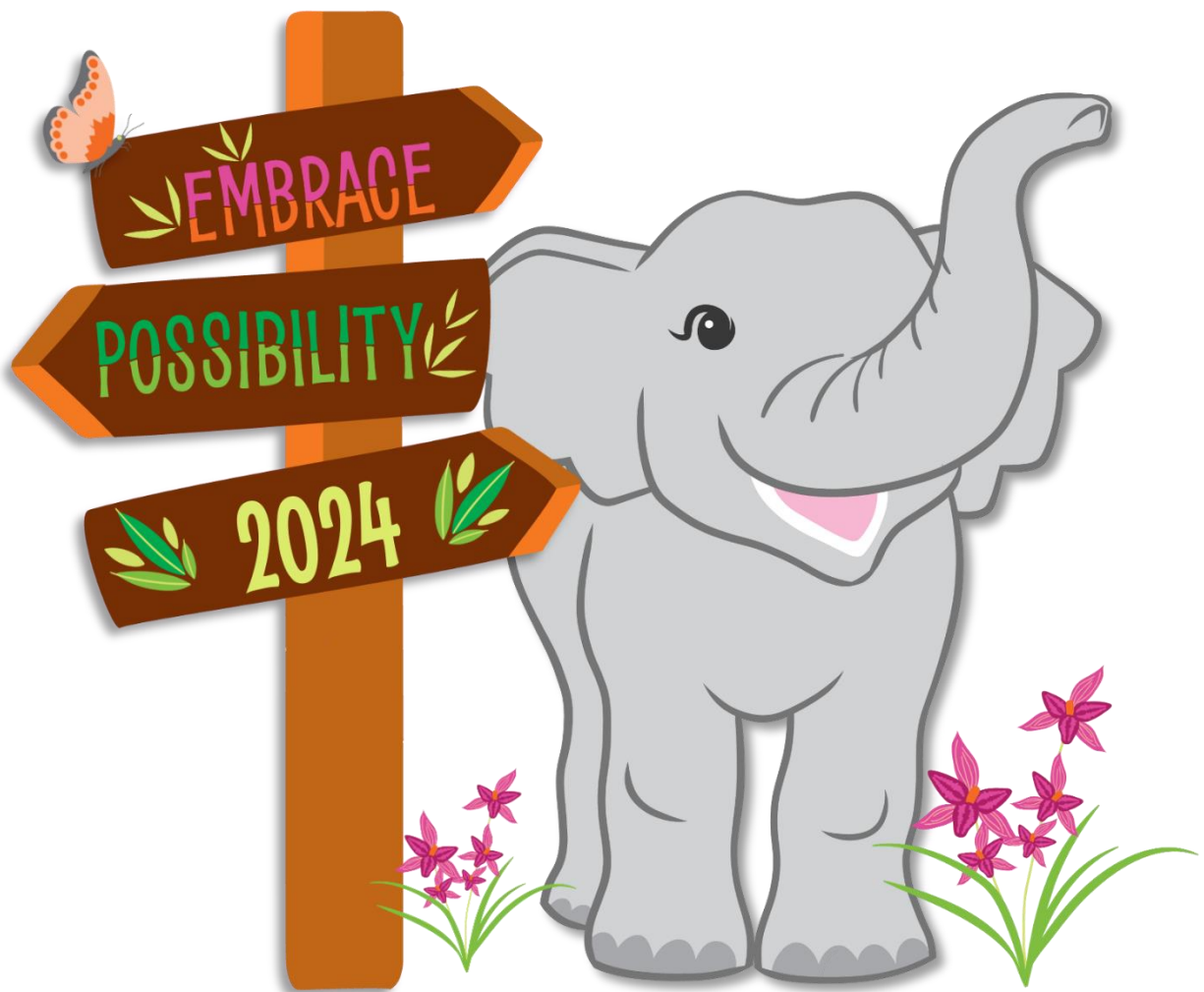


Fall Product Program 2024 Service Unit Guide



Service Unit Important Dates

Monday, July 15, 2024

Initial troop volunteer list due to council

Sunday, August 11, 2024

Last day for girl moves/removes from troop

Thursday, August 22, 2024

Access to the M2 system

Monday, August 26, 2024

Delivery site addresses due in the M2 system

Thursday, August 29, 2024

Fall Product Program begins

Sunday, September 15, 2024

TFPC can enter girl paper order cards into the M2 system

Friday, September 20, 2024

SUFPC can enter girl paper order cards into the M2 system

Saturday, September 28, 2024

In-person order taking ends

Monday, September 30, 2024

Last day for online, girl-delivered orders

Last day for TFPC to enter paper order cards

Tuesday, October 1, 2024

Last day for SUFPC to enter paper order cards

Week of Monday, October 21, 2024 – Friday, October 25, 2024

Products arrive to the Service Unit Fall Product Chair

Saturday, October 26, 2024– Sunday, November 10, 2024

Boothing time

Sunday, November 10, 2024

Final day for online sales

Tuesday, November 12, 2024

Recognition choices due in the M2 system

Wednesday, November 13, 2024

Recommended due date for all girl money owed to troop

Wednesday, November 13, 2024

Girl moves/removes can resume

Thursday, November 14, 2024

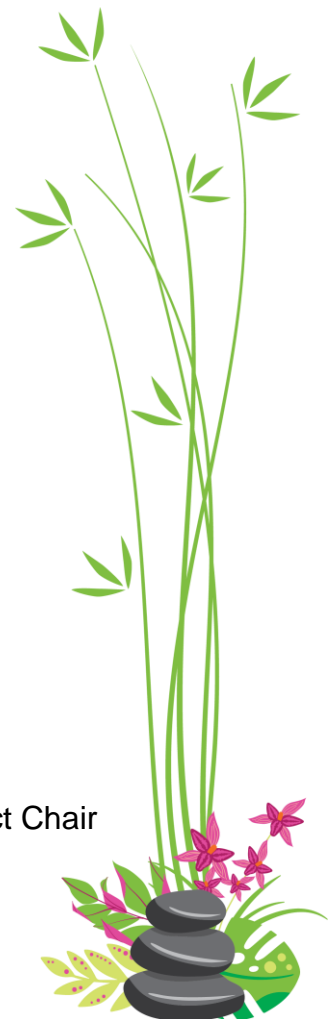
ACH report processed, no change can be made

Sunday, November 17, 2024

Delinquent reports due to info@gsdsw.org

Late January – February

Earliest date for recognitions to arrive to Service Unit Fall Product Chair



Service Unit Fall Product Chair Role

During the Fall Product Program, you will be the main point of contact for the troops in your service unit. This includes:

- Verifying volunteer & troop eligibility.
- First point of contact for all troops questions.
- Mentoring new volunteers.
- Receive & distribute product & recognitions.
