

FALL PRODUCT PROGRAM SERVICE UNIT GUIDE

Fall 2023 | Fall Product Program

FALL RESOURCES

Please notify the product program team if you need additional materials. You should receive the following materials the week of **August 21**:

- ✓ Troop Guides (each participating troop should receive one)
- ✓ Receipt Book
- ✓ Girl Materials (each participating girl should receive one of each)
 - Candy/Nut Order Card
 - M2 Girl Information Flyer
 - Family Newsletter
 - Girl Money Envelope

Service Unit Managers Can Earn Avatar Patches!

Each girl who creates an avatar, sends 20+ emails using the “Share My Site” function in the M2 system during the Fall Product Program and has \$350 sales will earn a patch with her very own virtual likeness on it.

Troop leaders can earn a patch by: creating their avatar, send the Parent Adult Email Campaign, reaching \$1750 in total troop sales by the end of the program.

Service unit managers can earn a patch by creating their avatar and having at least \$1 in total service unit sales.

OWN YOUR magic

Troop Proceed Information:

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 dashboard.

Troop proceeds are 15% of total sales. Older girl troops – Juniors, Cadettes, Seniors and Ambassadors – may elect to opt out of rewards to earn an additional 3%. **This is a girl-led decision—not an adult decision.**

NEW! Troops that sell \$1,000+ in fall product will have the opportunity to earn an additional 5 cents per package of cookies during the 2024 cookie program.

Fall Product Program Timeline

September 15

- Email invitation sent to service unit fall product manager (SUFM) and troop fall product manager (TFM) to access the M2 online system.

September 22

- **FALL PRODUCT PROGRAM BEGINS.**

September 30

- Troop ACH Form due
- Delivery Station Form due.

October 16 by 11:59 PM CST

- Last day for parents to enter nut/chocolate order card sales into the M2 online system.

October 17 through 18 by 11:59 PM CST

- Troop deadline to enter any nut/chocolate order card sales that haven't been previously entered by parents.

October 18 by 11:59 PM CST

- Girl-Delivered online nuts and order card nut/chocolate sales end.
- All online sales end: direct ship nuts/chocolates and magazines.

October 20 by 11:59 PM CST

- Last day for girl reward choices to be made in the M2 site.

October 27

- ACH withdrawal from troop bank account for balance due.

November 2-5

- Delivery of in-person nut/chocolate items to service units (SU)
- **You will be notified by the council of your SU delivery date/time.**

December 2023

- Rewards delivered to SUFM. Confirm count and distribute to troops.

REWARDS

Rewards are automatically calculated in the M2 system and will be visible to girls. Girls choose if two items are offered. If a girl does not make a choice by October 20, the troop fall product manager (TFM) can indicate which item the girl would like to receive. Otherwise, the default reward will be chosen.

Rewards will be delivered via UPS in early December to the address provided. Count all rewards and compare to shipping list prior to sorting rewards by troop for pickup. Log into www.gsnutsandmags.com/gsgcnwi 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.

Host a Training for Your Service Unit

Schedule a training with troop fall product managers and troop leaders. Allow enough time for troops to schedule their girl and family trainings prior to September 22 when order taking begins. Take into consideration your audience and how they learn best.

At Your Service Unit Training

- Generate enthusiasm for the Fall Product Program.
- Distribute Fall Product Program materials.
- Review the program and deadlines.
- Explain why participation is important to girls and the troop (skills, funding, etc.)
- Discuss the service unit goal and the plan to achieve the goal.
- Introduce the Financial Literacy Badges.
- Inform leaders of additional resources located on the council site.

Troops who are unable to attend your meeting may view a pre-recorded troop training at gsfallproduct.com.

SU Access for M2 system (Starting September 15)

Watch your email for the link to set up your account at www.gsnutsandmags.com/admin (Note: if you do not receive your email, contact product program)

New SU Volunteers: Set up your account following the instructions in the email.

Returning SU Volunteers: Use your existing credentials.

Remember, you can always click “Forgot your Password?”

When you first login (allow 15 – 20 min):

- Watch the video
- Create your avatar
- Make sure all of your troops are listed.

Missing a troop? Contact product program.

Send messages from the M2 system

Service units may also use the M2 system to send messages to troops. There are some preloaded filters to allow you to contact troops who have logged in or haven't logged in, or troops with missing rewards, etc.

Reviewing Troop Orders for Submission

There is no “submit” button. Any orders in the M2 system will be automatically placed when the council places its order.

Troops have access starting October 17 through October 18 at 11:59 PM CST to enter any paper orders or edit papers orders entered by families. Troops cannot enter paper orders before October 17 to allow for parents to enter their order cards and prevent duplication of effort. Remind troops that parents still must turn in all money collected to the troop.

SUFM have until October 19 to edit or add paper orders. Once the council submits the entire order, changes cannot be made.

To Review:

- Under **Financials and Reporting**, click **Reports**.
 - You will see a listing of all troops who have participated with their total sales by category.
 - Check with those troops who do not have entries to make sure they did not miss the deadline or need help.

To add/edit paper orders:

- From the dashboard click **Paper Order Entry**
- Locate the troop number.
- Click the Girl Scout's name
- Enter total number or additional number of nut/candy items by variety from her order card.

Banking/Payments

Remind troops that customer payment for nut/candy order card sales is collected at time of order.

All funds collected must be deposited into the troop's bank account by October 23, 2023.

Council will electronically withdraw from the troop's bank account the amount owed to the council via the ACH (Automatic Clearing House) bank network on October 27, 2023.

