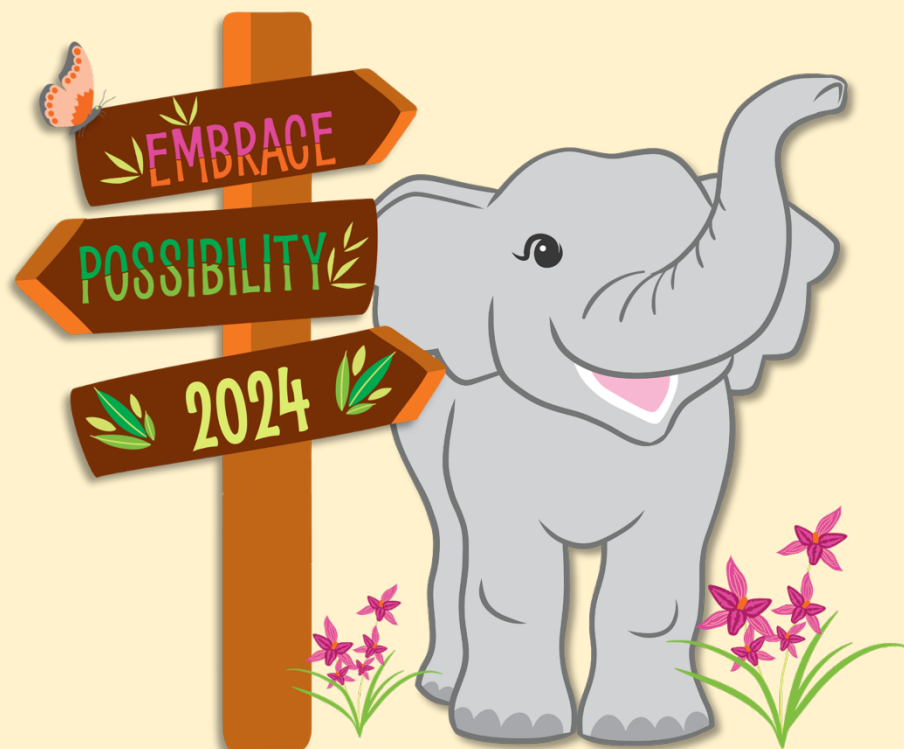




2024 Fall Product Program TPM Guide



Fall Contact Information

Service Unit Product Program Rep. (SUPPR)

Name

Phone

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Girl Scouts of Utah

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Earn Customized Patches



Fall Personalized Patch

1. Create your avatar.
2. Send 18+ emails.
3. Sell \$375+ in total sales.
4. Choose your background & your avatar design!



*TPMs earn for \$1,200 in total troop sales and send email blast to troop.

Patch is mailed directly to Girl Scout as they earn it.

Cookie Crossover Patch

Fall Criteria: Create your avatar & send 18+ emails.

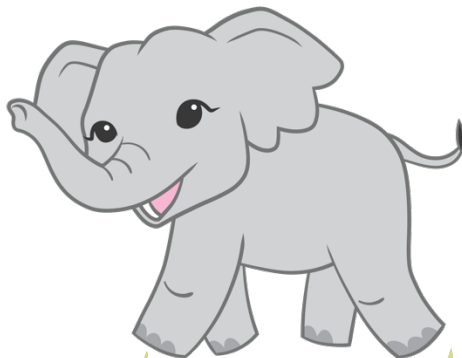
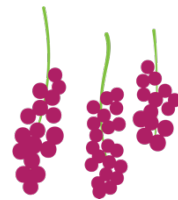
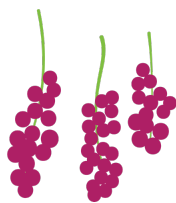
2025 Cookie Program: Sell 400+ boxes of cookies.

Patch is mailed to Girl Scout after the cookie program in late July-early August.