- Encourage participation by troops & individually registered girls.

Getting Started!

Volunteers

1. Complete the 2024-25 adult Girl Scout membership.
2. Have a current and eligible background check on file.
3. Complete the Service Unit Fall Product Chair training in gsLearn.
4. Obtain troop and IRG volunteer list from your service unit registrar or email info@gsdsw.org.
5. You MUST submit your service unit bank information to receive your Service Unit Fall Product proceeds. Link to be sent to each participating service unit at the beginning of the program before **Sunday, September 1, 2024**.
6. Use the link provided in your access email to log-in to the M2 Operating System (M2OS) and set-up your account.
7. Distribute Fall Product Program materials to eligible troop and IRG Fall Product Coordinators.

Volunteers

- Work with your Service Unit to gather names of troop and IRG volunteers participating in the Fall Product Program. Do not forget to include yourself if you are also a Troop Fall Product Coordinator.
- Use the Troop volunteer template found on the GSDSW website at gsdsw.org > Cookies > Fall Product > Service Unit Resources > Troop Volunteer Template and submit it to info@gsdsw.org.
- Initial due date is **Monday, July 15, 2024**, additional names can be submitted as they are identified.

Eligibility

Volunteers will be added to the M2 system as they complete all requirements for the Troop or IRG Fall Product Coordinator role and once the troop or IRG is approved to participate in the program.

Troop Eligibility

- Minimum of five (5) registered Girl Scouts for the 2024-25 membership year.
- Two (2) unrelated registered and council approved Leaders/Co-leaders for the 2024-25 membership year.
- Troop financials completed and approved.
- Troop is "In Good Standing" with council (i.e., no outstanding debt).
- Council approved Troop Fall Product Coordinator.

