

2020 FALL PRODUCT PROGRAM TROOP MANUAL

YOUR SERVICE UNIT FALL PRODUCT COORDINATOR IS YOUR PRIMARY CONTACT FOR QUESTIONS AND ASSISTANCE.

SU Fall Coordinator Name: _____

SU Fall Coordinator Address: _____

Best way to reach: Email Call Text

SU Fall Coordinator Email: _____

SU Fall Coordinator Phone: _____

M2 website: gsnutsandmags.com/gsw

M2 Login: *Your Email Address*

Password: _____

CUSTOMER CARE: 1.888.350.5090 OR CUSTOMERCARE@GSWO.ORG

WHY PARTICIPATE IN THE FALL PRODUCT PROGRAM?

Our Fall Product Program could be the first time your Girl Scouts take on the exciting task of launching their first business! Even if it's not their first, there are so many great benefits! Practicing those important life skills not only prepares them for their future but, also gives them practice for their Cookie Business. The Fall Program products are favorites for our customers and make excellent gifts. Also, the program is short, and simple. It's an easy way to earn quick funds for your troop (\$100 on average). When you combine that with additional proceeds that can be earned during the Cookie Program (by registering at least 5 girls and 2 leaders by August 31) selling at least 5 items during this Fall Program, your troop can earn those necessary funds to kick start their year. Plus, your troop participation supports the program opportunities council provides throughout the year!

PROGRAM GUIDELINES

- Only registered girls can participate in the Fall Product Program.
- Volunteers and caregivers must be debt-free from the council.
- Troops must have at least two registered, unrelated and background checked leaders.
- Troops must have a current bank account and a financial report on file at regional Girl Scout Center.
- Troop must complete GSWO Bank Information Form prior to start of program.
- Troop Fall Product Manager must be registered and background checked.
- By signing the online Troop Manager Agreement Form you agree to be responsible for all product, payments, and paperwork for the program.
- You are required to give receipts each time money or product changes hands.
- Caregivers are responsible for product they have ordered and signed for. Product cannot be returned to the troop or council for any reason.

888.350.5090 | gsw.org
customercare@gsw.org



In Partnership With:



TIMELINE & SALE BASICS

	September 24 New Troop Fall Manager Webinar 7 p.m. Details at gswo.org/fallproduct	November 5 - 8 Product Delivery/Pickup	
	October 2 Order taking begins for all troops	November 8 Last day customers can order magazines or shipped nuts/candy	
	October 23 Last day caregivers can enter paper orders into M2	November 9 Last day to choose rewards	
	October 24 Troop Fall Managers can begin entering girl paper orders into M2 (Caregivers locked out)	December 2 Money deposited, unpaid funds and check recovery forms due	
	October 26 All orders must be entered into M2 by 11:59 p.m. (Don't wait until the last minute!)	Early December Rewards begin shipping to SU Fall Product Coordinators	
	October 27 Last day for online girl delivery orders	December 9 Troop ACH of council balance due	

PROGRAM BASICS

- New Troop Fall Product Managers should take a training (whether in person or virtual) with your Service Unit Fall Product Coordinator. Online training for experienced volunteers is available at gswo.org/fallproduct. Training will open September 4, 2020.
- Troop Fall Product Managers who have signed a Troop Manager Agreement form will gain access to M2 around September 18. You will receive an access email with instructions for setting up your password. (Your email address will be your user name.) The link to the online agreement form is in your welcome email, received when you registered as a Troop Assistant-Fall Manager (Subject line: "Hey Fall Product Manager! Important Info for You.")
- Host a training for your caregivers to explain the program & deadlines. Consider an online meeting so all can attend.
- Complete the front of each Fall Product Guide for Families with your information. **Provide each caregiver with a copy and instruct them to set up a M2 storefront for their Girl Scout.** Instructions are included in the guide. Online orders will automatically show up in the M2 system. Caregivers should manually add any paper order card orders that are collected straight into M2. (This will save you from having to collect order cards and entering them yourself.) Caregiver deadline to add orders is October 23, 2020. Troop deadline is October 26.
- Each girl that is registered in your troop will be uploaded into the M2 system. If you are missing a girl, please first log into your MyGS account and verify that she is registered. If she is, please contact Customer Care at 888.350.5090 or customer care@gswo.org. Girls can still set up a M2 storefront even if she's not showing up in the system yet.
- Girl Scouts of Western Ohio will follow all current CDC and Ohio Health Department guidelines that are in place at the time of the Fall Product Program regarding social distancing recommendations. You should encourage your caregivers to take advantage of online participation through M2 where all customer orders, including girl delivered orders, are paid for online. This will allow for "contactless" deliveries should social distancing restrictions be in place.