2024 Fall Product Program Important Dates

September 6	Troop Product Manager Agreement Form and ACH Debit authorization due to GSU
September 13	TPM Fall Product Training in gsLearn TPM early access to M2 Operating System online platform
September 17	Caregiver & Girl Scout Fall Product Training by TPM
September 20	Fall Product Program begins - Order taking for nuts, candy, and magazines
October 6	Order taking ends for Girl Scout-delivered orders (order card); Nut orders due from caregivers in M2OS
October 8	TPM enters/edits nut orders in the online ordering platform by 8:00 p.m.
October 9	SUPPR reviews orders by 8:00 p.m.
Oct 28-Nov 11	Nut and Candy items begin delivering to SUPPR SUPPR distributes to troops
November 11-19	Girl Scouts deliver nut and candy items to customers
November 19	Fall Product Program ends Last day for Girl Scouts to enter reward choices
November 20	Last Day for TPM to enter/edit reward choices All money due to TPM TPM deposit all monies into troop bank account
November 25	ACH withdrawal for all troop accounts
December 2	Rewards begin shipping to SUPPR to distribute to troops



Thank you for volunteering to serve as a Troop Product Manager (TPM). Our council offers this optional program to increase opportunities for Girl Scouts. Revenues generated from this program create start-up funds for troops, provide services for all Girl Scouts and troops, and develop quality training for adults. Without you, this would not be possible.

Why Participate in the Fall Product Program?

Benefits for Troops

The GSU Fall Product Program is the perfect opportunity for troops to kick off the Girl Scout year with a fun team-building activity that also generates essential funds to support troop activities. Also, new troops that have no resources in their treasury can quickly earn money to fund uniforms, and Journey Books.

Troops retain a full 15% of the purchase price of all nuts and candy products as well as 15% of all magazines.

Benefits for Girl Scouts

The GSU Fall Product Program is an optional council-sponsored program that combines educational activities with money-earning opportunities for troops. The Fall Program is directed toward family and friends-those closest to the Girl Scout- and enables troops to earn start-up funds by selling magazine subscriptions as well as nuts and chocolate.

Five skills Girl Scouts learn through the program:

- | | |
|------------------|-----------------|
| Goal Setting | People Skills |
| Decision Making | Business Ethics |
| Money Management | |

In addition to these important business and life skills, Girl Scouts will also learn philanthropy through the **Gift of Caring** program.

Have a question?

Denise Mower at 801-716-5132 or email at dmower@gsutah.org

Eli King at 801-716-5119 or email at eking@gsutah.org

Please remember your SUPPR is the first point of contact for Troop Product Managers for questions and issues.



Ways Girl Scouts Sell Fall Products

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

Troop Pre-selling Checklist

- Submit the Troop Product Manager Agreement form and ACH Debit Authorization. If GSU already has your troop banking information on file from a previous program, you do not need to fill out the ACH portion of the agreement form.
- 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 801-716-5142 or email finance@gsutah.org for information on opening a troop account.
- Watch the TPM Fall Product training located on gsLearn on your myGS dashboard.
- Arrange with your troop leader a time to train your Girl Scouts and caregivers.
- All Girl Scouts who wish to participate must be registered with GSUSA, cannot have any debt owed to council, and have a signed *Caregiver Permission Agreement* form turned in and on file with their troop leader. Online form located 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 their SUPPR with the following forms and information:

Each TPM will receive:

- 2024 Fall Product Program TPM Guide
- Troop Envelope
- Receipt Book

Give to each Girl Scout participating in the Fall Product Program:

- Nut/candy Girl Order Card
- Fall Program Flyer
- Family Guide
- Money envelope (can be distributed at time of girl order pickup with amount due)
- Email or print and hand out the Caregiver Participation Agreement to each Girl Scout. A signed form MUST be turned into the troop before the Girl Scout can participate.

