2020 FALL PRODUCT PROGRAM
TROOP GUIDE

How the Fall Product Program Works:

This financial literacy program allows girls to be entrepreneurs by offering family and friends the opportunity to purchase delicious nuts, chocolates, and magazines. There are 2 ways to participate:

In-person by taking orders using the nut order card. Customers will pay only when the items are delivered.

Online by inviting friends and family to place an order through the girl’s online store. All online orders are pre-paid by the customer at the time of ordering. Girls won’t collect money for any orders placed online.

Customers have two delivery options for nuts and chocolates:

- **Shipped**: Customers can choose to have items sent directly to them for an extra shipping charge.
- **Girl Delivery**: Items are pre-paid online by customer and the girl delivers. There are no shipping charges. They can select from a group of nut and chocolates that the girls can deliver.

Benefits of Participating

Girls learn and practice the Five Skills: **people skills, money management, business ethics, goal setting, and decision making**, as they earn funds for their troop and exciting rewards.

Proceeds stay locally to benefit our council and troops earn $2 for each magazine subscription and $1 for each nut/candy item sold. Opt-out proceeds: Girl Scout Juniors and older can choose unanimously with their troop to receive an additional $0.20 per item rather than rewards. Girls will still earn patches.

The Fall Product Program is an excellent way to earn startup funds for your troop to use during the Girl Scout year to fund your activities and projects.

Magazines are available online only. They are sent directly to the customer and do not have any extra shipping charges.
**September 18:** Leader Access to M2 Online System (M2) begins.

**September 23:** Deadline to enter ACH Troop Bank information into M2.

**September 25:** Online opens & Order Card sales begin.

**October 18:**
- Last day for paper order card sales.
- Last day for customers to choose online girl-delivered option.

**October 19 by 11:59 PM:** Parent deadline for entering order card items in M2. **Online girl-delivered items should not be re-entered.**

**October 21 by 11:59 PM:** Troop deadline to enter girl orders in M2.

**November 7 – 13:** You will be notified by your Community Coordinator of the time and place to pick up your products.

**November 15 at 11:59 PM** Last day for online orders for magazines and shipped nuts/chocolate orders.

**November 16 at 11:59 PM** Last day for girls to make reward choices online.

**November 29:** Deadline for parents to submit all money to troop.

**November 30 DEADLINES:**
- **UNPAID FUNDS COLLECTION FORM** to be submitted to productsales@gsfun.org
- All money collected to be deposited into the TROOP bank account.

**December 2:** ACH withdrawal of total amount due.

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**Getting Started:**

**Be Registered:**
- Only registered adults with an approved volunteer role and an up-to-date background check can coordinate the troop’s Fall product program. Girls must be registered for the 2020-21 membership year to participate.

**Visit the M2 online platform:**
- After you receive your email invitation to access the M2 online system, click the link to get set up.
- Check your troop roster.
- Create your Me2*avatar and send girls an email through the system with the link to get started creating their own Me2 avatar
- M2 Online System (M2OS) links:
  - Leaders: [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin)
  - Parents: [www.gsnutsandmags.com/GSJS](http://www.gsnutsandmags.com/GSJS)
- Be sure girls know how they can earn their Me2 personalized patches

**Enter your troop’s bank account information into the M2 online system.**
- See Troop Instructions for using the M2OS system on page 5.

**Have a parent meeting**
- Have a training night for your girls and their families. Explain the purpose of the program. How you present the program will have a big effect on the girl's enthusiasm and parent support.
- Review the 5 skills, troop and individual girl goals, online and in-person safety guidelines, important dates and deadlines and money handling procedures.
- Distribute order cards and money envelopes to girls after parent permission is signed.
VOLUNTEER TRAININGS

VIRTUAL Meetings for New Troop Leaders or TPSM’s

Wed. Sept. 16 – 7-8:30 pm
Thurs. Sept. 17 – 7-8:30 pm
Sat. Sept. 19 – 10:30-Noon
Tues. Sept. 22 – 10:30-Noon
Tues. Sept. 22 – 7-8:30 pm
Wed. Sept. 23 – 7-8:30 pm

VIRTUAL Q&A Sessions for Returning Troops:

**BRING YOUR QUESTIONS!** Are any of the new changes confusing? Did you have any issues last year you’d like help with? Informal Q&A session for returning troop product volunteers to answer your questions.

