



2023 Fall Product Program
**Troop Product Manager
Manual**



Resources

Have a question? Your SUPM is your biggest supporter and should typically be the first point of contact to answer all questions and help problem solve solutions. Additional contacts, resources and quick references are included below.

Troop #: _____ **Troop Leader:** _____
Phone: _____ **Email:** _____

Service Unit #: _____ **SUPM:** _____
Phone: _____ **Email:** _____
Address: _____

Volunteer Roles/Registration/Rosters: www.girlscoutsww.org

- MYGS Member Community: Click *MY GS* and sign in to choose Troop Product Manager—Fall Product volunteer role, access troop and family rosters and membership registration systems

Fall Product Forms:

- www.girlscoutsww.org/fallproduct: *Outstanding Debt Report*, online *Troop Banking Agreement*, *Girl Scout and Adult Responsibility Agreement*, *M2 Family Informational Flyer*
- Contact your SUPM if additional receipt books or order cards are needed

Online Shipped, Online Nuts Girl Delivered and Paper Order Entry: www.gsnutsandmags.com/gsww

- M2 System: Site used by troops and caregivers to track online orders and enter orders collected via paper order card
- Troops add **Girl Scout Payments**, track rewards, view delivery tickets and troop balance due
- Girl Scouts and volunteers design Me2™ Avatar and Girl Scouts publish online storefronts
- **M2 Customer Service:** support.gsnutsandmags.com or 1(800) 372-8520

Questions not resolved through your SUPM:

- Customer care team: 1(800) 541-9852 or customercare@girlscoutsww.org
- [Support.gsnutsandmags.com](http://support.gsnutsandmags.com): M2 system navigation, shipped order status, avatar patch status

Glossary

- **5 Skills Girl Scouts learn through the Product Programs:** Goal Setting, Decision Making, Money Management, People Skills, Business Ethics
- **Ashdon Farms™:** Our council's partner for nut and candy products
- **GSUSA:** Girl Scouts of the United States of America
- **IRM:** Individually Registered Member—Girl Scouts who participate in Girl Scouting or Product Programs without being part of a troop
- **M2 Media Group®:** Our council's partner for magazine subscriptions and the M2 System
- **M2 System:** Web-based site for Girl Scouts to create an online storefront for nut, candy and magazine sales and for volunteers to track sales
- **SUPM:** Service unit product manager—Volunteer who manages all facets of the Fall Product Program for a service unit
- **TRPM:** Troop product manager—Volunteer who manages all facets of the Fall Product Program for a troop

Manual Tips

- = Important Information
- = Action Item

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Introduction

Welcome to the 2023 Fall Product Program!

The Fall Product Program provides an excellent opportunity for troops and Individually Registered Members (IRMs) to engage in Girl Scout programming and learn important business skills.

- The Fall Product Program offers a dynamic online platform and we are excited for Girl Scouts to connect with potential customers as they further develop their online skills.
- The program is pre-order only, meaning Girl Scouts collect orders and pick-up products once to deliver to customers.
- Customers can purchase nuts and chocolates for delivery by the Girl Scout or direct shipping. Plus, customers can order their favorite magazine subscriptions for shipment.

Troops earn proceeds at 15% of all items sold.

Example: If a troop sells \$500 in nuts, chocolates and magazines, the troop earns \$75 in proceeds.

The **ocelot** will join us this fall as our program mascot. Ocelots are nocturnal, picky eaters that live in rainforests. They have unique coats, with no two ocelots having the same markings. They are typically 2.2—3.3 feet in length and weigh about 18.34 pounds.



Checklist

Before Fall Product Program begins on 9/29:

- Register for the 2023/24 membership year and select the Troop Product Manager—Fall Product volunteer role.
*Questions? Contact Customer Care at 1(800) 541-9852.
- Ensure volunteer application and background check is current. (Volunteer Portal: Use *Troop Product Manager*)
- Attend program workshop held by SUPM. SUPM will contact troops and IRMs with details.
- Confirm participating Girl Scouts are listed on the troop roster or have a registration in process.
- IRM caregivers, complete the *IRM/Online Only Sign Up & Agreement* form at www.girlscoutsworld.org/fallproduct
- Hold Girl Scout & family meetings and have each caregiver sign the *Girl Scout and Adult Responsibility Agreement*
- Ensure troop bank account is established or receive council deposit slips by 10/16.
- Submit online *Troop Banking Agreement* to SUPM.

After Girl Scouts take orders (9/29-10/15):

- Confirm orders are correct in M2 by 11:59pm PST 10/16.
*TRPMs cannot edit or enter paper orders until caregivers are locked out on 10/15 at 11:59 PM PST
- Girl Scouts continue to take online magazine and direct ship orders via M2 through 11:59 PM PST 10/25.
- Receive product from SUPM and distribute product to Girl Scouts in your troop by 11/7.
- Girl Scouts deliver products to customers upon receiving them from TRPM, collect and turn in money to TRPM by 11/19.
- Collect 100% of money from caregivers by 11/19 and remind them of their \$40 late fee if the deadline is missed.
- Deposit all money into troop bank account by 11/22.