ONLINE, PRODUCT, PROCEEDS, BONUSES

ONLINE SALES: M2

- Girls have an option to sell nuts, candy, and magazines through an online storefront called M2 (gsnutsandmags.com/gsw).
- All customer orders placed in M2 are paid for with a credit card at the time the order is placed.
- Magazines are only available for purchase through M2.
- All sales from the online storefront automatically upload into M2 for you, so no additional work for troop Fall Product Managers.
- The M2 link can be shared on social media but only on personal pages. The link cannot be shared on public pages or groups.
- M2 Customer Service can assist you with any questions or concerns regarding the M2 system. 800.372.8520

Troop Proceeds

Troops earn 10 percent of their gross sales. Girl Scout Junior, Cadette, Senior, and Ambassador troops can opt to forgo rewards and earn 12 percent of gross sales. The girls will still receive earned sale patches even if they opt out of the other rewards. Troops opting out of rewards can still qualify for the Troop Bonus and the cookie bonus.

Troop Bonus Opportunities

If your troop has \$1,200 or more in total gross sales (from combined traditional order taking and/or online sales), your troop will earn the Troop Bonus:

- \$25 Troop Digital Dough - emailed in January 2021
- Personalized avatar patch for Troop Fall Product Manager - ships beginning in February 2021



VOLUNTEER AVATAR PATCH

ADDITIONAL REWARD OPPORTUNITY

This year, girls can enter to win additional rewards. To be eligible, girls must:

- 1 Set up an M2 storefront and create an avatar
- 2 Send at least 15 emails in M2
- 3 Upload her avatar and answer the questions on the entry form found here: gswo.org/sloth



One lucky girl will be selected from qualifying entries to win our GIANT plush sloth, "Lolly". In addition, her troop Fall Manager will win \$25 Digital Dough.



COOKIE AVATAR PATCH OPPORTUNITY

Girls have an opportunity to earn a custom avatar patch during the 2021 Cookie Program. In order to earn this patch the girls must:

- Go to gsnutsandmags.com/gsw and create their avatar in the Fall Product Program
- Send 15 emails to customers through M2 during the Fall Product Program
- Sell at least 250 total packages of cookies in the 2021 Cookie Program

Patches will be mailed directly to girls beginning in May 2021.



COOKIE AVATAR PATCH

SERVICE UNIT BONUS

Service units who surpass their item goal will earn a \$50 bonus. Help your SU earn this bonus!

INSTRUCTIONS - SETTING UP YOUR TROOP

STEP 1 - LOGGING INTO M2

Once you are uploaded into M2 you will receive an access email. (You must wait until you receive this email before you can access M2). This will be around September 18 and after you have completed the online Product Sale Manager form. Follow the instructions in this email to create your password. You will be required to watch a short training video prior to setting your password. Write your user email and password on the front of this manual for future reference. Once created, go to gsnutsandmags.com/gsw and click on Volunteer to log in. (Note: if you have a girl in your family selling, you will need to login using the parent login instead of the volunteer. The same email address can be used for both).

- The first page is your troop's dashboard. If you manage more than one troop you can select the troop you want to view from the drop down box.
- Create your own M2 avatar and share with the girls how fun this process is! Remind girls they can earn their own personalized avatar patch during both the Fall Product Program and Cookie Program, but the first step is to create the avatar. Plus, you can earn your own personalized avatar patch if your troop earns the fall bonus.
- Encourage girls individually or as a troop to create a video to promote their business. This has a proven to engage customers and can double online sales.
- Check to make sure all your troop girls are listed in M2. If they are not (and they are registered), contact Customer Care at 888.350.5090 OR customer care@gsw.org.

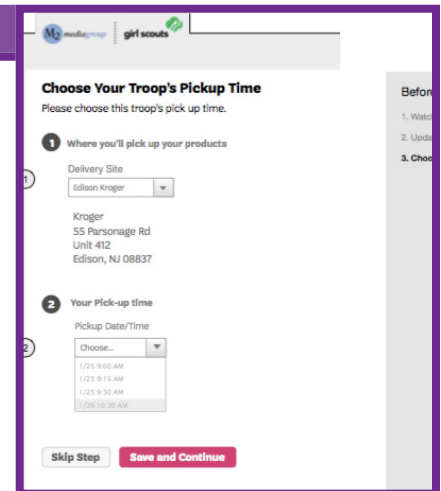
STEP 2 - DELIVERY LOCATION/TIME & REWARD OPT OUT

If applicable for your troop/service unit, you will need to choose a pick up location and time.