Thurs. Sept. 24 – 7-8 pm
Tues. Sept. 29 – 7-8 pm

ONLINE SELF-TRAINING: Available in mid-September on the GSJS website.

Troop Volunteers can register through doubleknot or the activities calendar.
Girls AND Leaders Can Earn Two Avatar Patches That Look Like Them!

In the fall, girls and leaders who create Me2 avatars and meet specific criteria will earn a patch with their own virtual likeness on it. During Cookies, girls and leaders have yet another opportunity to earn an avatar patch—even if they did not earn the Fall Patch! Not only are there billions of options to create your avatar, but you can also choose the patch’s background. See the online site or the nut/candy order card for more details. **Don’t miss out on these one-of-a-kind patches!**

To earn the **Fall Program Patch—Girls:**
- Create a Me2 avatar and send 15 emails
- Reach $325 in total sales

**Leaders:**
- Create a Me2 avatar
- Reach $1200 Total Troop Sales

To earn the **Cookie Crossover Patch—Girls:**
- In the fall, girls simply create their Me2 avatar and send 15+ emails during the Fall Program
- During the 2021 Cookie Program, sell 200+ packages of cookies

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**Care to Share/Gift of Caring**

Treats can be purchased by customers to benefit our local food banks, pantries, and military.

When girls receive five (5) or more $5.00 donations, they will earn a special Gift of Caring patch. If they receive ten (10) or more $5.00 donations, they will earn the patch plus a pom-pom keychain.

The product program department will facilitate delivery of Gift of Caring items.

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**Fun Facts About the Pygmy Three-toed Sloth**

They are the smallest of the three-toed sloths and live on the Isla Escudo de Veraguas, off the coast of Panama.

They are critically endangered due to habitat destruction. There are less than 100 in the world.

They are incredible swimmers and hold their breath underwater for up to 40 minutes.
TROOP PROCEEDS

Troops will earn $2.00 for each magazine & $1.00 for each nut/chocolate item.

Older Girl Proceed Option (updated for 2020)

NEW!! Older girl troops, Girl Scout Juniors and older can choose unanimously with their troop to receive an additional $0.20 per item rather than rewards. Girls will still earn patches.

Troop can opt-out in M2OS. From troop dashboard, select Reward Opt-Out under Rewards & Patches.
TROOP INSTRUCTIONS FOR USING THE M2 ONLINE SYSTEM (M2OS)

If you haven’t received an email invitation to access the M2OS site, please visit www.gnutsandmags.com/admin and click on forgot password. If you need further assistance, please contact your Community Coordinator or email productsales@gsfun.org

Step 1 – Set up system access to M2OS and Update Contact Information

- You will receive an email invitation from M2 that explains how to access the site and get started. Once set up in M2, you will have access to your Troop Dashboard. This allows you to manage your troop, send messages to your girls, enter/verify nut/candy order card sales for girls, verify reward choices and view reports. Council will preload girl information into the system for all registered girls.
- Girls may launch their online store on September 25th and begin their paper order card selling that same day.
- A girl in your troop whose name does not appear should visit www.gnutsandmags.com/GSJS and enter her information with her parent.
- Enter TROOP BANKING information into M2OS by September 23:
  - From Troop Dashboard – select Banking & Payments (under Financials & Reporting)
  - Click the + sign to the left of your Troop number – then select Manage ACH
  - Fill in TROOP Bank Name, routing number and account number as it appears on your troop checks and be sure to save.

Step 2 – Add Girl Orders into M2OS

- Parents may enter their girl’s in-person nut/candy orders into M2OS. The deadline for parents to enter all in-person orders for their girl is October 20th at 11:59 pm. DO NOT enter online girl-delivered products. Those items as well as all other online sales will be automatically added to the girl’s order in M2OS.
- The leader must enter any orders not entered by parents into M2OS by 11:59 PM on October 21st. To add girl orders from the troop dashboard:
  - Choose Paper Order Entry then Click the pink pencil next to the girl's name
  - Enter her total nut/candy items by variety from her order card. Click Update.
- Rewards are automatically calculated. Parents/girls and leaders may view the rewards earned online in M2OS. If there are choices/size options, these selections should be finalized in M2OS by November 16th at 11:59 pm
- Once a girl has earned her personalized patch, it will be sent to be produced and mailed to the address entered in the system during the setup process. During the registration process, girls will be given a choice for the background of her patch. Be sure that girls know patches will be sent to be produced when earned, so they should be comfortable with their choice before completing the registration process. Patches can take 6-8 weeks to be produced and arrive.