Volunteer Eligibility

- 2024-25 adult Girl Scout membership (or Lifetime Membership) renewed for the 2024-25 membership year.
- Current and eligible background check completed.
- All training modules completed in gsLearn Troop Fall Product Coordinator Training.
- "In Good Standing" with council (i.e., no outstanding debt).
- Signed position description and agreement form/link.

IRG Eligibility

- 2024-25 Girl Scout membership for all participating Girl Scouts.
- Not participating in a troop for the 2024 Fall Product Program.
- Council approved IRG Fall Product Coordinator who meets all volunteer eligibility requirements.

Training & Materials

Training

- Service Unit Fall Product Chairs will be trained in person. The dates are:
 - El Paso, **Saturday, August 3, 2024**, at 5 PM MDT
 - Odessa, **Tuesday, July 30, 2024**, at 6 PM CDT
 - Carlsbad, **Monday, July 29, 2024**, at 6 PM MDT
 - Las Cruces, **Saturday, August 3, 2024**, at 10 AM MDT
- Troop and IRG Fall Product training will be available to all approved coordinators, but only volunteers that complete ALL steps will be added to M2.
 - Volunteers must meet all stated eligibility requirements.
 - Volunteers must be assigned to the Troop or IRG Fall Product Role in the opportunity catalog.
 - Complete all required training modules.
 - Submit their respective Service Unit Fall Product Chair Agreement forms.

Materials

When volunteers complete their training, they will be able to download a Certificate of Completion. They must provide this document to you as proof they have completed their training before giving them their troop or IRG materials.

Materials include:

- Parent Permission form (one (1) per Girl Scout)
- Order cards (one (1) per Girl Scout)
- Money envelopes (one (1) per Girl Scout)
- Receipt books (two (2) per Troop)
 - Larger troops can receive additional books upon request.
- Troop Guide (one (1) per Troop)

Should the service unit run out of supplies and need additional materials, please email info@gsdsw.org your request.

Weekly Meetings

Council will be conducting weekly meetings for Service Unit Fall Product Chairs. These meetings will cover upcoming due dates and council updates and information. This is also an opportunity to ask questions and network. As the Fall Product Chair, you will automatically be added to the meeting link.

Troop Booth Option

Troops will need to secure their own booth locations; Council does not secure booths for Fall Product.

All booths must have girls present with Girl Scout insignia worn.

Please go to gsdsw.org > Cookies > Fall Product Program > Ways to Participate > Booths to locate all information to include Booth Agreements.

Just-in-Time Training

Council will conduct additional short training webinars and Q&A sessions during the Fall Product Program for Service Unit and Troop volunteers. Trainings will range from 5-15 minutes and will be pre-recorded located in gsLearn under the 2024 Just-In-Time Training. The Q&A sessions will be schedule for 30 minutes and be located on Zoom.

Unable to attend? Missed something the first time? Council conducted trainings will be recorded and uploaded to gsLearn for you to review at your leisure.

To register for these Q&A or the recordings of trainings, visit www.gsdsw.org -> MyGS, log-in to your account, and select gsLearn. These trainings will be found in your Service Unit Fall Product Chair learning path under JIT Training.

Every Monday Starting, July 29, 2024, 6:00 PM MDT

Service Unit Fall Product Chair Q&A Via Zoom

Every Other Thursday Starting, August 22, 2024, 6:00 PM MDT

Troop/IRG Fall Product Coordinator Q&A Via Zoom

Parent Dashboard Training

Parents can go to www.gsdsw.org -> Cookies -> Fall Product Program -> Just in Time Trainings to register for the training. The recordings will be available online within a week of the training taking place.

This training will cover the M2 dashboards for parents, how to set-up your Girl Scouts avatar, send emails, track sales, enter paper order cards, and select recognition items.

Thursday, September 12, 2024

TFPC & IRG order card entry

Thursday, September 19, 2024

SUFPC nut order card entry

Thursday, October 10, 2024

Troop/IRG Reports - Delivery Tickets & Financial Transactions
(Required training)



NOTES



M2 Operating System Access

All volunteers will receive registration emails beginning **Thursday, August 22, 2024**, to access their Service Unit or Troop Dashboard. Returning users will be able to use their previous credentials and new users will be prompted to setup their account.

