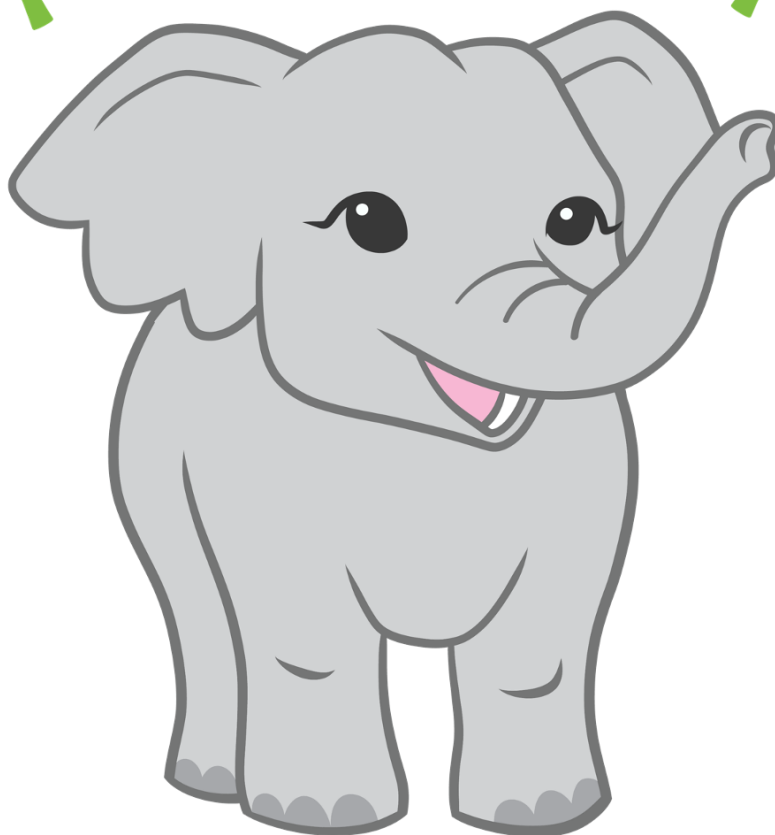


Fall Product Program 2024 Troop / IRG Guide

EMBRACE
EMBRACE
POSSIBILITY



What is the Fall Product Program?

The Fall Product Program is an integral part of a Girl Scouts journey toward leadership as they learn and develop five important skills:

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

The Fall Product Program is also a fun and easy way for troops to earn startup funds for activities and adventures at the beginning of the Girl Scout year.



Important Dates!

Last day for girl moves/removes from troop	Aug 11, 2024
Access to M2 system	Aug 22, 2024
Fall Product Program begins	Aug 29, 2024
Troop/IRG Fall Product Coordinators can enter girl paper order cards into M2	Sept 15, 2024
In-person order taking ends	Sept 28, 2024
Last day for Troop/IRG Fall Product Coordinator to enter order cards. Last day for online girl delivered	Sept 30, 2024
Last day for SUFPC to enter order cards	Oct 1, 2024
Product arrives to the SUFPC	Oct 21-25, 2024
Boothing times	Oct 26, 2024 - Nov 10, 2024
Final day for all online sales	Nov 10, 2024
Recognition choices due in M2	Nov 12, 2024
Recommended due date for all girl money owed to troop	Nov 13, 2024
Delinquent reports due to council	Nov 17, 2024
Girl moves/removes resumes	Nov 13, 2024
ACH report processed; no changes can be made	Nov 14, 2024
Recognitions will arrive to SUFPC	Late Jan - Early Feb

Getting Started! -VOLUNTEERS-

1. Register for the 2024-2025 Adult Girl Scout membership year.
2. Have a current and eligible background check on file.
3. Complete the Troop/IRG Fall Product Coordinator training in gsLearn.
4. Verify your troop roster, as seen in your Volunteer Toolkit (VTK), is accurate.
5. Use the link provided in your access email to log-in to the M2 Operating System (M2OS) to set-up your account.
6. Setup the Parent Guardian Email Blast for your Girl Scouts in the M2 system



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!

- **Girls:** Create your avatar, send 15+ emails, and sell \$375.00 worth of product.
- **Volunteers:** Create your avatar and reach \$1500 in total Troop sales!
- 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!