Each troop's balance due will be displayed in the M2 system under the “Banking and Payments” link.

Missing Bank Information:

Council will notify the SUFM for any troop that did not submit ACH information and has a balance outstanding or balance due when their orders are submitted. SUFM should contact those troops to help obtain that banking information.

Delivery of Product and Rewards

The service unit coordinates the delivery of both product (girl-delivered online orders and paper order cards) and rewards.

Delivery Station Request Form (due September 30)

Indicate the service unit delivery location on the Online Delivery Station Request Form by September 30 unless otherwise directed.



- Fill out the form at gsfallproduct.com.
- Product delivery locations are determined by the service unit unless otherwise directed. Ensure you have approval if using a church, business, or any public place.
- You must be present to receive and sign for nut/candy items. **Post Office Boxes are not an acceptable delivery address.**
- For a service unit to qualify for a **drive-thru method**, a minimum of three SUs must use the same location. SUFM will receive location and delivery timeframe confirmation from product program. Each SU will receive a specific timeframe for troop pick up.
- Nut/candy items will be delivered November 2-5. You will be notified by email of your delivery time window.

Be certain to include any information that will be helpful to the delivery agent such as the name of the business, if applicable, or if there is a preferred entrance for the location.

On Your Product Delivery Day

The delivery schedule will be sent out by the product program team.

Preparing for your delivery:

- Contact your troops with the delivery date, time, and location. Allow plenty of time for sorting at delivery stations.
- Ask for volunteers to help with sorting (delivery stations) or loading (drive-through delivery)
- Log into www.gsnutsandmags.com/gsgcnwi and click **Delivery Tickets** from your SU dashboard.
- Print two copies of each troop's delivery ticket to use when sorting orders and for obtaining signatures. **Remember: your delivery includes all paper orders PLUS the online girl-delivered orders. Gift of Caring (Care to Share) donations are NOT included.**
- Prepare Quick Pick Forms. These are the forms that show the number of cases or units troops should receive. You will need to fill in the troop information, including the grand total number of cases and units.



On the delivery day:

Delivery Stations

- SUFM counts all of the product carefully to ensure it matches the delivery ticket and you have received exactly the right quantities of each product. You should not receive any extras.
- Sign the delivery ticket stating that you have received the products listed. The agent will give you a copy for your records.
- No corrections can be made after the agent leaves. If there is no way to correct any product issues (i.e. damages) from the truck then accept the damaged item and exchange at one of our council Gathering Places.
- SU volunteers sort ALL of your orders FIRST before any pickups. (you should have exact counts as shown on the Quick Pick Forms and no leftovers – if you do, then recount before any pickups)
- When the troops arrive to pick up their products, instruct each troop to count and recount their order before signing the delivery ticket. By signing the delivery ticket, the troop agrees to the quantities received as listed on the ticket and will be financially responsible for those products.

On the delivery day:

Drive Through Delivery

- Attach Quick Pick Forms to each vehicle as it arrives.
- SU volunteers pick each product with the exact # of cases and individual pieces.
- SU volunteers count twice while loading vehicles.
- Troop signs off on delivery ticket
- Troops have 48 hours to report any delivery miscounts.
- SURM notify product program of any issues.

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. Also remind troops that the delivery ticket will include any product that was ordered online by customers as a girl-delivered/promised item.

Reward Orders

- Rewards will ship to the address you enter into the M2 system and will be delivered in early December. Note your rewards delivery address can be different than product delivery address. You do not need to be present for the reward delivery.

Reward Sorting

Preparing for arrival of shipment:

- Login to the M2 system
- Print two “Troop Reward Delivery Tickets by Delivery Site” reports under **Deliver Tickets**

When the rewards arrive

- Count all rewards first before sorting to ensure you have them all (if you have any missing items, notify product program within two weeks of delivery)
- Sort according to the delivery tickets
- Schedule pick-ups with troop volunteers
- Count with the troop and sign off on all rewards

Fall Product Program Checklist

Before the Program Starts

- ✓ Girl Scout households will receive a welcome email with instructions to get their Girl Scout’s M2 storefront prepared for when the order taking period begins.
- ✓ Troop leaders will receive a launch email by September 15.
- ✓ Encourage troop leaders to send the Parent Adult Email Campaign to the girls in their troop before September 21 (11:59 PM CST)!
- ✓ Schedule and conduct TFM training
- ✓ Locate suitable delivery site and submit the SU Delivery Station Request form.
- ✓ Send out email introducing yourself and provide leaders with the best contact information.
- ✓ Forward council emails to TFMs.

During the Program

- ✓ Provide support and encourage your troops! Don’t hesitate to recruit a helper!

After the Program

- ✓ Review each troop order for accuracy; order sales must equal the payment amount.

Reminders!

- ✓ Fall Product proceeds belong to the troop, not the individual Girl Scout.
- ✓ Troops nor service units should ever pay for a Girl Scout delinquency.
- ✓ **Don't Forget!** Troops that sell \$1,000+ in fall product will have the opportunity to earn and additional 5 cents per package during the 2024 cookie program.

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

Questions?

For questions regarding specific council-related details, contact the product program team.

For questions regarding M2OS or other general sale questions, contact M2 customer service!

Girl Scouts of Greater Chicago and Northwest Indiana

productprogram@girlscoutsgcnwi.org | 855-456-8347 ext. 6722

M2 Customer Service

support.gsnutsandmags.com | 800-372-8520