



OWN YOUR **magic**



2023 Fall product program

Troop guide

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**M2's customer care team offers tech support,
volunteer, participant, and customer inquiries**

We strongly encourage you to review this Troop Guide and become familiar with your role as the Fall Troop Volunteer. Know your responsibilities ahead of time so that you can ask questions and get answers that keep you on schedule with due dates.

Fall Product should be easy. With no booth sales or cupboards, and so many online ordering options, we hope that your selling is fun and prosperous.

Troops should contact their Community Coordinator for specific questions or contact the product program team.



What is the Fall Product Program?

Your Girl Scouts will launch their first business during the Fall Product Program. The program is an integral part of a Girl Scout's journey towards leadership allowing girls to learn skills such as: goal setting, decision making, money management, people skills, and business ethics. Girls also learn skills in financial literacy, entrepreneurship, and e-commerce.

The program is a fun and easy way to earn startup funds for your troop activities and experiences while providing opportunities for troops to give back to the community. Girls can earn exciting rewards! All proceeds stay local to benefit our troops and council.

It's easy to participate! Girls choose how they want to participate: in-person with the nut order card; online using the M2 digital platform or a combination of both.

**It is important to note that troops must participate in both GSJS Fall Product and Cookie Programs to apply for additional money earning activities and travel scholarships.*

FALL TROOP TRAININGS

Sign up for a training and feel confident managing this program for your troop.

Training is essential for new troop volunteers but returning volunteers needing a refresher are welcome. Sessions cover the program basics and M2 platform.

Tues. Sept. 19 - 7 pm - in person - Farmingdale
Wed. Sept. 20 - 7 pm - in person - Toms River
Thurs. Sept. 21 - 7 pm - virtual
Tues. Sept. 26 - 7 pm - virtual
Wed. Sept. 27 - 10:30 am - virtual
Wed. Sept. 27 - 7 pm - virtual
Wed. Oct. 4 - 7 pm - virtual



Troop Volunteers: easily register by visiting the activities calendar on our website or [register here for fall trainings](#)

ONLINE SELF-TRAINING: Slides of the training will be available in late September on the GSJS website [Fall Product Program page](#) for those who miss the above sessions.





How the Program Works

This financial literacy program allows girls to be entrepreneurs by offering family and friends the opportunity to buy delicious nuts, chocolates, magazines and more.

GIRL PARTICIPATION OPTIONS:

- ♣ **In-person** by taking orders using the nut order card. Girls collect money from customers when they deliver.
- ♣ **Online** by inviting friends and family to place an order through the girl's online store(s). All online orders are pre-paid by the customer at the time of ordering.

NUTS AND CHOCOLATES: Customers have two delivery options.

- ♣ **Girl Delivery:** Items are pre-paid online by customer and the girl delivers in November. Items are the same as on the order card. No shipping charges.
- ♣ **Shipped:** Items are prepaid and sent directly to customer right away. Additional items available online through shipping option. Shipping charges apply.

MAGAZINES: sold online only, prepaid and no shipping charges.

BARK BOX & TERVIS TUMBLERS: sold online only, prepaid and shipped direct to customers. Shipping charges apply.

TROOP PROCEEDS

Troops will earn \$2.00 for each magazine, tumbler and BarkBox and \$1.00 for each nut/chocolate item.

Older Girl Proceed Option

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 M2. From troop dashboard, select Reward Opt-Out under Rewards & Patches.

Care to Share (Gift of Caring)



The Care to Share Program is a great way for customers to give back to the community! Treats can be purchased by customers to benefit local food banks/pantries and the military.

Donations cost \$7. Council will handle delivery of the donations.

Girls selling 5+ donation items will earn the Care to Share patch. Girls receive credit towards incentives and troops earn proceeds for each donation.



