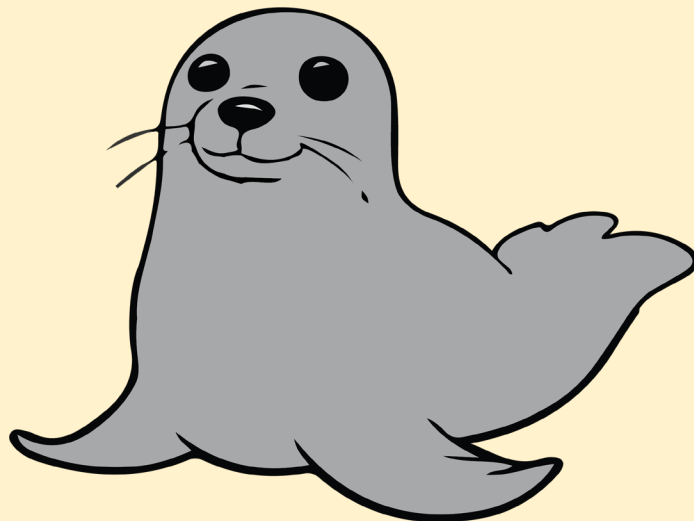


2022 Fall Product Program TPM Guide

GO
BRIGHT
Ahead



Fall Contact Information

Service Unit Product Program Rep. (SUPPR)

Name

Phone

Email

Girl Scouts of Utah

Allison Wickel

801-716-5125

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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 spiritual beliefs for the word "God".

Girl Scouts of the USA Mission

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

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.

2022 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 23	Order taking begins for nuts, candy, and magazines
October 9	Order taking ends (order card) Nut orders due from parents in M2OS
October 11	TPM to enter and finalize nut orders in the online ordering platform by 8 p.m.
October 12	SUPPR to review orders by 8 p.m.
October 12	Last day for SUPPR to enter Delivery Location information
Oct 31-Nov 14	Nut & candy items delivery to Service Units and distribution to troops (dates/locations vary)
November 1-22	Girls deliver nut & candy items to customers
November 22	Fall Product Program ends
November 23	All money due to troops Deposit money into troop account
November 23	Last day for Girl Scouts and TPM to enter rewards
November 28	ACH withdrawal begins for all troop accounts. If troops are overpaid GSU will deposit proceeds into troop accounts.
No Definitive Date	Rewards begin shipping to SUPPR and distribution to troops

Ways Girl Scouts 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 program. Contact the Finance department at 801-716-5112 or email 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):
 - *Troop Product Manager Agreement*
 - *Bank account information and ACH Debit Authorization form*
- Watch the TPM Fall Product training
- Arrange with your troop leader a time to train your Girl Scouts and parents/guardians
- All Girl Scouts who wish to participate must be registered with GSUSA, cannot have any debt owed to council and have a signed *Parent/Guardian Permission Agreement* form turned in and on file with their Troop Leader. Troops may use the permission form provided in their program packet or use the online form at www.gsutah.org
- Review Safety Activity Checkpoints guidelines on “Council Sponsored Product Programs” at www.gsutah.org
- Contact your SUPPR with any additional questions you may have

Materials Checklist

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

Each Troop TPM will receive:

- 2022 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 Agreement (also available online)

Troop Fall Product Sale – September 23

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 17, 2022 please visit 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. They will then be added automatically to your Troop roster.

Girl Scouts can launch their accounts on September 23, 2022. Please note that the system will not accept any early participant activity. They must wait until the launch date.

Participants can enter their own paper orders into their accounts through October 9, 2022. 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 date. Do NOT enter online girl-delivered products. Only enter product from the 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 11, 2022.

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 – Beginning October 31

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 23, 2022.

- If a girl does not make her selections, you may do so through the Troop account until November 23, 2022
- Reward deliveries will be shipped directly to your SUPPR, and they will coordinate pickup/delivery in a similar fashion as products

Girl Deliveries- November 1-22

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* (online at gsutah.org)
- 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
- Venmo is not an approved form of payment per GSU guidelines

ACH Debit

The full balance of council proceeds will be debited from troop accounts beginning Monday, November 28, 2022.

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 2023 Cookie Program if there is a balance owed to council.

Troops retain 15% of the purchase price of all products for troop proceeds.

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.

If a troop banks with Wells Fargo, any check that does not clear will automatically be sent to collections. Troops will need to notify the GSU finance department, scan the front and back of the check and email to finance@gsutah.org for reimbursement. Do not collect the funds from the customer.

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, please follow the following procedures:

- Scan and email all receipts, along with the original signed *Parent/Guardian Permission Agreement Form*, no later than November 23, 2022. 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 Girl Scouts

Please adhere to the following guidelines for girls/families/troops:

- You can market to collect indications of interest from family and friends
- You cannot post a Fall Product Link on sites such as eBay, Craigslist, KSL Classifieds, Amazon, Next Door, Facebook Marketplace, yard sale sites, etc.
- All social media platforms should always be through accounts set to “private” or “closed”
- Friends and family or a Girl Scout must not market or share their 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, yard sale sites, etc.). This ensures the safety of our Girl Scouts and adherence to the program sale 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 should not, however, be the original poster on **public pages** asking people to message you. You cannot use paid social media advertisements to promote a Girl Scout’s link or selling product in general.
- Girl Scouts 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 Scout’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
- Girl Scouts over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or their social media sites

FAQs:

Q: My Girl Scouts are attempting to register but are getting a “Campaign is Currently Unavailable” message.

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

Q: I entered the email addresses to send access notifications for 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 Scout accounts?

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

Q: One of my Girl Scouts 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 done before October 9, 2022.

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

info@gsutah.org

801-265-8472

M2 Customer Service

questions@gsnutsandmags.com

800-372-8520