Once logged in, you will be guided to complete the following:

- Enter shipping addresses for product AND recognitions (**required**).
- Create your avatar.
- Enter a mailing address.

All volunteers, troops, and Girl Scouts will be uploaded by council. Volunteers will **NOT** have the ability to add individuals into the system.

Service Unit Access

You will be required to enter delivery addresses for **BOTH** product and recognitions. These addresses must be physical locations (no PO Boxes) and are due in the system by **Monday, August 26, 2024**.

Note: Even if the address is the same, you **MUST** enter the information for both categories. The system will automatically prompt you to enter this information on each log-in until it has been completed.

Troop Access

Troop volunteers will be required to enter their banking information into the M2 system. Troops missing this information will **NOT** be permitted to pick-up product until it has been completed. Review your gsLearn Service Unit Fall Product Chair training for the steps to check this information.

NOTE: Service Unit volunteers will **NOT** have access to view, edit, or change troop banking information. It can only be entered by Troop Coordinators or council staff. Troops should check their bank numbers for accuracy.

Girl Scout/Parent Access

Parents will receive access beginning **Thursday, August 29, 2024**. Access emails will be generated from the M2 system only **IF** the Troop Fall Product Coordinator triggered the Parent/Guardian Email Blast.

Parents can also go to www.gsnutsandmags.com/gsdsw and follow the steps to activate their account. If a troop number or Girl Scout name cannot be located, parents must first reach out to their Troop Fall Product Coordinator to verify they are eligible and assigned to the troop.

New troops and their Girl Scouts will be added to the system once they are confirmed as eligible according to Girl Scouts of the Desert Southwest.



Participation Options

| Product | Sales Type | Orders & Money Collection | Delivery to Customers | Troop Proceeds |
|--|------------------------|---|---|---|
| Nuts & Chocolates | In-person Order Card | <ul style="list-style-type: none"> Girls use Nut Order card to collect orders Parent or troop enters items in the M2 system | <ul style="list-style-type: none"> Product arrives to Service Units Chair beginning Monday, October 21 Girls deliver product to customers Girls collect money from customers Girls turn in money to troop | \$1.00/item or \$1.10/item for qualifying early bird troops IRG-Ineligible |
| Nuts & Chocolate | Online, girl delivered | <ul style="list-style-type: none"> Girls share their online storefront to friends, family, and other customers Customers pay online for "Girl Delivered" option (items available are restricted to order card items) M2 automatically credits girl for order and payment | <ul style="list-style-type: none"> Product arrives to Service Units Chair beginning Monday, October 21 Girls deliver product to customers Contact M2 before Monday, September 30, 2024 to cancel orders not approved by parent | \$1.00/item or \$1.10/item for qualifying early bird troops IRG-Ineligible |
| Nuts & Chocolate | Online, direct ship | <ul style="list-style-type: none"> Girls share their online storefront to friends, family, and other customers Customers pay online, including cost of shipping Orders are automatically credited to girl in the M2 system | <ul style="list-style-type: none"> Shipped directly to the customer 1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping. | \$1.00/item or \$1.10/item for qualifying early bird troops IRG-Ineligible |
| Magazines, Bark Boxes, Personalized Product, and Tumblers | Online only | <ul style="list-style-type: none"> Girls share their online storefront to friends, family, and other customers Customers pay online Orders are automatically credited to the girl in the M2 system | <ul style="list-style-type: none"> Shipped directly to the customer 6-8 weeks standard delivery timeframe after order processing. | 15% of sales IRG-Ineligible |

Unique Avatar Patches

For participating in the Fall Product and Cookie Programs, Girl Scouts, Troop, and Service Unit volunteers will be able to earn their very own Fall Product Avatar Patch. For Girl Scout and Troop details, see the Troop Guide.

Service Unit Fall Product Chair Avatar Patch

Choose between the Tree or Waterfall background and two outfits.

- Create personal avatar and design your patch.
- Have \$1 in total service unit sales.