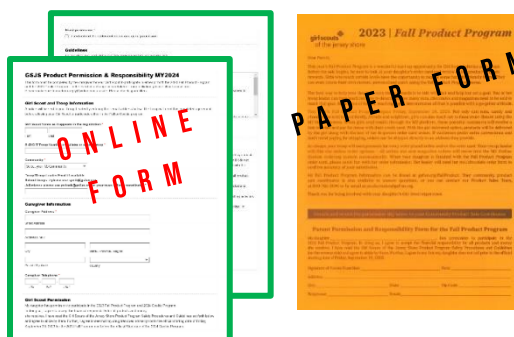
What's new for 2023?

CAREGIVER PERMISSION FORMS:

An [online permission form](#) is now available as well as the paper forms provided. Parents must include the leader's email when submitting the online form so that leader receives an electronic copy.

Troops and caregivers can use whichever method is most convenient for them. Troop volunteers are responsible for ensuring that a permission form has been completed before girls can participate in the fall program (paper or electronic copy).

<https://gsfun.org/Prodsalepermission>



SPECIAL FALL INCENTIVES – full details on pages 11 - 12

- 🍀 GIRLS: Drawing for a life-size ocelot
- 🍀 GIRLS: Custom GSJS Ocelot fall patch
- 🍀 GIRLS: Top seller disco event in January 2024
- 🍀 TROOPS: Early Bird Incentive
- 🍀 TROOP VOLUNTEERS: Win a spot for the Volunteer Enrichment day

NEW PRODUCTS ONLINE ONLY

- 🍀 **GS Mini BarkBox** – contains Pose & Play Beret dog toy and one can of Berry Trios™ (this is a standalone purchase available only through the M2 Fall Product Program. It is not part of BARK's subscription program).
- 🍀 **Tervis Tumblers** – a large selection tumblers and water bottles including top sellers, your favorite MLB®, NFL®, collegiate sports teams, and more.



- 🍀 **New Online-Only Flavors** – honey vanilla cashew halves, sweet cinnamon almonds, honey jalapeño peanuts and holiday mix



important Dates!

SEPTEMBER 22: Early access for troop Volunteers to M2. Check your email/spam.

SEPTEMBER 29: Product Program begins (online and in-person)

OCTOBER 6: Target date for troop to add bank information in M2

OCTOBER 23:

- Last day for in-person (paper order card) sales.
- Family deadline for entering order card orders in M2.

OCTOBER 25 by 11:59 PM: Troop deadline to add/edit order card items in M2.

OCTOBER 26: Girl delivery option ends for customer.

NOVEMBER 11-17: Community deliveries of product.

NOVEMBER 19 at 11:59 PM: All online sales end (shipped nuts, mags & more).

NOVEMBER 20: Last day for girls/troops to choose rewards, if needed.

DECEMBER 1 DEADLINES:

- All girl monies are due to troop and must be deposited into TROOP bank account.
- **UNPAID FUNDS REPORT** **must** be submitted to if applicable

DECEMBER 8: ACH withdrawal from troop account of balance due council. Review troop sales summary. **Negative balances** (overpayments) is an amount due to troop and will be refunded through www.bill.com in mid-December.

JANUARY 2024: Rewards delivered to your community coordinator. Pick up and distribute to your Girl Scouts as soon as possible.

Fall Community information

Community Product Sales Coordinator

Name: _____

Email: _____

Phone: _____

M2 Website: gsnutsandmags.com/gsjc

My M2 Password: _____

Community Depot Info:

Location: _____

Depot Delivery date: _____

Depot pick-up time: _____

M2 Login: your email address

FALL TROOP CHECKLIST

PRE-SALE

- ☐ Be Registered with approved volunteer role and up to date background check.
- ☐ Check your troop's MYGS roster to ensure all girls are registered for the 2024 membership year.
- ☐ Access the M2 platform starting September 22. Watch for welcome email – click link to get set up.
 - Review M2's roster to be sure all registered girls are listed. Contact product sales team at productsales@gsfun.org if any girl is missing.
 - Activate the PAEC (parent adult email campaign).
 - Enter troop banking account information in M2 by October 6, 2023. See instructions for using M2 system on pg. 13 of the troop guide.
 - **New troops/any troops without bank accounts:** see Money Matters section, pg. 14
 - Don't forget to create your avatar!
- ☐ Pick-up troop sales materials from Community Fall Product Sale Coordinator.
- ☐ **Help set your girls up for success by having a kickoff meeting with your girls and their families!**
 - ***How you present the program will have a big effect on the girl's enthusiasm and parent support.***
 - Introduce the fall program. Look over the products and the rewards the girls can earn. Review the 5 skills, troop/girl goals, and the ways they can participate. Share dates and deadlines.
 - Work with girls to set both individual and troop goals. Help them feel comfortable sharing their purpose and goals with friends and family.
 - **All parents must complete online permission form or sign paper form if they wish to participate. Keep these forms.**
 - Distribute order cards and M2 flyer.
 - Juniors and older - have troop discussion on opting out of rewards. If they choose to opt out, update M2 system.
 - **TIP:** Have a computer available and help families/girls set up their avatar and online storefront. It takes less than 10 minutes to get started.



DURING SALE

- ☐ Program begins on September 29, 2023. Girls take in-person order cards sales and can set up online storefront.
- ☐ Assist girls/parents with logging into M2 system as needed.
- ☐ Communicate regularly with girls and their caregivers.
- ☐ Remind parents to enter in-person order card sales by October 23.
- ☐ Troop should ensure accuracy of all girl paper card orders entered by caregivers and/or enter paper order cards by October 25.
- ☐ Community coordinators will notify you of the date and place to pick up your products. Deliveries will be the week of November 11-17. Please be available that day or send a parent to pick up troop order.
- ☐ Online ordering of shipped nuts/candy, magazines, bark box and tumblers ends November 19.
- ☐ Verify all girl rewards have been chosen in M2 system if choices are needed. Deadline is November 20.

DELIVERY/POST SALE

- ☐ Print 2 copies of Girl Scout delivery tickets . Use these as receipts.
- ☐ Sort girl orders – **parents must count product and sign delivery ticket for all products received**. Keep this receipt.
- ☐ All girl monies are due to troop and must be deposited into troop bank account by December 1.
- ☐ Submit unpaid funds form for any family with an unpaid balance by December 1 to productsales@gsfun.org, if this applies.
- ☐ Verify with parents that all girl delivery orders were delivered to customers.
- ☐ ACH withdrawal for troop balance due is scheduled for December 8. Be sure funds are available. Refunds (if applicable) will process later in December.
- ☐ Download and print/save the Troop Products & Financials report. Save a copy for completing troop's year-end financial report.
- ☐ **January 2024**
 - Count and confirm all rewards when received. Troop reward delivery tickets are available in M2 to view or print. Report errors immediately.
 - **Celebrate your troop's hard work!**
 - Review troop's bank statement that correct ACH withdrawal or deposit was processed in December. Report errors immediately.



patches & rewards

Earn one-of-a-kind Girl Personalized Patches. Here's how!



Fall Patch:

- Create your avatar
- Send 18+ emails
- Use the “share my store” function in M2
- Sell \$375 in total fall sales



Cookie Crossover Patch:

- Create your avatar in fall
- Send 18+ emails and use the “share” function in fall
- Sell 200+ packages during the 2024 cookie program



Troop Volunteers can earn a Personalized Patch too.