Cookie Program Crossover Patch

To earn:

1. Fall criteria: created your avatar, sent 15+ emails, sold a total of \$375.00 and used "share my site" function in M2
2. 2025 Cookie Program: Sell 400+ boxes of cookies.

Volunteer M2OS Access – In Depth

Volunteer M2OS 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 M2OS site by Thursday, Aug 22, 2024 please visit www.gsnutsandmags.com/admin and select “Forgot Password.” If you need further assistance, please contact your SU Fall Product Chair or M2 Customer Service

M2 Operating System Troop Access

Volunteers will receive registration emails beginning **Thursday, Aug 22, 2024**, to access their 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:

- Watch a short system training video.
- Enter a mailing address.
- Create your Avatar.
- Send access emails to the participants in your troop.

Girl Rosters

Girl information will be uploaded by council according to your VTK roster.

- Girl Scout moves/removes from troops **MUST** be completed with council by **Sunday, Aug 11, 2024**.
 - **New girls added to the troop after this date will not be automatically updated in the M2 system.**
 - Please email info@gsdsw.org for any additional girls needing to be uploaded into the M2 system.

NOTE: Moves/Removes from Troops of girls will not be permitted during the Fall Product Program!

Girl Scout & Parent Access to M2

Review your *gsLearn Troop/IRG Fall Product Coordinator* training for steps on triggering the “Parent and Guardian Email Blast”. They can be triggered throughout the program and are necessary for the Girl Scouts to participate. Once triggered, they will remain in the queue and will automatically send when the program begins on **Thursday, Aug 29, 2024**.

Girl Scouts not appearing on your roster will not be permitted to begin their program until their eligibility has been confirmed by council and added to your troop roster.

Parents who do not receive the registration email after it has been sent will be instructed to contact you as the Troop/IRG Fall Product Coordinator.

- Verify that their email address in the M2 system is correct and the Girl Scout shows on the roster.
- Please email info@gsdsw.org for any additional girls needing to be uploaded into the M2 system.
- If the information is correct, instruct the parent/guardian to go to www.gsnutsandmags.com/gsdsw to start the registration process.





Just-in-Time Training

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

Unable to attend the Q&A? Missed something the first time? Council conducted trainings will be recorded and uploaded to gsLearn for you to review at your leisure. It is preferred you attend the live meeting so we can answer any questions you have at that time.

To register for these trainings or review the recordings of past training, visit www.gsdsd.org ->MyGS, log into your account and select gsLearn. These trainings will be found in the Just in Time Training Module.

Every other Thursday beginning on Aug 22, 2024, 6:00 PM MDT Via Zoom

Troop/IRG Fall Product Coordinator (TFPC & IRG FPC) Question and Answers

Parent Dashboard Training

Parent can go to www.gsdsd.org > Cookies > Fall Program > Just in Time Trainings to watch the recording.

This training will cover the M2 dashboard. It will show parents how to set-up their Girl Scout's program, such as send emails, track sales, enter paper orders and select recognitions items.

Thursday, Sept 12, 2024

TFPC & IRG Order card entry

Thursday, Oct 10, 2024

Delivered Tickets & Financial Reports

(Required training)

Troop Booth Option

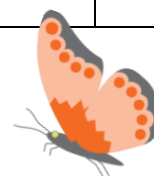
Troops will need to secure their own booth locations; Council does not secure booth for Fall Product.

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

To secure a booth, contact the store owner/manager and establish a time and date your Troop will be there with the signed **booth agreement**. On the day of the booth, check-in with the store owner/manager to inform them you have arrived and to receive any special instructions from the store management. Remember to always take your own table, signage, cash and when you leave, take all trash with you. **Do not place boxes or packaging in the business trash cans.**

More Booth information can be located at gsdsd.org>
Cookies>Fall Product Program> Ways to Participate>Booth.

