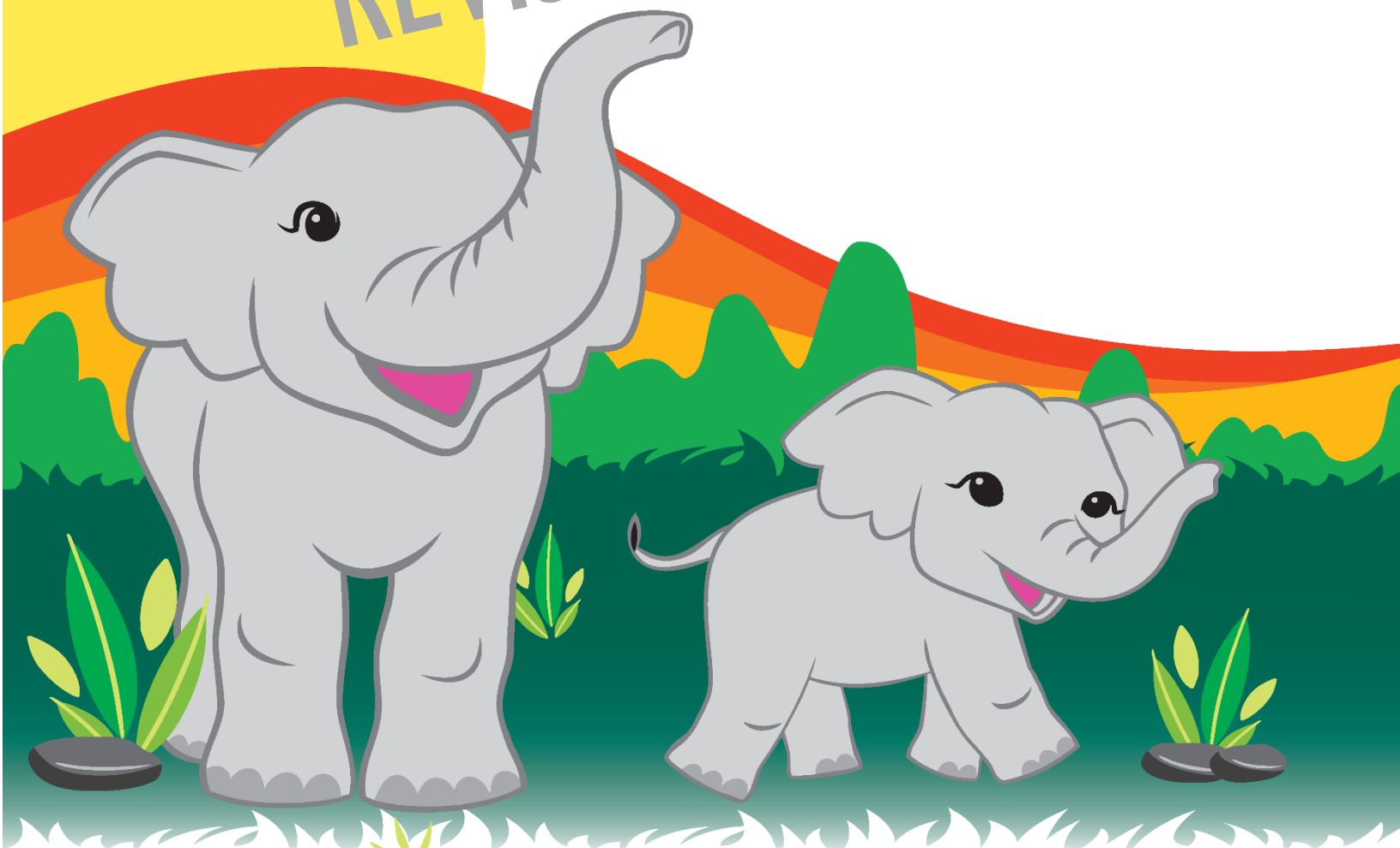


TROOP GUIDE

REVISED 9-19-24



EMBRACE POSSIBILITY

Table of Contents

What is the Fall Program	3	Care to Share Program	9
How the Program Works	3	Troop Resources	9
What's New for 2024	4	Troop Check List	10-11
Important Dates	5	Personalized Patches	12
Fall Troop Training Schedule	5	Rewards	13
Using M2 – In Depth	6	Special Fall Rewards	14
Money Matters & Tips	7	Unpaid Funds & Report	15-16
Finances for Troops Without Bank Accounts	8	FAQ's	17
Updated Troop Proceeds	8		