Service Unit Proceeds

Service Units will be eligible for service unit proceeds if they meet the following requirements:

Active service unit (Have at least two troops with different leaders, a Service Unit Manager (cannot serve in any other team position), a Service Unit Treasurer, and a service unit bank account)

- Council approved bank account.
 - You **MUST** submit your service unit bank information to receive your Service Unit Fall Product proceeds. Link to be sent to each participating service unit at the beginning of the program.
- Service unit year-end financials for 2023-24 completed and approved.
- Council approved Service Unit Fall Product Chair.

Eligible service units will receive **\$.02 per nut & chocolate** item sold by troops and IRGs within their service unit. No proceeds are earned from magazines, Bark Boxes, personalized products, or tumblers sold.

Products

Nut Order Cards

Orders received on Nut Order Cards must be entered into the M2 system.

- Parents will have until **11:59 PM MDT, Saturday, September 28, 2024**, to enter these totals.
- Troop Fall Product Coordinators can assist in entering orders for parents from **12:00 AM MDT, Sunday, September 15 through 11:59 PM MDT, Monday, September 30, 2024**.
- Service Unit Fall Product Chairs can assist in entering orders for troops from **12:00 AM MDT, Friday, September 20 through Tuesday, October 1, 11:59 PM MDT**.
- Troop orders are automatically submitted for fulfillment by council on the council due date. There is no **“submit”** button!
- If an order is received after the Tuesday deadline, contact info@gsdsw.org for assistance. There is a small window of opportunity to enter late orders. Product must be

sold for the advertised price and nothing different. Troops or individuals breaking this rule will be removed from the program and all troop proceeds will not be received.

- It is the responsibility of the troop to verify all Girl Scouts are registered for the membership year, are in the M2 system as active prior to Girl Scouts starting to sell and the spelling of all participants names are correct.

Online, Direct Ship

These orders are paid for online and directly shipped from the warehouse. **NO** additional action is needed.

Product delivery

Orders placed as a Nut Order Card or an online, girl-delivered order will be delivered to the address you supplied the week of **October 21, 2024**.

IMPORTANT! You must count each item received and sign the delivery ticket. If anything is missing, it must be documented at time of drop-off. **Once you sign the order is confirmed and no corrections can be made! You are financially responsible for the items you authorized with your signature. No exceptions.**

When sorting product by troop, you **MUST** use the Delivery Tickets section of the M2 system. **DO NOT** rely solely on the Nut Order Card report in M2. Review your gsLearn *Service Unit Fall Product Chair* training and the *Just-in-time Training: Service Unit Reports – Delivery Tickets* for the correct steps.

NOTE: The **Just-in-time Training: Service Unit**

Reports – Delivery Tickets is a required training. You will have the option of attending it live or watch the recording in gsLearn. Failure to complete this training will prohibit you from holding the Service Unit Fall Product Chair role for the 2024 Fall Product Program.

Recognitions

Selection

Recognition choices are due in the M2 system by 11:59 PM MST, Wednesday, Nov 13, 2024. These selections can be made at the parent level through their dashboard. Troop Fall Product Coordinators are responsible for ensuring all choices have been made in the system by the deadline.

It is important that all selections be made by the parent or troop. If they are not, Council will select default choices for any selections not made by the deadline. They will be final. Once recognitions are submitted to the M2 system and Trophy Nut, no changes can be made.

Council will select default choices for any selections not made by the deadline. Once recognitions are submitted to M2 and Trophy Nut, **no changes can be made.**



Delivery and Distribution

Recognitions are expected to arrive to the address you provided in early January. Coordinate with your troops for pick-up of items once they are sorted.

- Review your gsLearn *Service Unit Fall Product Chair* training and the *Just-in-time Training: Rewards* for more information about this portion of the program.
- **NOTE:** When product arrives, confirm amounts received with the enclosed packing slip. Email info@gsdsw.org a copy of the verified packing slip with your initials, date, and notes of any missing or excess items.
- **IMPORTANT!** Troops must count each item received and sign the delivery ticket. If anything is missing, it must be documented at time of pick-up to ensure it will be provided. **Once you sign and leave, no corrections can be made to missing recognitions. No additional items will be ordered except the ones notated at time of pickup.**

Top Seller Recognition

All Girl Scouts who reach the 300-item level will be invited to attend the Tie Dye class teaching them different styles of Tie Dye.