Step 3 – Submit Nut/Candy Order

- Since order information is automatically transferred, there is no submit button. If changes are needed after October 21st at 11:59 PM, contact your Community Coordinator immediately for assistance.

Step 4 – Product Delivery

- Your Community Coordinator will provide a date, time, and location to pick up nuts and candy. Please count and inspect product before signing for them.
- Have parents count and sign for product they receive. Any time money or product exchanges hands, please complete a receipt!

Step 5 – Payment for Nut/Candy Order

Parents should turn in money to the Troop no later than November 29th. Mark girl payments into M2OS. All money collected is to be deposited into the TROOP bank account by November 30th. TROOP payment will be withdrawn from troop bank account on December 2nd. IF THE WITHDRAWAL REJECTS DUE TO NSF, A $20 NSF FEE WILL APPLY. Troops Proceeds & Bonuses are available to see in real time on volunteer dashboard under FINANCIALS & REPORTING section by clicking on Banking and Payments.
Money and Finances

ACH sweeps

ACH stands for Automated Clearing House and refers to an electronic banking network used for withdrawals and payments. ACH is employed by many different institutions and is already in use by many Girl Scouts councils around the country. ACH works by allowing a third party (GSJS) to either debit or credit a troop account.

What are the benefits of ACH?
- Convenience – troop product sales manager needs to only go to one bank.
- Troops will have their proceeds immediately.
- The troop leader or treasurer can see the collected money. No more guessing if deposits were made.
- No worries about overpayment to council.

ACH processing will start with the 2020 Fall Product Program. GSJS will conduct an ACH sweep for the full amount due to council on December 2nd. If a troop is owed a refund, an ACH deposit will be made into the troop account on December 2nd. All troops must have a troop bank account to participate in the Product Program.

Troops will enter the troop bank name, routing number and account number into M20S. You can find this information on your troop check. (Do not use a deposit slip, as the routing number is often different). If you do not have a check, contact your bank to get the correct routing number.

Additional Money Procedures

- Parents/guardians must sign a Parent Permission and Responsibility form for every participating girl. Troops must retain these forms.

- Do not give order cards or product to a girl if the parent/guardian has not signed the permission form.

- Girls collect money for paper order card sales at time of delivery. All online sales are prepaid by customer at time of order.

- Parents/guardians should not be asked to pay for product when picking it up from the troop. Exceptions may be considered if there is prior history of outstanding parent debt. In this case, contact product program department at productsales@gsfun.org.

- If the troop chooses to accept paper checks from customers or parents, checks should be made payable to the troop and deposited into the troop bank account. Be sure to have a phone number listed on the check. We recommend you only take checks from people you know and are comfortable contacting if there is a problem. Troops will have to take responsibility for a bad check and any bank fees associated with it.

- When parents pick up nuts/chocolates they must ALWAYS sign for product; and when parent turns in payments to the troop, they must ALWAYS be given a receipt.

- All money collected must be deposited into the troop bank account in a timely fashion so funds clear and are available in time for the ACH sweep.

- Unpaid parent funds paperwork must be submitted by email to the product program department by November 30th, with supporting documentation. See Unpaid Funds Collection Form on page 8.

- Troops should collect all funds and deposit into troop bank account by November 30.
• The ACH sweep from the troop bank account for the amount due council, minus unpaid parent funds submitted to GSJS by November 30, will take place on December 2nd. Check Troop Summary Report in M2 for the amount due council.

• Troops will be charged a $20 fee if the ACH sweep is declined for insufficient funds. GSJS will repeat an ACH sweep for previously failed payments on December 7th.