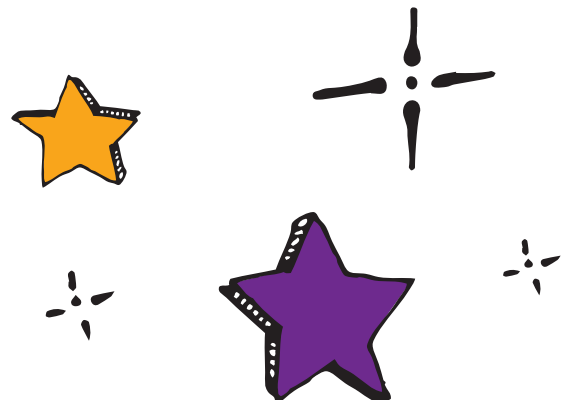
- 1 Click Product Pick Up
- 2 Select desired delivery site and time, click Save & Continue.
- 3 Close tab to return back to M2 Homepage.

If your troop is a Junior, Cadette, Senior, or Ambassador troop you can opt out of rewards and earn additional proceeds by clicking on Reward Opt-Out. Please note: Once you select Opt Out, you cannot change the option, so be sure your troop wants to opt out before making the selection.

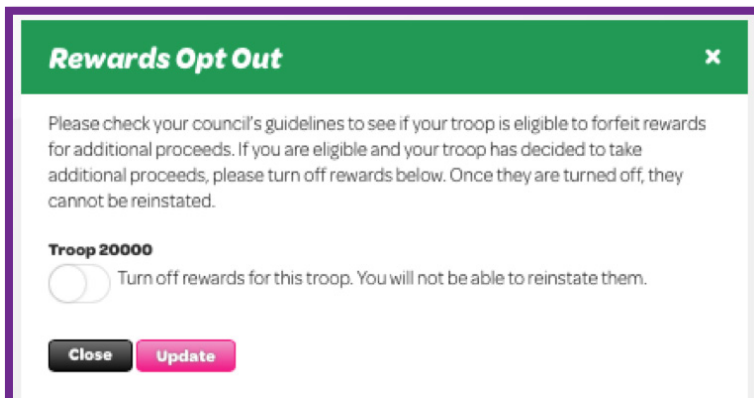
- 1 Click "Reward opt out."
- 2 Slide the button to the left so the option turns from green to red.
- 3 Click Update: Only Girl Scout Junior, Cadette, Senior, or Ambassador troops may opt out.



DELIVERY LOCATION



REWARDS OPT OUT

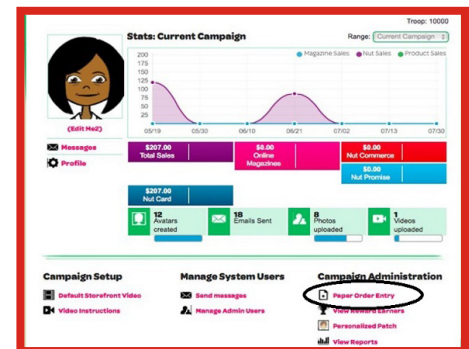


INSTRUCTIONS - PLACING YOUR ORDER

STEP 3 - YOUR TROOP ORDER

If your girls are participating in the M2 online system, their caregiver should enter the orders collected on the paper order card into M2. If you have a caregiver that cannot do this, or one whose Girl Scout did not set up a M2 account, you will need to enter these orders by following the instructions below. (Remember you will only be able to do this between October 24-26.) **To save you time and effort, you should encourage all caregivers to set up a M2 account and enter their Girl Scout's orders themselves.**

- 1 Log into the M2 system and click on Paper Order Entry from your homepage.
- 2 Look for the girl from the drop down menu. If the girl isn't showing up, you can manually key in her name. **Only do this if she is not showing in the drop down menu. Otherwise you will duplicate girls and create two orders for her. This will cause her rewards to calculate incorrectly.** Enter the quantities from her paper order card and click Update. (If you need to edit the quantities after the order has been entered simply click on the girl's name, revise the quantities, and click Update). Double check to make sure quantities and varieties are correct.



PAPER ORDER ENTRY

NOTE: You do NOT need to enter any orders placed in the M2 system by customers. These will automatically show up in the system. There is NO SUBMIT button. Once the quantities are put in M2 and saved the order has been entered. You do NOT need to press any SUBMIT button. Any items entered into M2 will be ordered.