Troop Fall Product Sale – September 20

Step 1: Set up your M2OS Access

Volunteers will receive an email invitation on September 13, 2024, 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 16, 2024, 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, and create your Avatar.
- Send your access email blast to the participants in your troop. This is a requirement to earn your Fall Personalized Patch.
- 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 20, 2024. Please note that the system will not accept any early participant activity. They must wait until the launch date.

Step 2: Review and add or edit Girl Scout orders

Participants can enter their own paper orders into their accounts through October 6, 2024. 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.

Adding nut order card items into M2OS:

- ⇒ Choose “Paper Order Entry” from your dashboard.
- ⇒ Click the Girl Scout’s name to edit/enter orders.
DO NOT enter online girl-delivered products.
- ⇒ Enter the total nut/candy items by variety from the order card. Click “Update.” Make sure the totals match.

All product is automatically submitted for fulfillment. There is no “submit” button! TPM will finalize nut orders in M2OS by 8:00 p.m. on October 8, 2024.

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. Girl Scouts can earn the Care to Share patch when they sell 8+ donated items.

Nut Order Delivery – Beginning October 28

Step 3: Pick up and distribution of troop Initial Order and reward choices

The SUPPR will schedule a date and time for each troop to pick up their product. **The troop is financially responsible for all product received on the signed receipt.** Carefully check and count the product you receive before signing the receipt.

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.



Melted chocolate is NOT considered damaged. All chocolate items are shipped to us with refrigeration. Anything that is melted is considered the result of improper handling by troops or consumers and will not be exchanged or refunded.

When the caregiver picks 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.

- Print a delivery ticket for each participant's order from your dashboard.
- Sort each Girl Scout's order prior to pick up.
- Distribute product to the Girl Scout with their money envelopes. Write total money due on envelope.
- Have caregiver and Girl Scout count and sign for their product.
- Receipts are to be used for all transactions, both product and money. Give the caregiver the yellow copy of signed receipt and save the white (original) copy with troop records. Both caregivers and the troop should have copies of signed receipts for clarity and reconciliation.

Rewards

Girl Scouts must make their rewards selections online by November 19, 2024. If a girl does not make her selections, you may do so through the troop account until November 20, 2024.

Rewards will be shipped directly to your SUPPR, and they will coordinate pickup/delivery in a similar fashion as products.

Girl Scout Deliveries- November 11-19

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

Girl Scouts will receive an online report of orders with email addresses and phone numbers of their customers. Participants may contact M2 Customer Service for additional customer information if necessary for delivery.

Instruct the Girl Scouts 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

Step 4: Payment

All council money due will be collected from troops via ACH (Automatic Clearing House) debit.

- Troops will deposit all Fall Product Program funds into their troop bank accounts by November 20, 2024. ACH for the full balance due will occur on November 25, 2024.
- Venmo is not an approved form of payment per GSU guidelines.

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 2025 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

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 photos to finance@gsutah.org for reimbursement. Do not collect the funds from the customer.

Caregiver Collection Issues

Should payment concerns arise with a caregiver 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 *Caregiver Permission Agreement Form*, no later than November 20, 2024. Please include the balance owed. The Finance Department will take over collecting unpaid funds owed for the Fall Product Program.
- Council will ACH funds to the troop's account to cover the outstanding debt and will work directly with those caregivers 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 Girl Scouts/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 caregiver'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 have not received a welcome email from our Troop Product Manager.

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 Girl Scout 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 in to.

Q: My Girl Scouts received an online girl-delivered order that our family is unable to deliver. How do I remove it?

A: The caregiver (or customer) will need to contact M2 Customer Service to have the order cancelled and removed. This cancellation must be done before October 6, 2024.

For questions regarding specific Girl Scouts of Utah-related details, contact GSU Customer Care. For questions regarding M2OS or other general sales questions, contact M2 Customer Service.

Girl Scouts of Utah

info@gsutah.org

801-265-8472

M2 Customer Service

questions@gsnutsandmags.com

800-372-8520