**Unpaid Funds Policy – Fall 2020**

It is the policy of Girl Scouts of the Jersey Shore to work with all Communities, troops, and parents to remediate outstanding balances due to the troop and/or council. To that end, anticipation of delinquent payment and communication to the Product Programs department at GSJS before the Automatic Clearing House (ACH) pull from the troop is required.

**The following are guidelines set to remediate outstanding balances due:**

**Procedures for Unpaid Funds from a Parent:**

1. Troop Leader/Community Product Sales Manager and/or TPSM must notify council of unpaid funds via email to productsales@gsfun.org no later than two business days before the ACH pull.* The “Unpaid Funds Collection Form”, a copy of the signed parent permission slip, and signed pick up receipt are required as support documentation, as well as list of attempts that troop made to communicate with parent on unpaid funds. Council cannot pursue the parent without the proper signed documentation.

2. Council will adjust the troop amount owed, to reflect the unpaid parent’s portion.

3. Once notified, council will contact the parent within 10 business days to start collection process.

   *In addition, their daughter may not be able to participate in Product Programs in the future until the unpaid fund is paid in full. They will be marked as ineligible and unable to participate as a volunteer in any capacity.*

Payments will be accepted via bank check, money order, or a scheduled time with GSJS Product Sale Department to pay over the phone via credit/debit card.

*If troop notifies council AFTER the ACH pull and funds have been pulled from troop account:* Troop may be held responsible for collecting payment from the parent/guardian to reimburse the troop funds.

**Procedures for Unpaid Funds from a Troop:**

1. Council will notify troops via email within five business days of any ACH issues after the ACH pull for that Product Program. **IF THE WITHDRAWAL REJECTS DUE TO NSF, A $20 NSF FEE WILL APPLY.** Troops will be asked to fix issues and pay in full at the FINAL ACH adjustment pull, which is scheduled for December 7, 2020.

2. If second/adjustment pull is unsuccessful and funds are still owed, the council will start collection process.

   *In addition, their daughter may not be able to participate in Product Programs in the future until the unpaid fund is paid in full. They will be marked as ineligible and unable to participate as a volunteer in any capacity.*

Payments will be accepted via bank check, money order, or a scheduled time with GSJS Product Sale department to pay over the phone via credit/debit card.
**UNPAID FUNDS COLLECTION FORM**

**Must be submitted to productsales@gsfun.org by**
Fall Product: November 30, 2020

Troop # __________________ Community Name/Number ________________________________

Troop Product Manager/Leader Name ___________________________ Phone # __________________

Email ________________________________________________________________

**Unpaid Funds Information**

Responsible Party: □ Parent/Guardian

Parent/Guardian ____________________________________________________________

Girl Name: __________________________________________________________________

Address: ___________________________________________________________________ City: ___________ Zip: ______________

Home # ___________________ Cell # ___________________ Work #: ___________________

Original Amount Due $ ___________ Payments Made to Date $ ___________ Current Due $ ___________

☐ Signed Parent/Guardian Permission slip must be attached
☐ Signed receipt that parent picked up nuts/chocolates

Troop Product Manager/Leader Signature: __________________________ Date ___________

☐ Fall Program 20_______

**Internal Use Only:** ☐ In S.F. Case# __________________

**Please provide communication notes below and any other background information on back**

**First Contact Attempt** Date ___________ Time ___________ Contact Type: _____________ (phone, email, social media etc.)

Conversation Details/Notes: (please provide screenshots if available)

______________________________________________________________________________

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**Second Contact Attempt** Date ___________ Time ___________ Contact Type: _____________ (phone, email, social media etc.)

Conversation Details/Notes: (please provide screenshots if available)

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Thank you!

- We **appreciate** your time, energy, and efforts
- Our Product Program is a success because of **YOU**!
- You help girls learn and develop skills that last a lifetime
- We are excited to kick off this new Girl Scout year with you and look forward to “bravely sharing our strengths”

Need Help???

**GSJS Product Sales Team**
Visit [www.gsfun.org/fallproduct](http://www.gsfun.org/fallproduct)
800-785-2090
productsales@gsfun.org

**Community Support**
**Community Product Sales Coordinator**
Name: ____________________________
Phone: ____________________________
Email: ____________________________

**M2 Customer Service**
800.372.8520
question@gsnutsandmags.com