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 is a fun and easy way to earn startup funds for your troop activities at the beginning of the Girl Scout year. 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 Council's product program team.

Important Contacts

Product Program Team

CY Wong

Director of Product Programs

cywong@gsfun.org 800-785-2090

Jackie Garbe

Product Program Administrator

jgarbe@gsfun.org 732-966-5035

M2 Customer Care Support Line

1-800-372-8520

support.gsnutsandmags.com

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

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.***

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, available in paper and digital subscriptions.

BARK BOX, Tervis Tumblers & Personalized Items: sold online only, prepaid, and shipped direct to customers. Various shipping charges apply.

What's New for 2024?

CAREGIVER PERMISSION FORMS:

This is the last season council will offer paper permission forms.

The online permission form covers both the Fall and Cookie Programs and has been updated to make completion easier. Parents must include the leader's email when submitting the online form so that leader receives an electronic copy.

<https://gsfun.org/Prodsalepermission>

PLEASE NOTE: Troop volunteers are responsible for ensuring that a permission form is on file with the troop before girls can participate in the fall program (paper or electronic copy).

REVISED TROOP PROCEEDS STRUCTURE

Troops will now receive a percentage of the retail sales instead of a per item amount. This applies only to the M2 items (magazines, BarkBox, Tervis tumblers and personalized items). See page 8 for full details.

SPECIAL FALL INCENTIVES – full details on page 14.

- 🍀 GIRLS: Drawing for a life-size elephant
- 🍀 GIRLS: Custom GSJS Elephant patch
- 🍀 GIRLS: Top seller Red Carpet event in January 2025

NEW NUTS AND CHOCOLATES – available in person and online

- 🍀 Praline Pecans
- 🍀 Mini Gummi Butterflies
- 🍀 Peanut Butter Elephants

NEW ONLINE-ONLY PRODUCTS

- 🍀 **GS Mini & Full BarkBoxes** – each contain one can of Berry Trios™ plus 1 to 3 GS themed dog toys. (this is a standalone purchase available only through the M2 Fall Product Program. It is not part of BARK's subscription program).
- 🍀 **Personalized Items** – high quality stationery, notepads, and photo frames. All fully customizable at the time of purchase.
- 🍀 **New Online-Only Flavor** – peanut butter malt balls



Important Dates!

SEPTEMBER 20: Early access for troop Volunteers to M2. Check your email/spam.

SEPTEMBER 27: Product Program begins (online and in-person).

OCTOBER 4: Target date for troop to add bank information in M2. Bank information **does not** carry over from last year.

OCTOBER 21:

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

OCTOBER 23 by 11:59 PM: Troop deadline to add/edit order card items in M2.

OCTOBER 24 at 11:59 PM: Girl delivery option ends for customer.

NOVEMBER 11-15: Community deliveries of product. Coordinator will announce your community's date and you should select a pickup time directly in M2 in advance.

NOVEMBER 17 at 11:59 PM: All online sales end (shipped nuts, mags & more).

NOVEMBER 18: Deadline for girls/troops to choose rewards, if needed.

DECEMBER 6 DEADLINES:

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

DECEMBER 13: ACH withdrawal from troop account of balance due council. Review troop sales summary. A **negative balance** (overpayment) is an amount due to troop and will be refunded through www.bill.com in mid-December.

JANUARY 2025: Rewards delivered to your community coordinator. Pick up and distribute to your Girl Scouts as soon as possible.