STEP 4 - YOUR TROOP'S REWARD ORDER

Rewards are ordered automatically based on the orders in M2 for the girl. Therefore, the only "choices" that will need to be selected are at the 55 and 100 item levels. (See pg. 4 to opt out of rewards.) It can take up to a few hours for the system to update earned rewards after orders are entered so choices may not show up right away. All reward selections must be done by November 9.

Caregivers who set up a M2 account with their Girl Scout will be prompted to make reward choices. However, if they do not do this, you will need to do this for them.

- 1 Log into M2 and click on "View Reward Earners."
- 2 Click on girl's name. If there is a triangle with a "!" that means the girl has a choice that needs made.
- 3 Click on the triangle and make the choice(s), then click Update.

Follow up with all girls that have orders of \$300 or more to make sure they have created an avatar and entered their mailing address into M2 so the girl can receive her personalized avatar patch. (Patches are mailed directly to the girl's home. Estimated delivery is January 2021). Once a girl reaches \$300 in sales in M2 her patch is sent to production, as long as she's sent 15 emails and created her avatar in M2. Once rewards are in, you can pull a report in M2 to determine how to distribute to girls. To do this simply:

- 1 Log into M2 & select Delivery Ticket icon
 - 2 Scroll down to "Reward Delivery Tickets"
 - 3 Choose "All girls" or individual and click Create Ticket to download a PDF report.
- * Please note you will only be able to pull this information after November 10.

INSTRUCTIONS - DELIVERY & MONEY COLLECTION

STEP 5 - DELIVERY

We suggest that you print your own delivery ticket to bring with you to your delivery location as a reference.

- You will receive exactly what your girls sold. No extras.
- To print a delivery ticket for your troop pick up, click the “Delivery Tickets” icon. (Please note you will not be able to view or print this until October 29.)
- Arrive at your assigned or chosen delivery location and time. (Be sure to follow any specific instructions that may be communicated regarding your specific delivery location.) Your pick up time will be on your delivery ticket.
- Use a vehicle large enough to hold your entire order. Make sure your vehicle is free of car seats, strollers, people, etc. to maximize loading space.
- You may be required to get out of your vehicle and count and sign for the product. It’s your responsibility to make sure you have your complete order.
- Girl Scouts of Western Ohio will follow all current CDC and Ohio Health Department guidelines that are in place at the time of the Fall Product Program regarding social distancing recommendations. You should encourage your caregivers to take advantage of online participation through M2 where all customer orders, including girl delivered orders, are paid for online. This will allow for “contactless” deliveries should social distancing restrictions be in place.
- If your troop misses your pick up due to an unforeseen emergency, contact your regional Girl Scout Center immediately (or your Service Unit Fall Product Coordinator if picking up at a service unit pick up).
- After you pick up your product, sort into girl orders before allowing caregivers to pick up. This will help you make sure each order is accurate before product is picked up. You can print a report “by girl” to use when sorting into girl orders by clicking the "Delivery Tickets" icon, Girl tickets.
- Prepare a receipt for each girl. When caregivers pick up, have them count and verify the order and sign. Complete a receipt for each transaction. Remember, caregivers are financially responsible for all the product for which they sign.
- If you have a girl with multiple caregivers taking orders, be sure that each caregiver picks up and signs for their own order.

STEP 6 - ACH - COUNCIL PAYMENT

NEW for the 2020 Fall Product Program, all funds collected by a girl or troop will be deposited into the troop's bank account. Council will perform ONE ACH withdrawal for the amount due to the council. This withdrawal will take place on December 9. Since all M2 online customers payments are deposited into the council's bank account, these deposits will be reflected on the Banking and Payments tab under Total Owed and will count toward your amount due.

CLOVER GO

Troops will be able to use the Clover Go credit card processing app to collect payments for the Fall Product Program. If your troop used the app for the 2020 Cookie Program, all you will need to do is set up your inventory in Clover Go. You can use the same account login and app as you did for cookies. If your troop did not use the Clover Go app, you will need to complete the following steps.

- Work with your troop leadership to make sure the mandatory GSWO Bank Information Form has been completed by October 1. This is part of your troop’s annual finance report. If this form still needs completed, you can complete at [gswo.org/financereport](https://www.gswo.org/financereport).
- After the Finance Information Form is complete, watch the brief Clover training linked in the form confirmation email.
- Check your email for your access email and create your account.
- Add girls as employees so they can also accept payments in Clover Go with their caregiver.
- Begin accepting payments and send custom receipts.