Troop Volunteers

- Create your avatar
- Activate the PAEC (parent adult email campaign)
- Troop reaches \$1500 in total fall sales



Meet our Mascot: the Ocelot

Scientific Name: Leopardus Pardalis

Length: 2.2 – 3.3 feet

Weight: 18 – 34 pounds

Tail length: 10 – 18 inches

Gestation Period: 79 – 82 days

Interesting Facts:

- Ocelots live in rainforests
- Ocelots are picky eaters
- Ocelots are nocturnal
- Ocelot's coats are unique (no two ocelots have the same markings)



patches

Own Your Magic Patch

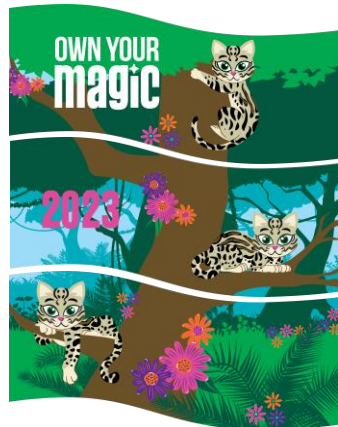
Sell 2+ Mags, Tumblers, BarkBox

2023 Patch

Sell 15+ nut items

Ocelot Patch

Send 18+ emails



Super Seller

Sell 55+ nut items



Care to Share

Sell 5+ gift of caring items



100+

Sell 100+ nut items



rewards: magazines * BARKBOX * TUMBLERS

Zipper Pouch

sell 4+ magazines & more



Color Changing Markers

sell 6+ magazines & more



Large Ocelot Plush

sell 10+ magazines & more



rewards – NUTS & CHOCOLATES

Own Your Magic Necklace

sell 35 nut items



Super Seller Patch & Small Ocelot Plush

sell 55 nut items



Stationery Set

sell 75 nut items



100+ patch & Bluetooth Tower Speaker

sell 100+ nut items



Show your Magic Kit*

sell 130+ nut items



*theme t-shirt, paint-by-number craft

Your choice of:

100 pc Jigsaw Puzzle* OR 500 pc Jigsaw Puzzle* OR \$50 Council Gift Card

sell 175+ nut items



OR



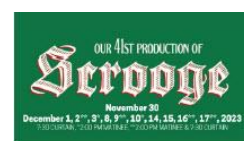
OR



Your choice of:

Scrooge Tickets* OR \$100 Council Gift Card

sell 225+ nut items



OR



* Girl and one chaperone will enjoy this event on **12/17/23** at the Spring Lake Theatre, 2 pm.



SPECIAL FALL INCENTIVES



The GSJS Ocelot patch will be given to all girls who send 10+ emails through M2 in the first 10 days.

List of eligible girls will be available 10/9/23.



Girls who sell 50+ nut/candy items by the end of the sale will be entered into a drawing for the giant life-size ocelot!

Topseller Disco

Save the Date!
January 13, 2024

Sell \$1,100 during the Fall 2023 sale and receive an exclusive invite to the Topseller Disco.

Do a little tie-dye, make a little plate of 70's snacks, and get down tonight!





TROOP EARLY BIRD INCENTIVE



5 CENTS BONUS FOR 2024 COOKIE SALE

For troops that had 100% Early Bird troop renewal and want to earn the cookie bonus, there are 2 steps left:**

1. **100% troop participation in the Fall Product Program and total troop sales of \$1,300. Participation in the Fall Product program means the girl sends at least 18 emails though M2 to earn the first patch level.**
2. **100% participation in the 2024 Cookie Product Program, with all girls earning the minimum participation patch.**

****100% renewal will be based on membership as of 4/1/23. (New girls recruited to replace non-renewing girls will count towards the 100%) (at least 5 girls/2 adults)**

VOLUNTEER RAFFLE

**Win a spot for the Volunteer Enrichment Day on
November 18, 2023**

**HOW TO EARN AN ENTRY? Troop volunteers - activate the
parent email campaign for your troop's fall sale before 9/29/23.
That's it!**

40 Winners will be selected on October 2nd - 10 winners per region



TROOP instructions FOR USING M2

Troop Volunteers will receive a welcome email to access the M2 site on **September 22**. If you do not receive one, please visit www.gsnutsandmags.com/admin and click on forgot password. If you need further assistance, please contact your Community Coordinator or email productsales@gsfun.org

