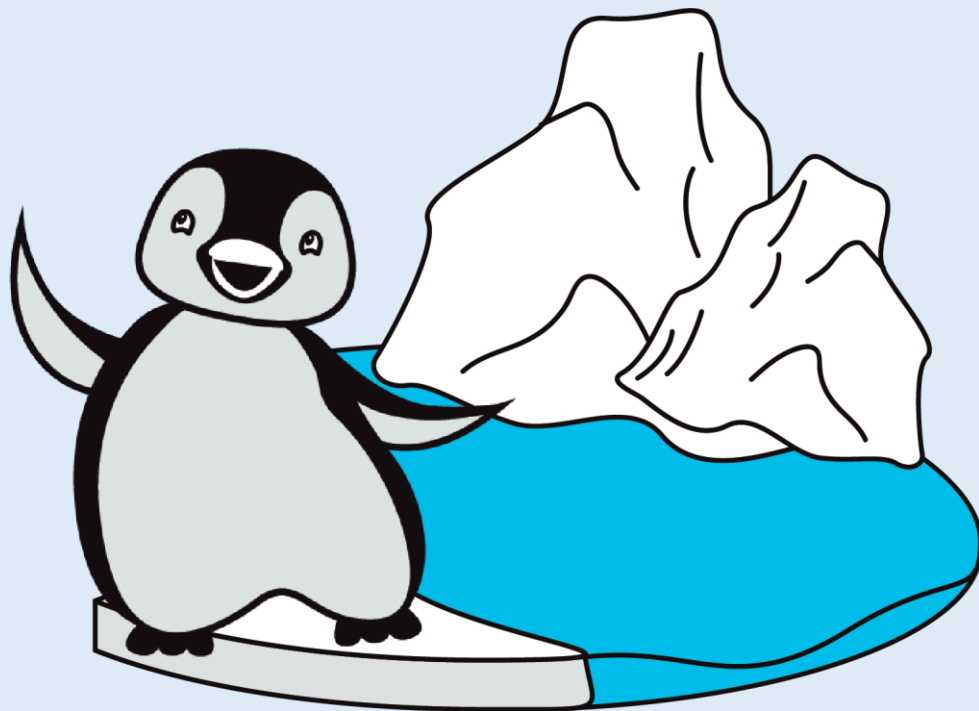




**RISE  
UP**

# 2021 Fall Product Program TPM Guide



## Fall Contact Information

Service Unit Product Program Rep. (SUPPR)

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Name

Phone

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Email

Girl Scouts of Utah

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Allison Wickel

801-716-5125

awickel@gsutah.org

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Name

Phone

Email

### ***The Girl Scout Promise***

On my honor, I will try:

To serve God\* and my country,

To help people at all times,

And to live by the Girl Scout  
Law.

\*Girl Scouts makes no attempt to define or interpret the word "God" in the Girl Scout Promise.

We look to individual member to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute wording appropriate to their own

### ***The Girl Scout Law***

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong, and  
responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place, and  
be a sister to every Girl Scout.

### ***Girl Scouts of the USA Mission***

Girl Scouting builds girls of  
courage, confidence, and  
character who make the world a  
better place.

## 2021 Fall Product Program Important Dates

August 1	Service Units submit <i>Service Unit Product Program Representative Agreement Form</i>
August 15	Troops must submit <i>Troop Product Manager Agreement Form</i> and <i>ACH Debit Authorization</i>
August	Service Unit Product Program Rep. (SUPPR) Training Webinar
September	Troop Product Manager (TPM) Fall Product Training Webinar
September	Parent/Guardian and Girl Scout Fall Product Training
September 24	Order taking begins for nuts, candy, and magazines
October 10	Order taking ends (order card) Nut orders due from parents in M2OS
October 12	TPM to enter and finalize nut orders in the online ordering platform by 8 p.m.
October 13	SUPPR to review orders by 8 p.m.
October 13	Last day for SUPPR to enter Delivery Location information
November 1-5	Nut & candy items delivery to Service Units and distribution to troops (dates/locations vary)
November 1-14	Girls deliver nut & candy items to customers
November 23	Fall Product Program ends
November 24	All money due to troops Deposit money into troop account
November 24	Last day for girls and TPM to enter rewards
December 3	ACH withdrawal from all troop accounts. If troops are overpaid GSU will deposit proceeds into troop accounts.
December 27	Rewards begin shipping to SUPPR and distribution to troops

## Ways Girls Sell Fall Products

- Nuts and chocolate in-person for girl delivery (order card)
- Online for shipping or girl delivery
- Online magazines
- Gift of Caring products may be sold through any of the above