- This will be a virtual zoom class.
- Dates for the class are:
 - Class One
 - **Thursday, December 5, 2024 @ 6:00PM MST / 7:00PM CST.**
 - Class Two
 - **Saturday, December 7, 2024 @ 10:00AM MST / 11:00AM CST.**

Care to Share

All Care to Share nut items will be distributed by the GSDSW Product Program Team. We will reach out to troops in each area to assist with the distribution of Care to Share nuts in your service unit area.

Rules of the Program

- NO orders can be taken before the official Fall Product start date of Thursday, August 29, 2024. Anyone found to be taking orders prior to the start of the program may lose all sales made and potentially removed from the program. This will be at the discretion of the council management.
- Product must be sold for the advertised price and nothing different. Troops or individuals breaking this rule will be removed from the program and all troop proceeds will be forfeited.
- It is the responsibility of the troop to verify all Girl Scouts are registered for the membership year, are in the M2 system as active prior to Girl Scouts starting to sell and the spelling of all participants names are correct.
- Girls **NEVER** sell alone. Girl Scouts must always have adult supervision and guidance during the program.
- Girl Scouts must **ALWAYS** wear their Girl Scout Uniform or Girl Scout Membership Pin when participating in the Fall Product Program.
- Girl Scouts should be dressed appropriately and always demonstrate appropriate Girl Scout behavior.

- Door-to-door sales
 - **NEVER** go inside someone's home.
 - No sales after dark.
 - Do not go into yards with dogs, closed gates, or fences.
 - Door-to-door sales on Military Property is NOT permitted during the Fall Product Program.
- **NEVER** give your last name or the Girl Scouts phone number to customers you do not know personally.

Social Media

First, and foremost, we want our Girl Scouts to be safe whenever participating in any online activities. Be sure to supervise all Girl Scout activity in coordination with the Fall Product Program. In addition, all online marketing should be led by, or done by, the Girl Scout.

- Social media posts related to the Fall Product Program may **ONLY** be done through the parent/guardians, or Girl Scouts (if allowed) personal accounts.
- Posts/advertisements are **NEVER** allowed on **public** Group, Business, or Sale pages.
 - This includes foundations, fan pages, local city pages, yard sale pages, etc.
- Posts on resale sites such as eBay, Amazon, Craigslist, OfferUp, Facebook Marketplace, etc. are **NOT** permitted.
- The Next-Door app and Facebook private pages have been approved to use during the Fall Product Program.

FAQs

I have distributed products to all troops or Girl Scouts but have leftovers, what do I do?

- Do not rely on the totals listed under Nut Order Card when sorting troop or Girl Scout products.
- Leftover product is typically the result of online, girl-delivered orders that have not been distributed to the Girl Scouts or product intended for IRGs.
- Review the Just-in-time Training: Delivery Tickets for the steps on printing each troop or Girl Scouts correct item order.

We have already delivered the products to customers and turned in our money. When do we get our rewards?

- Rewards will not be submitted until **Tuesday, November 12, 2024**, and take a minimum of four (4) weeks to arrive. Service Unit Fall Product Chair's will contact their troops when the recognitions have been delivered, sorted, and are ready for pick-up.

Are the products available online different from the order card?

- Customers who select the direct-ship option will have an expanded list of items to choose from in addition to the items found on the nut order card.
- Customers who select the girl delivered option will only be allowed to choose from the items available on the Girl Scouts nut order card.

A Girl Scout in my troop received an order after the **Saturday, September 28, 2024**, deadline. Can anything be done?

- Yes! Troop Fall Product Coordinators can enter additional Girl Scout Nut Order Card orders into the M2 system until **Monday, September 30, 2024 @ 11:59PM MDT**.

- Service Unit Fall Product Chairs can enter additional Girl Scout Nut Order Card orders into the M2 system until **Tuesday, October 1, 2024 @ 11:59PM MDT.**
- Orders can be placed as an online, girl-delivered order until **Monday, September 30, 2024.**
- After **Tuesday, October 1, 2024**, no additional in-person orders can be added to M2.
- Council will have a limited supply of additional product in October to fill additional orders and booths. Email info@gsdsw.org for specifics. Quantities and varieties cannot be guaranteed.

My daughter(s) is/are attempting to register and get a "Campaign is Currently Unavailable" message.