Set up system access to M2 and Update Contact Information

- Troop volunteers should follow email instructions to create a password and access M2.
- You will be prompted to enter your contact information, watch a short training video, and then you will have access to your Troop Dashboard.
- Create your avatar then send access emails to all parents by activating the parent adult email campaign (PAEC).
- Enter **TROOP BANKING** information into M2:
 - 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's Bank Name, routing number and account number and save.
- **New troops or troops without bank accounts:**
 - Must mark “**NO BANK ACCOUNT**” under bank name in M2 and 000's in other fields.
 - Are responsible to pay council balance by depositing amount due into council's bank account by **December 8**. Speak with your Community Coordinator on how to do this.
- Council will preload girl information into the system for all registered girls. Any girl in your troop whose name does not appear should visit www.gsnutsandmags.com/GSJS and enter her information with her parent. Council will verify her membership and launch her sale.
- Parents receive welcome emails on **September 29** and can launch their online store and begin their paper order card selling that same day.

Add Girl Orders into M2

- Parents/girls can enter their own in-person paper orders into M2 through **October 23**.
- The leader must enter any paper orders not entered by parents into M2 by **October 25**. **Online girl-delivered items should not be re-entered.** 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.**
- Order information is automatically transferred when entered and saved, so there is no submit button. If order changes are needed after **October 25**, contact your Community Coordinator or council product sales team immediately for assistance.

Rewards

- Rewards are automatically calculated. Parents/girls and leaders may view the rewards earned online in M2. If there are choices/size options, these selections should be finalized in M2 by **November 20 at 11:59 pm**.
- Be sure that girls know that personalized patches will be sent to production as soon as it is earned. Girls should be comfortable with their choice of patch design before completing the registration process. It will be mailed to the address girls/caregivers provided during the setup process in about 8-10 weeks.



money matters

ACH withdrawals

GSJS will conduct an ACH withdrawal for the amount due to council on December 8. If a troop is owed a refund, a deposit will be made into the troop account in mid-December using bill.com. **All participating troops need to enter their bank information because this information does not carry over from year to year.** See how to enter this information on page 13.

Troops will enter the troop's bank name, routing number and account number into M2 which can be found 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 ACH routing number.

A diagram of a check form. At the top, it says 'YOUR NAME' followed by '1234 Main Street' and 'Anywhere, OH 00000'. To the right is a 'DATE' field. Below this is a 'PAY TO THE ORDER OF' field and a '\$' symbol followed by a blank space for the amount. Below the amount is a line for 'DOLLARS'. At the bottom, there are three boxes: 'ROUTING NUMBER' with the number '10044072324', 'ACCOUNT NUMBER' with the number '1000123456789', and 'CHECK NUMBER' with the number '123'.

New troops or troops without bank accounts should advise their community coordinator and email productsales@gsfun.org. Enter “NO BANK ACCOUNT” in M2 under bank name. See instructions on pg. 13. Please speak with your community coordinator for complete instructions on how to pay council. Troops are expected to pay their balance due by **12/8/23**.

Additional Money Handling Procedures

- Parents/guardians must sign a Parent Permission and Responsibility form for every participating girl. Troops should keep these forms.
- Girls collect money for in-person 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 count and 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 withdrawal.
- Unpaid parent funds paperwork must be submitted by email to the product program department by December 1st, with supporting documentation. See Unpaid Funds Report on page 16.
- Check Troop Summary Report in M2 for the correct amount due council. The ACH withdrawal from the troop bank account for the amount due council, will be reduced for unpaid parent funds reported to GSJS.
- Troops will be charged an overdraft fee if the ACH withdrawal is declined for insufficient funds.

Unpaid Funds Policy – Fall 2023

It is the policy of Girl Scouts of the Jersey Shore to collaborate 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 seven (7) business days before the ACH pull.** The **“Unpaid Funds Report” form, a copy of the signed parent permission slip, and signed product delivery ticket** 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 ten (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 balance is paid in full, and 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 the GSJS Product Sale Department to pay over the phone via credit/debit card.