## Troop Pre-selling Checklist

- NEW TROOPS: Open a troop bank account if you or your troop leader have not already done so. GSU policy requires each troop to have a bank account before they can participate in the product programs. Contact the Finance department at 801-716-5112 or email [finance@gsutah.org](mailto:finance@gsutah.org) for information on opening a troop account
- Submit the following completed forms by the due date listed to ensure you receive program materials and M2OS access prior to the start of the program (found online at [www.gsutah.org](http://www.gsutah.org)):
  - *Troop Product Manager Agreement*
  - *ACH Debit Authorization form*
- Attend a TPM Fall Product training
- Arrange with troop leader a time to train your Girl Scouts and parents/guardians
- All girls who wish to participate must be registered with GSUSA, cannot have any debt owed to council and have a signed *Parent/Guardian Permission & Responsibility Agreement* form turned in and on file with their Troop Leader (form online at [www.gsutah.org](http://www.gsutah.org))
- Review Safety Activity Checkpoints guidelines on “Council Sponsored Product Programs” at [www.gsutah.org](http://www.gsutah.org)
- Contact your SUPPR with any additional questions you may have

## Materials Checklist

Each Troop Product Manager (TPM) receives a program packet with the following forms and information:

### TPM:

- 2021 Fall Product Program TPM Guide
- Jumbo Envelope
- Receipt Book

### Give to each girl participating in the Fall Product Program:

- Ashdon Farms Girl Order Card
- Money Envelope
- Fall Program Flyer
- Family Guide
- Parent/Guardian Permission & Responsibility Agreement (also available online)

# Troop Fall Product Sale – September 24

## Volunteer M2OS Access

Volunteers will receive an email invitation from M2 that explains how to access the site and get started. If you have not received an email invitation to access the M2OS site by September 18, 2021 please visit [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and select “Forgot Password”. If you need further assistance, please M2 Customer Service.

Your access email will prompt you to create a password to access your M2OS Volunteer account.

Watch a short system training video, enter a mailing address, create your Avatar, and send your access email blast to the participants in your Troop.

You will be able to see a list of pre-uploaded girls. Any girl not pre-loaded can simply register once the sale begins at [www.gsnutsandmags.com/gsu](http://www.gsnutsandmags.com/gsu). They will then be added automatically to your Troop roster.

Girls can launch their accounts on September 24, 2021. Please note that the system will not accept any early participant activity. Girls must wait until the launch date.

Participants can enter their own paper orders into their accounts through October 10, 2021. If they do not enter their orders, you will need to do so through your Volunteer account. Leaders cannot enter orders until after the cutoff for girls. Do NOT enter online girl-delivered products. Only enter product from the girl Paper Order Card.

All product is automatically submitted for fulfillment. There is no “submit” button! TPM will finalize nut orders in M2OS by 8 p.m. on October 12, 2021.

## Gift of Caring

Girls take Gift of Caring orders and collect the money. Delivery of the items to the Utah Food Bank on behalf of the girls who participated is completed by the council.

# Nut Order Delivery – November 1-5

## Pick up Troop Initial Order

- The SUPPR will schedule a date and time for each troop to pick up their product
- Carefully check and count the product you receive before signing the receipt
- The troop is financially responsible for all product received on the signed receipt
- Receipts are to be used for all transactions (both product and money)
- Do not store product in a car, direct sunlight, a garage, on a cement floor, porch, patio, or in any warm place. Remember, you are responsible for this product
- If you plan to have extra product on hand for more sales opportunities, please be sure to store it properly
- Melted chocolate is NOT considered damaged. All chocolate items are shipped to us with refrigeration. Anything that is melted is considered to be the result of improper handling by troops or consumers and will not be exchanged

## Distribute Orders to Girls

When parents/guardians pick up product, have them count, confirm totals, and sign for all product received. **KEEP ALL SIGNED RECEIPTS.** They are your only proof of your inventory should there be any discrepancies

- Sort each girl's order prior to pick up
- Fill in money envelope for each girl
- Distribute product to the girls with their money envelopes
- Have parents and girls count and sign for their product. Use receipts for all transactions
- Give parent the yellow copy of signed receipt and save the white (original) copy with troop records. Both parents and the troop should have copies of signed receipts for clarity and reconciliation

## Rewards

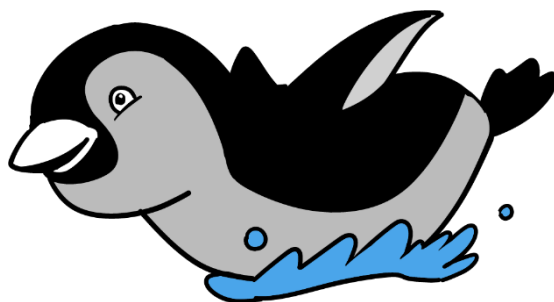
Girls must make their rewards selections online by November 24, 2021.

