girls. If you are missing any girls, please check their registration status in MyGS. If they are registered for Membership Year 2025, contact Membership Services for assistance.
- Participants can enter their own paper orders into their accounts through October 28, 2024. If they do not enter their orders, you will need to do so through your volunteer account.

Adding Girl Orders in M2

- Troop Leaders must enter any in-person orders not entered by parents into M2. Leaders can enter orders after the cut-off for girls from 12:00 a.m. on October 28 to 11:59 p.m. on October 30, 2024.
- Choose Paper Order Entry from your dashboard. Click the pink pencil next to the girl's name to edit/enter orders.
- **DO NOT enter items purchased online.**
- 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.

Troop Banking

- Troops must have a bank account. Contact ksselzer@girlscoutsnca.org for additional details or assistance.
- Deposit all cash into your troop bank account and **keep all receipts!**
- Amount owed to Council will be deducted via an ACH debit on December 4, 2024. Amount due is calculated automatically in M2.
- 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.

Money Tips

- Set deadlines when money is due before the program starts. If a parent/girl misses a deadline, do not delay. Submit a Delinquent Account Procedure Form.
- Money for all online orders shows in M2 as already paid to GSNCA, and the final ACH will reflect the balance due after proceeds are credited to the troop.
- If your troop chooses to accept checks, be sure to have a phone number and driver's license number listed on the check. We recommend you only take checks from people you know and are comfortable contacting if there is a problem.

M2 Tips

- Only order the exact number of products sold, as product cannot be returned.
- **DO NOT enter items purchased online.**
- Rewards are automatically calculated. Please note that rewards will take 1-2 hours to update after adjustments have been made to products sold.

Wrapping up the Program

<p><u>Products</u></p> <p>Remember, all product is automatically submitted for fulfillment! There is no “submit” button!</p> <ul style="list-style-type: none">• Coordinate with your Service Unit Fall Product Manager to pick up your troop’s products.• Print a delivery ticket for each girl’s order from your dashboard. After you have delivered the items to each girl, have their parent count & inspect each item, then sign the delivery ticket for your records.	<p><u>Rewards</u></p> <p>Girls must make their rewards selections online by November 5.</p> <ul style="list-style-type: none">• Any selections not made by November 5 will automatically be selected as the default item.• Reward deliveries will be coordinated with your Service Unit Fall Product Manager.	<p><u>Deliveries</u></p> <p>Troops should make sure their girls coordinate delivery of product with their customers. Happy customers equal return customers!</p> <ul style="list-style-type: none">• Girls will have 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.
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FAQ

Q: My girls are attempting to register and get a “Campaign is Currently Unavailable” message.

- Girls cannot begin online registration until the program start date, September 27, 2024.

Q: I entered the email address 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. Emails can take up to 24 hours to send.

Q: 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/gsnca.org.

Q: 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 canceled and removed from the system. This cancellation MUST be completed before the program end date, October 28, 2024.

Q: 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 or GSNCA.

For questions regarding the M2 storefront or other general program questions, contact M2 Customer Support!

Service Unit

Fall Product Manager

Name: _____

Email: _____

Phone: _____

Girl Scouts of

North-Central Alabama

girlscoutsnca.org

customercare@girlscoutsnca.org

800-734-4541

M2 Customer Service

question@gsnutsandmags.com

800-372-8520