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts and 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. Girls receive product and deliver to customers, collecting money at the time of delivery. Girls turn in money to troop. 	<ul style="list-style-type: none"> Product arrives to service units beginning Monday, Oct 16, 2024. Girls deliver product to customers. 	\$1.00/item (\$1.10/item for qualifying early bird troops) IRG-Ineligible
	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 beginning Monday, Oct 21, 2024. Girls deliver product to customers. 	\$1.00/item (\$1.10/item for qualifying early bird troops) IRG-Ineligible
	Online, Direct Shipped	<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 period after order processing. Customers will have option for expedited shipping.). 	\$1.00/item (\$1.10/item for qualifying early bird troops) IRG-Ineligible
Magazines, Bark Boxes, personalized Items and tumblers	Online	<ul style="list-style-type: none"> Girl Scouts create their personalized storefront in M2OS and send emails to friends and family. Customers pay online. Orders are automatically credited to the participants in M2OS. 	<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



Care to Share and Donations

- Care to Share is a great way for customers to give back to the community through donations of products.
- Our council's Care to Share Nut and Chocolate donations are in \$9 increments.
- Donations made during online, direct ship purchases will be distributed by Trophy Nuts.
- In-person donations and online, girl-delivered donations will be delivered to council.
- **Donations will be distributed by council at the end of the program.**

Products

Order Cards

Orders received on Nut Order Cards must be entered into the M2 system. Parents will have until **11:59PM MDT, Saturday, Sept 28, 2024**, to enter these totals.

- Troop/IRG Fall Product Coordinators can assist in entering orders for parents from **12:00AM MDT, Sunday, Sept 15, 2024, through 11:59PM MDT, Monday, Sept 30, 2024**.
- 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 Thursday deadline, contact your Service Unit Fall Product Chair for assistance **no later than Tuesday, Oct 1, 2024**.

Online, girl-delivered

DO NOT enter online, girl-delivered orders as Nut Order Card orders. Orders placed online will be automatically added to a Girl Scouts in-person order totals.

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 Service Unit Fall Product Chair the **week of Oct 21, 2024**. Service Unit Fall Product Chairs will contact troops when product is ready for pick-up.

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

When sorting product by Girl Scout, 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 *Troop/IRG Fall Product Coordinator training and the Just-in-Time Training: Troop Reports – Delivery Tickets* for the correct steps.

NOTE: The **Just-in-Time Training: Troop Reports – Delivery Tickets** is a required training annually. You can access the recording in gsLearn. Failure to complete this training will prohibit you from holding the Troop/IRG Fall Product Coordinator role for the 2024 Fall Product Program.

Troop Banking

Troops **MUST** have a troop bank account to participate in the Fall Product Program.

- Troop/IRG Fall Product Coordinators are responsible for entering the banking information into the M2 system.
 - **Troop will not receive their products until the troop banking information has been entered into the M2 system. No exceptions.**
- Orders paid for online through the girl-delivered and direct ship options will be collected by council and credited to the troop and Girl Scout.
- Orders received via the Nut Order Card will require Girl Scouts and parents to collect payment and turn money in to the troop. The Troop Fall Product Coordinator will credit the nuts ordered to the Girl Scout.
- Deposit **ALL** money into your troop bank account and keep **ALL** receipts for two years. This is mandatory for auditing purposes. If they are not available and there is a discrepancy, the troop will not have any documentation of the transactions.

ACH Process

Amount owed to council will be deducted via a single automatic withdrawal (ACH) from the troop bank account.

- ACH process will begin on **Saturday, Nov 16, 2024**, and can take up to 3-4 business days to be pulled from the troop account.
- Review your gsLearn *Just-in-time Training: Troop Reports – Payments* for more information on this process.
- ACH's that are returned for any reason will be subject to a \$35 NSF fee and the troop will be considered “*Not In-Good Standing*” until the funds are cleared.

IRG Payment Options

- ACH Withdrawal – Enter personal banking information into the M2 system.
 - ACH's will be drafted as scheduled.
- In Person Payments - schedule an appointment with the local Girl Scout shop to make a payment.

Check Acceptance Policy

Accepting checks is at the discretion of the troops. **Returned checks are the responsibility of the troop.**

Council will **NOT** cover the cost of bounced checks. Be sure to only accept checks from people that you know.

Girl Delinquent Report

Troop/IRG Fall Product Coordinators will be responsible for submitting Girl/Parent Delinquent reports, for any Girl Scout and Parent that has not turned in all funds owed by the end of the program.

Due dates are at the discretion of the troop; however, council recommends all funds owed be due no later than **Thursday, Nov 13, 2024**.

Girl Delinquent Reports will be due to council **11:59 PM MST, Sunday Nov 17, 2024**. No late or incomplete reports will be accepted, and troops will be responsible for all funds not reported. Turning in delinquent reports protects the troop and troop funds.