- Girls cannot begin online account registration until the program launch date of **Thursday, August 29, 2024.**

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

- Yes! When you log-in, you will be prompted to select the account you wish to access. You can switch accounts at any time by selecting the "Change Role" option.
- Be sure to check with council to ensure the email address on file for your volunteer role matches the email on file for your Girl Scout(s).

I have not received the registration email for my daughter to start the 2024 Fall Product Program.

- Verify with your Troop Fall Product Coordinator that your email address is correct.
- Verify your Girl Scout is registered for the 2024 – 25 Girl Scout Year.
- Go to www.gsnutsandmags.com/gsdsw to get started.

I have not received my registration email for to log-in for my volunteer role.

- Check your spam and other folder.
- Verify with your Service Unit Fall Product Chair that your email address is correct, and all eligibility requirements have been met.

I am attempting to sign-in for the 2024 Fall Product Program, but my troop number or Girl Scouts name does not show-up.

- Contact your Troop Fall Product Coordinator to ensure your troop and Girl Scout is eligible to participate in the program. They will contact council regarding what the next steps are for your Girl Scout to participate.

My daughter received an online, girl delivered order that we are unable to deliver. How do I remove it?

- You will need to contact M2 Customer Service to have the order cancelled and removed from the system. This cancellation **MUST** be completed before the girl deliver end date of **Monday, September 30, 2024.**

My Girl Scout received/entered orders that put her over the net reward threshold, but the system is not 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.

NOTES

Questions

Membership and registration assistance – Girl Scouts of the Desert Southwest Customer Care Team. Email info@gsdsw.org or call 915-599-9433, option 0.

M2 technical assistance, online order information, and magazine sale questions – M2 Customer Support. Email question@gsnutsandmags.com or call 800-372-8520.

Fall Product Program questions – GSDSW Product Program Specialist. Email info@gsdsw.org or call 915-599-9433, option 0.

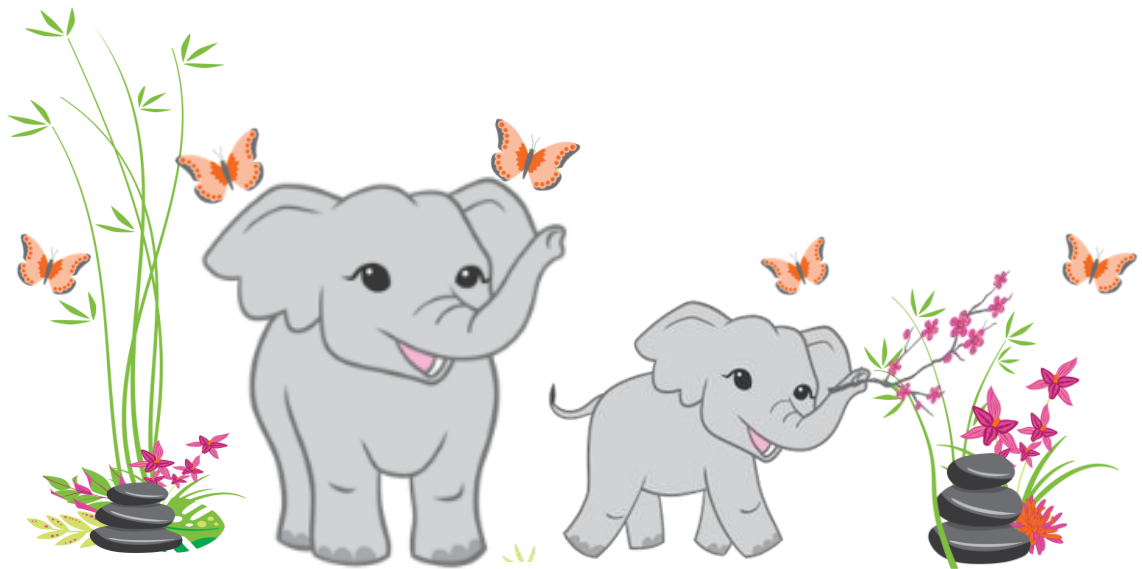
GSDSW Product Program Team

Teresa King – Chief Mission Delivery Officer

Argelia Moreno – Product Program Specialist

Dani Akers- Virtual Lead/Product Program Specialist

Eli Roe – Product Program Specialist



We Appreciate You!

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