INSTRUCTIONS - FINANCE & FINALIZING THE SALE

CLOVER GO CONTINUED

Money collected through the app, by any troop member, is automatically deposited into your troop bank account. However, Clover Go does not connect to M2 so you will need to keep track of any payments made by caregivers so you have an accurate balance due by girls. As with cookies, GSWO is covering all the credit card processing fees. Visit gsw.org/cookieresources for step by step instructions for setting up and using Clover Go.

MONEY COLLECTION

- No money should be collected for any fall product until it is delivered. (Exception is customers who order online—all online orders are paid for through M2 at the time order is placed.)
- All checks should be made payable to GSWO Troop XXXXX. Checks will need to be deposited into the troop's bank account.
- Any time money changes hands between you and caregivers, you must complete a receipt. Both parties sign and keep a copy.
- To determine how much your troop owes the council, you can click on the Banking and Payments icon. The report automatically calculates in any M2 online payments, so the amount listed under “Total Owed” is the amount outstanding to the council. This is the amount GSWO will be withdrawing on December 9.

Banking and Payments
Manage banking and payments for this campaign.

Service Units > Service Unit 123
Troop Payments - Service Unit 123
View all Troop Payments for this service unit.

Search Tools Add Troop Payment

Click rows to view payments for a particular Troop. Click the "*" menu to access additional features.

Troop #	Gross Sales	Total Proceeds & Bonuses	Total Owed	Total Payments	Balance
146	534,567.8	522,467	1168.67		

Total owed is amount still due to the council after all online payments have been applied.

Banking and Payments

MONEY ISSUES: CAREGIVER WITH OUTSTANDING BALANCE & RETURNED CHECKS

- Send out a reminder to caregivers about money due date several days in advance. If this deadline is missed, you are required to complete the online past due form and follow the guidelines below. Do not pay for the caregiver's debt out of troop proceeds.
 1. Complete the “Unpaid Funds Collection Assistance” form found at gsw.org/fallproduct. GSWO will deduct the outstanding caregiver amount from the amount we will withdraw from your troop account when we pull your troop's balance due on December 9.
 2. Make sure to attach the signed caregiver permission form and signed receipts when submitted the collection assistance form. Forms cannot be accepted without these supporting documents.
- We encourage troops to accept credit cards by using the Clover Go app. This will eliminate the chance of the troop receiving a “bad” check. However, in the unlikely event that a check bounces, please complete the Check Recovery Form found at gsw.org/fallproduct. GSWO will deduct this amount from the amount we will withdraw from your troop account when we pull your troop's outstanding balance to council.

NOTE: Troops or Caregivers who are delinquent in paying their balance may face collection action or legal prosecution. Volunteers who remain delinquent will be unable to hold a troop or service unit position for a minimum of one year after the balance has been paid. Girls will also have product program restrictions for future sales if caregivers do not pay balance due. Repeated delinquencies may result in permanent restrictions.



INSTRUCTIONS- FINANCE & FINALIZING THE SALE

FALL PRODUCT CHECKLIST FOR SUCCESS!

- Get Trained! New troop managers take a virtual or in-person training with your Service Unit Fall Product Coordinator and mark your calendar to attend our webinar on September 24 at 7 p.m. Visit gsw.org/fallproduct for sign up information for the webinar.
- Hold a meeting with your caregivers, either in person or a virtual meeting. Update the front of each Fall Product Guide for Families with your information. Collect permission slips and provide sale details to the girls. Don't forget to set your goals!
- Check gsw.org/fallproduct for exciting resources and fall product meeting ideas.
- Log into M2, set up your account and have fun creating your avatar! Ensure all of your registered girls are listed. Encourage your girls and families to set up their own M2 account. This will not only increase their sales but allow the caregiver to enter their girl's order card totals for you!
- Pick your delivery site if applicable for your region/service unit in M2. Share your own avatar with family and friends.
- Be sure that all girls' orders are in M2 by 11:59 p.m. on October 26, 2020 and reward choices are made by 11:59 p.m. on November 9, 2020.
- Pick up your troop's order. Sort product by girl before caregivers pick up and prep receipts and money envelopes. Make sure each caregiver counts and verifies their order and signs a receipt before leaving. Remind them of the deadline to turn in money. This should be at least two days prior to December 2, 2020.
- Collect money from caregivers, count and verify the totals and both parties sign the receipt. Deposit all funds into your troop bank account.
- Complete fall product evaluation that will be emailed out at the conclusion of the program.