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.

Thurs. Sept. 19 - 7:30 pm – virtual
Tues. Sept. 24 - 7:00 pm – virtual
Wed. Sept. 25 - 7 pm – virtual

Thurs. Sept. 26 - 10:30 am – virtual
Thurs. Sept. 26 - 7:pm – virtual
Wed. Oct. 2 - 7 pm – virtual

Troop Volunteers: easily register by visiting the activities calendar on our website or [click here](#) to sign up

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.

Using M2 – In Depth

Troop Volunteers will receive a welcome email to access the M2 site on **September 20**. 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. This information is found on your troop check, in your online banking portal or you can contact your bank to print out this information for you.
 - **New troops or troops without bank accounts:** *see special finance instructions on pg. 8.*
- Parents receive welcome emails on **September 27** and can launch their online store and begin their paper order card selling that same day.
- Council will preload girl information into the system for all registered girls. Any girl in your troop whose name does not appear should visit <http://www.gsnutsandmags.com/GSJS> and create her account with her parent. Council will verify her membership and launch her sale.

The diagram shows a check with the following fields and values:

- YOUR NAME: 1234 Main Street, Anywhere, OH 00000
- DATE: 12/3
- PAY TO THE ORDER OF: \$
- DOLLARS: 123
- ROUTING NUMBER: 044072324
- ACCOUNT NUMBER: 000123456789
- CHECK NUMBER: 123

Add Girl Orders into M2

- Parents/girls can enter their own in-person paper orders into M2 through **October 21**.
- The leader must enter any paper orders not entered by parents into M2 by **October 23**. **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 updated when entered and saved, so there is no submit button. If order changes are needed after **October 23**, 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 a girl has choices/size options to select, these selections should be finalized in M2 by **November 18 at 11:59 pm**.
- Be sure 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 10-12 weeks.

Money Matters

ACH withdrawals

GSJS will conduct an ACH withdrawal from the troop bank account for the amount due to council on December 13, 2024. If a troop is owed a refund, a deposit will be made into the troop account in mid/late 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 pg. 6.*

Troops will be charged an overdraft fee if the ACH withdrawal is declined for insufficient funds.

Money Handling Procedures

- Parents/guardians must complete a Parent Permission and Responsibility form for every participating girl. Troops should keep these forms (or electronic confirmation email).
- 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.
- 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 receive 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 6, 2024, 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 for the amount due council will be reduced for unpaid parent funds reported to GSJS.

Tips!

Money for all online orders shows as already paid to Council, and the ACH withdrawal will be adjusted for the troop to earn proceeds on these sales.

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.

Finances For Troops Without Bank Accounts

New troops or troops without bank accounts should advise their community coordinator and email productsales@gsfun.org that they do not have a bank account set up.

Follow the steps for troop banking on page 6. Enter “NO BANK ACCOUNT” in M2 under bank name and 000’s in the number fields and update.

Please speak with your community coordinator for instructions on how to pay council. Troops should get a council deposit slip from their coordinator when they pick up their troop’s order. If you do not receive one, please notify council.

Troops are responsible to pay any balance due by **12/13/24** by making a deposit into council’s account and submitting a validated copy of the bank receipt to their coordinator for the appropriate credit.

If a troop is due a refund, a check will be prepared and held by your Regional Engagement Manager to be used to open the troop’s bank account.

Updated Troop Proceeds

Troop proceeds are automatically calculated by the M2 system. Troops can view the total amount earned by selecting the **Troop Summary/Amount Due Report** link from their troop dashboards.

Troop proceeds have been updated this year. A percentage of total sales will be paid on magazines, tumblers, Bark Boxes, and personalized items.