****If troop notifies council after the ACH 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 (5) business days of any ACH issues after the December 8, 2023 ACH pull for that Product Program.
2. Troops will be required to pay council directly for their amount due by December 15, 2023. This can be done in several ways:
 - a. By depositing the amount due into council's TD Bank account. Troop will be provided council's bank account information and must submit a copy of the validated bank receipt.
 - b. Provide council with a bank check or money order.
 - c. Make a payment over the phone via credit/debit card.
3. If full payment is not made by December 15, 2023, council will start collection process.

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



UNPAID FUNDS REPORT

Must be submitted to productsales@GSFun.org by

Fall Product: **December 1, 2023**

Troop # _____ Community Name/Number _____

Troop Product Manager/Leader Name _____ Phone # _____

Email _____

Unpaid Funds Information

Responsible Party: ☐ Parent/Guardian

Internal Use Only:

S.F.

Parent/Guardian _____

Girl Name: _____

Address: _____ City: _____ Zip: _____

Home # _____ Cell # _____ Work #: _____

Original Amount Due \$ _____ Payments Made to Date \$ _____ Current Due \$ _____

The following supporting documentation must be attached to request a payment adjustment:

- Signed Parent/Guardian Permission slip
- Signed product delivery ticket that parent picked up nuts/chocolates

Troop Product Manager/Leader Signature: _____ Date _____

FALL PROGRAM 2023

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, use reverse side if needed)

Second Contact Attempt Date _____ Time _____ Contact Type: _____

(phone, email, social media etc.)

Conversation Details/Notes: (please provide screenshots if available, use reverse side if needed)



Faqs



Q: My girls are attempting to register and get a “Campaign is Currently Unavailable” message.”

- Girls cannot begin online account registration until the start date of the sale.

Q: I entered the email addresses to send access notifications to the girls in my Troop, but they haven’t sent. The site says, “Queued for Sending”. How long does it take to send?

- Access emails will not be sent to the participants until the start date of the sale.

Q: What if a girl didn’t find their name as she logs into the platform?

- Not a problem! Any girl who doesn’t know her troop number or see her name, can add herself to the system. After she sets up her account, there will be a brief delay while the council confirms her GSUSA membership. Once that task is complete, council will launch her site and her customers will then have access to make purchases to support her.

Q: I am a Volunteer and have a daughter participating. Can I use the same email address for my Volunteer and Girl accounts?

- Yes! You will receive 2 separate registration emails: one as a volunteer and the other as a parent. You can use the same email/password combo to set up both roles. On returning visits, after logging in, you can toggle back and forth between parent and troop volunteer.

Q: How do I reset my password?

- From the login page: click the Forget Your Password link.

Q: Customer wants to pay for their in-person order by check. Who should the check be made payable to?

- GSJS Girl Scout Troop XXXXX

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

- The parent/guardian (or customer) will need to contact M2 Customer Service at 1-800-372-8520 to have the order cancelled and removed from the system. This cancellation MUST be completed before the end of parent paper order entry (October 23, 2023).

Q: When can a supporter expect a direct ship nut order placed online?

- The supporter will receive a confirmation email of the order and then another email when the order ships with tracking details.

Q: We received a damaged item in our troop order. What can we do?

- Troops may exchange damage product with GSJS for the same variety.

Q: My girl received/entered orders that put her over the next reward threshold, but the system isn’t showing that she earned the reward.

- The system can take 1-2 hours to update.

Q: How can I verify which rewards I qualify for?

- On your dashboard, you will see the "Physical Rewards" icon. When you click that icon, you will see a list of the rewards that are available to earn. If there is a banner through a reward, this means that you have earned the reward.

Q: When can I expect to receive my personalized patch?

- Personalized patches are sent to production automatically once the criteria is met. They usually take 8-10 weeks for production and delivery.



resources & Videos

Lots of fun resources are available to help make your fall program great.
Visit our [Fall Product page](#) or contact the Product Program Team.



Short instructional videos can help you navigate the M2 site.
Click the video below to search by topic.



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