- If a girl does not make her selections, you may do so through the Troop account until November 24, 2021.
- Reward deliveries will be coordinated with your SUPPR in a similar fashion as products.

## Girl Deliveries- November 1-14

Troops should make sure their girls coordinate delivery of product with their customers. Happy customers equal return customers!

- Girls will receive an online report of orders with email addresses and phone numbers of their customers
- Participants may contact customer service for additional customer information if necessary for delivery
- Instruct the girls to notify you at once if a customer has moved or refuses to accept the items ordered. Everyone in the troop can help sell those items. Since the nuts are part of the troop's order, they are a troop responsibility.



## Troop Finances

All council proceeds will be collected from troops via ACH (Automatic Clearing House) debit. ACH is a nationwide electronic funds transfer network which enables banks to distribute electronic charges (debits) to bank accounts and to settle such entries.

- All troops will submit an *ACH Debit Authorization and Troop Product Manager Position Description & Agreement*
- Troops will deposit all Fall Product Program funds into their troop bank accounts promptly and frequently, and in time for funds to be available on the debit date

### ACH Debit

The full balance of council proceeds will be debited from troop accounts beginning Friday, December 3, 2021

Additional ACH debits will occur to accommodate missed troops, troops with collection issues, and ACH returns, etc. Council reserves the right to process additional ACH debits without the troop's express knowledge

Troops will not be allowed to participate in the 2022 Cookie Program if there is a balance owed to council.

## Returned Checks & Collection Issues

### Returned Checks

GSU will make whole a troop who receives a returned check for the purchase of Fall Program Products and, for Wells Fargo accounts, reimburse any fees the troops may incur when depositing such checks.

Should a check not be honored (e.g. non-sufficient funds, account closed, etc.), troops should work with the check's maker, if known to the troop. Usually these can be easily re-deposited.

If assistance is needed from GSU, scan the front and back of the check and email to [finance@gsutah.org](mailto:finance@gsutah.org).

### Parent/Guardian Collection Issues

- Should payment concerns arise with a parent/guardian in the troop, Troop Leaders/ Troop Product Managers are asked to document the situation and first try to resolve the issues within their own troop
- If the matter has not been rectified by the end of the program, scan and email all receipts, along with the original signed *Parent/Guardian Permission & Responsibility Agreement Form*, no later than November 24, 2021. Please include the balance owed. Council will begin the collections process.
- Council will ACH funds to the troop's account to cover the outstanding debt and will work directly with those parents to ensure outstanding debt is paid, so the troop can enjoy the full proceeds and incentives due from the program

## Social Media Marketing for Girls

Girls can use social networking sites to gather sale commitments from family and friends. Please keep in mind that girls:

- You can market to collect indications of interest from family and friends
- You cannot post a girl's M2OS link on sites such as eBay, Craigslist, KSL Classifieds, Amazon, NextDoor, Facebook Marketplace, etc.
- All social media platforms should always be through accounts set to "private"
- Friends and family or a girl must not market or share a girl's contact information, sales links, or sales information on public-facing online sites. This also includes social media groups that are labeled as "closed" but include members of the general public (city pages, special interest groups, etc.). This ensures the safety of our girls and adherence to the fall product guidelines, as well as the numerous posting guidelines on websites and social media.
- \* Please note – it IS allowed to reply to someone's post with a comment directing them to send you a private message for a link. You cannot use paid social media advertisements to promote a girl's link or selling fall product in general.
- Girls must sign the [Girl Scout Internet Safety Pledge](#) before doing any online activities, and all online activities must be under the supervision of an adult
- Do not expose a girl's email address, physical address, or phone number to the public
- Girl Scouts under 13 can use their parent or guardian's online sites with their approval and supervision
- Girls over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or the girl's social media sites

## FAQs:

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

A: Girls cannot begin online account registration until the sale launch date.

Q: I entered the email addresses to send access notifications to the girls in my Troop, but they haven't sent, it says "Queued for Sending".

A: Access emails will not be sent to the participants until the launch date of the sale.

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

A: Yes! You will be notified upon login as to which account you are signing on to.

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

A: The parent/guardian (or customer) will need to contact M2 Customer Service to have the order cancelled and removed. This cancellation MUST be completed before October 10, 2021.

For questions regarding specific Utah Council-related details, contact GSU. For questions regarding M2OS or other general sales questions, contact M2 Customer Support.

Girl Scouts of Utah

[awickel@gsutah.org](mailto:awickel@gsutah.org)

801-716-5125

M2 Customer Service

[questions@gsnutsandmags.com](mailto:questions@gsnutsandmags.com)

800-372-8520