PRODUCT	PROCEEDS	OLDER-GIRL OPT-OUT*
Nuts & Chocolates (order card, girl delivery and shipped)	\$1 per item	\$1.20 per item
Mags & More (magazines, tumblers, BarkBox, and personalized items)	10% of total sales	12% of total sales

***Older girl troops** – Juniors, Cadettes, Seniors, and Ambassadors may unanimously elect to opt out of rewards to earn higher troop proceeds. This is a girl-led decision—not an adult decision. Girls still earn patches.

Troop volunteer must select 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 wonderful way for customers to give back to the community! Customers can purchase treats to benefit food pantries within Ocean and Monmouth counties, and organizations that serve the military and other charitable organizations within our community.

Donations cost \$8. Girls will receive credit towards nut/candy rewards and troops earn proceeds for each donation. Girls can also earn a donation patch and a special reward.

Please keep in mind these items will not be delivered with the troop/girl orders, but rather are retained at Council. Council will oversee distribution at the end of the program.

Fall Community Information

My Community Product Sales Coordinator

Name: _____

Email: _____

Phone: _____

M2 Website: gsnutsandmags.com/gsjis

My M2 Password: _____

Community Depot Info:

Location: _____

Depot Delivery date: _____

Depot pick-up time: _____

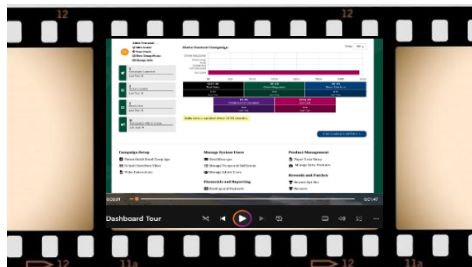
M2 Login: your email address

Resources & How-To Videos

Lots of fun resources are available to help make your fall program great. Visit our [Fall Product homepage](#) for printable resources and join [Rallyhood](#) for timely posts and information.



Click the filmstrip for access to short instructional videos to help you navigate the M2 site.



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 that all girls are registered for the 2025 membership year.
- ☐ Access the M2 platform starting September 20. Watch for welcome email – click link to get set up.
 - Review M2's roster to be sure all registered girls are listed. Contact product program team at productsales@gsfun.org if any girl is missing.
 - Enter any missing parent emails and activate the PAEC (parent adult email campaign).
 - Enter troop banking account information in M2 by October 4, 2024. See instructions for using M2 system on pg. 6 of the troop guide.
 - **New troops/any troops without bank accounts:** see pg. 8 – finances for troops without bank accounts.
 - Don't forget to create your avatar!
- ☐ Pick-up troop sales materials from Community Fall Product Sale Coordinator.
- ☐ **Have 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.***
 - Download the [Troop Kickoff Meeting Information Guide](#) to help you plan this meeting.
 - 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 confirmation email or paper.
 - 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 accordingly.
 - **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 27, 2024. Girls can 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 21.
- ☐ Troop should ensure accuracy of all girl paper card orders entered by caregivers and/or enter paper order cards by October 23.
- ☐ Community coordinators will notify you of the date and place to pick up your products. Deliveries will be the week of November 11-15. Please be available on your assigned day or send a parent to pick up the troop order.
- ☐ Online ordering of shipped nuts/candy, magazines, bark box and tumblers ends November 17.
- ☐ Verify all girl rewards have been chosen in M2 system if choices are needed. Deadline is November 18.

DELIVERY & POST SALE

- ☐ Print 2 copies of Girl Scout product delivery tickets with financials . It will contain the amount the family owes to the troop.
- ☐ Sort girl orders – **parents must count product and sign delivery ticket for all products received**. Keep this receipt.
- ☐ December 6 deadlines:
 - All girl monies are due to troop and must be deposited into troop bank account.
 - Submit unpaid funds report for any an unpaid balance, if applicable.
 - Check M2 troop summary for your balance due to council (or refund expected due to troop).
- ☐ Verify with parents that all girl delivery orders were delivered to customers.
- ☐ ACH withdrawal for troop balance due will be December 13. 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 2025**
 - Count and confirm all rewards when received. Troop reward delivery tickets are available in M2 to help you sort. Report errors immediately.
 - **Celebrate your troop's hard work!**
 - Review troop's bank statement that the correct ACH withdrawal or deposit was processed in December. **Report errors immediately**.