Receipts

All transactions between troop and parent **MUST** be documented with a Fall Product Program receipt. Both parties must sign each receipt, and only one transaction per receipt. Failure to do this will create issues with collecting funds. It also removes the ability for the troop to collect funds for items disbursed and removes the ability for a parent to have proof of payments.

- White copy stays with the Troop/IRG Fall Product Coordinator and troop records.
- Copy is given to the parent for their records.
- All Financial transactions must be entered in the M2 system under the Girl Scout records.
 - Review your gsLearn Troop/IRG Fall Product Coordinator training and the Just-in-Time training: M2 Girl Payment, for this process.
 - Review the required **Just-in-Time training: Troop Reports – Delivery Tickets** before the distributing product to girls.

Care to Share

Customers can also choose to donate towards our Care to Share program.

Nut & Chocolate Donation

- Nut and chocolate donations are in \$9 increments.
- Donations made during online, direct ship purchases will be distributed by Trophy Nut.
- In-person donations and online, girl-delivered donations will be delivered to the council.
- Donation item is a Honey Roasted Peanut.

Donations will be distributed by council at the end of the program.

Recognition

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.

Delivery and Distribution

Recognition are expected to arrive to the Service Unit Fall Product Chair in early Jan 2025. Service Unit Fall Product Chairs will be responsible for coordinating pick-up dates and times with troops for all items.

- Review your gsLearn Troop/IRG Fall Product Coordinator training and the Just-in-Time trainings: Rewards for more information about this portion of the program.
- **IMPORTANT!** You 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 300+, will be invited to attend the Tie-Dye Class learning about different techniques of tie-dye.

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



Rules of the Program

- **NO orders can be taken before the official Fall Product start date of Thursday, Aug 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 Scout 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.
 - Refer to Service Unit guidelines regarding door-to-door sales on Military property.
- **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 for use during the Fall Product Program.

Program Wrap-up

Products

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

⇒ Coordinate with your SU Fall Product Chair to pick up your troop's nut/candy items.

Print a delivery ticket for each participant order from your dashboard. After you have delivered the items to each Girl Scout, have their parent count/inspect each item and sign the delivery ticket for your records.

Rewards

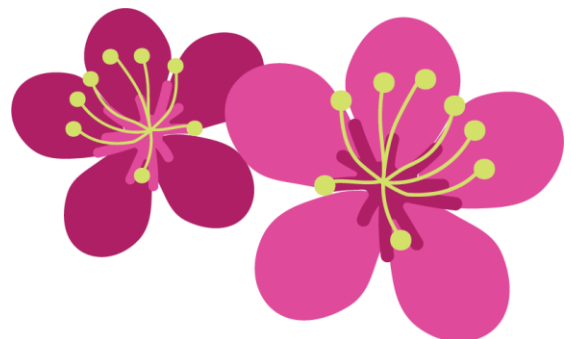
Girl Scouts must make their rewards selections online by **Sunday, Nov 10, 2024, at 11:59 PM MST.**

- ⇒ If a participant does not make their selections, you may do so through the Troop account until **Monday, Nov 11, 2024, at 11:59 PM MST.**
- ⇒ Any selections not made by **Monday, Nov 11, 2024, at 11:59 PM MST** will automatically default to Desert Dollars.
- ⇒ Reward deliveries will be coordinated with your Service Unit Fall Product Chair in a similar fashion to products.

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.

A: 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?

A: 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?

A: 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/gsdsw.

Q: One of my Girl Scouts received an online girl-delivered order that the family is unable to deliver. How do I remove it?

A: 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 end of parent paper order card entry.

Q: My Girl Scout received/entered orders that put her over the net reward threshold, but the system isn't showing that she earned the reward.

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

Q: Are the products available online different from the order card?

A: 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.

Questions?

Membership and registration assistance - Girl Scouts of the Desert Southwest Customer Care Team.

Girl Scouts of the Desert Southwest

info@gsdsw.org

915-566-9433

Option 0

M2 technical assistance, online order information, and magazine sales questions - M2 Customer Support.

M2 Customer Service

question@gsnutsandmags.com

800-372-8520

Fall Product Program questions - Service Unit Fall Product Chair

Service Unit Fall Product Manager

Name: _____

Email: _____

Phone: _____

NOTES

We Appreciate You!

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