Personalized Patches

Girls and troop volunteers can earn one-of-a-kind personalized patches. Here's how!



Girls:

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

Troop Volunteers:

- Create your avatar
- Activate the PAEC (parent adult email campaign)
- Troop reaches \$1500 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 2025 cookie program

2024 Rewards

Patches

Embrace Possibility Patch
Send 18+ Emails

Elephant Patch
Sell 2+ Mags
& More Items



2024 Patch
Sell 15+ Nut Items

Gift of Caring



Care to Share Patch
Sell 5+ Gift of Caring Items

Nailpolish Kit
Sell 10+ Gift of Caring Items



Magazines & More

LED Scrunchie & Embrace Possibility Stickers
Sell 4+ Mags & More Items



Diamond Art Kit
Sell 6+ Mags & More Items



Large Elephant Plush
Sell 10+ Mags
& More Items



Nuts

Embrace Possibility Necklace
Sell 35+ Nut Items



Super Seller Patch & Small Elephant Plush
Sell 55+ Nut Items



Black Notebook with Gel Pens
Sell 75+ Nut Items



100+ Patch & Embrace Possibility T-Shirt & Tassel Keychain
Sell 100+ Nut Items



Coloring Pillowcase & Postcard Set
Sell 130+ Nut Items



Your choice of:
Portable Outdoor Mat & Wristlet
OR **Lululemon Bag***
Sell 175+ Nut Items



*Choice of pink/windmill/black

Your choice of:
The Muppet Christmas Carol Tickets*
OR **\$100 Council Gift Card**
Sell 225+ Nut Items



*Not at 7pm on 12/23/24 at Girl Scout Store; \$100 for pre-paid & signature

Special Fall Incentives



The GSJS Asian Elephant patch will be given to all girls who send 18+ emails through M2 in the first 10 days.

List of eligible girls will be available 10/7/24. Coordinators have patches ready for immediate distribution.



Girls who sell 50+ nut/candy items by the end of the sale will be entered into a drawing for the giant 38" Asian Elephant!

Top Seller
Roll Out the Red Carpet

January 18
Two River Theater

Invitation-only event for all girls reaching \$1,100 in total sales

A graphic illustration of a grey elephant standing on a red carpet. The elephant is facing forward with its trunk raised. The carpet is flanked by gold stanchions with red ropes. Two spotlights from above illuminate the scene, creating yellow beams of light. The background is dark red with vertical lines and bokeh effects.

Unpaid Funds Policy – Fall 2024

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 the 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 the troop made to communicate with parent on unpaid funds. The council cannot pursue the parent without the proper signed documentation.
2. The council will adjust the troop amount owed, to reflect the unpaid parent’s portion.
3. Once notified, the council will contact the parent within 10 business days to start collection.

In addition, their daughter may not be able to participate in Product Programs in the future, until the unpaid fund 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 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 December 13, 2024, ACH pull for the Fall Program.
2. Troops will be required to pay the council directly for their amount due by December 20, 2024. This can be done in several ways:
 - a. By depositing the amount due into the council’s TD Bank account. The troop will be provided council’s bank account information and must submit a copy of the validated bank receipt.
 - b. Provide the 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 20, 2024, 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, 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

No later than December 6, 2024

Troop # _____ Community Name/Number _____

Troop Product Manager/Leader Name _____ Phone # _____

Email _____

Unpaid Funds Information

Responsible Party: ☐ Parent/Guardian

Internal Use Only:

S.F. Case# _____

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 2024

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 have not 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 did not find their name as she logs into the platform?

- Not a problem! Any girl who does not 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 two 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. To whom should the check be made payable?

- 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 21, 2024).

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 is not showing that she earned the reward.

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

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

- 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 are met. They usually take 8-10 weeks for production and delivery.

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