After all money is deposited into bank (11/22):

- Enter all money received as **Girl Scout Payments** into M2.
- Submit *Outstanding Debt Report(s)*, if applicable, by 11/22 at www.girlscoutsworld.org/fallproduct
- Reconcile Troop Final Documentation and submit online by 11/22.
- Council proceeds electronically withdrawn from troop bank accounts on 11/28.



Products

Ashdon Farms, a Wisconsin company that has been partnering with Girl Scouts across the nation for over twenty years, produces our nuts and candy. Due to their high quality control, superior chocolates and impressive customer service standards, their products can also be found under many private labels in major national chain stores.

Paper Order Card and Online Nut Girl Delivered Products:

- Products in the chart below are offered through the online storefront and the paper order card and are available to be ordered for in-person delivery or for direct ship.

Direct Ship Products:

- Additional nut and candy options, as well as magazines, are available for purchase through the online storefront participants create in the M2 System.
- **NEW!** For the 2023 program, Tervis® tumblers and an exclusive mini BarkBox (while supplies last) will be available for customers to purchase for direct shipping. Proceeds and rewards are earned in the same way as nuts, chocolates, and magazines.
- These items are available for direct ship only and are not available for in-person delivery.



Magazine subscriptions, Tervis® tumblers and BarkBox (while supplies last) available through online storefronts.



Product	Price
Mint Treasures in Girl Scout Memories Tin	\$12.00
Dark Chocolate Caramel Caps with Sea Salt	\$8.00
Deluxe Pecan Clusters in holiday tin	\$12.00
Dulce de Leche Owls	\$8.00
Peanut Butter Trail Mix	\$7.00
Thai Chili Mix	\$8.00
English Butter Toffee	\$8.00
Dark Chocolate Peppermint Pretzels	\$8.00
Peanut Butter Bears	\$8.00
Whole Cashews with Sea Salt	\$9.00
Honey Roasted Mixed Nuts with Peanuts	\$12.00
Chocolate Covered Almonds	\$9.00
Dark Chocolate Mint Penguins	\$8.00
Cheddar Caramel Crunch Mix	\$7.00
Fruit Slices	\$6.00
Care to Share (Donation)	\$6.00

TRPM Avatar Patch

TRPMs can earn their very own avatar patch!



TRPMs earn their own personalized avatar patch when their troop reaches \$500+ in online sales.

Two background choices available!



2023 Rewards



18+ emails sent in M2
2023 Patch



Video Upload to M2
Own Your Magic
Necklace



5+ items donated
CareToShare Patch



15+ Magazines
Socks



10+ Items
Own Your Magic
Theme Patch



30+ Items
LED Bike Lights



45+ Items
Own Your Magic T-Shirt



60+ Items
Large Ocelot Plush



75+ Items
Bluetooth
Tower Speaker



100+ Items
Cat Wireless Headphones,
Super Seller Patch, and Small
Ocelot Plush

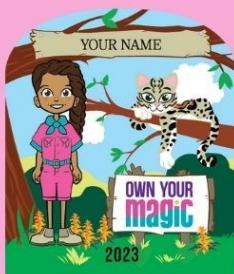


130+ Items
Ocelot Patch and
Lava Lamp



Cookie Crossover Avatar Patch

2023 Fall Product:
18+ emails, share site, and
12+ Fall Product items
sold, and sell 350+
packages of cookies during
the 2024 Cookie Program.



Own Your Magic Avatar Patch

2023 Fall Product:
18+ emails, share site,
and \$375 in sales.



Rewards are cumulative.

Girl Scouts of Western Washington reserves the right to replace an item of equal or higher value.

IRM Cookie Dough Proceeds

Per IRS rules pertaining to individual cash benefit, Girl Scouts who are selling as IRMs will receive Key2Prepaid Cookie Dough reward cards in place of troop proceeds. Cookie Dough Rewards are calculated in banded dollar amounts for IRM total sales.

Total Sales Between		Cookie Dough Rewards	Total Sales Between		Cookie Dough Rewards
\$0	\$49.99	\$0	\$450	\$499.99	\$71.25
\$50	\$99.99	\$11.25	\$500	\$549.99	\$78.75
\$100	\$149.99	\$18.75	\$550	\$599.99	\$86.25
\$150	\$199.99	\$26.25	\$600	\$649.99	\$93.75
\$200	\$249.99	\$33.75	\$650	\$699.99	\$101.25
\$250	\$299.99	\$41.25	\$700	\$749.99	\$108.75
\$300	\$349.99	\$48.75	\$750.00	\$799.99	\$116.25
\$350	\$399.99	\$56.25	\$800.00	\$849.99	\$123.75
\$400	\$449.99	\$63.75	\$850.00	\$899.99	\$131.25

After the program is completed and all final paperwork has been submitted, IRMs will see the banded amount loaded to their existing Key2Prepaid Cookie Dough card or receive a Key2Prepaid Cookie Dough card loaded with this amount, if a card was not earned during a previous Product Program.

* Girl Scouts who are selling as part of a troop do not earn Cookie Dough Rewards, as their troop will receive proceeds earned at 15% of each item sold.

Care to Share

Care to Share is our council sponsored Gift of Caring program where monetary donations are used to purchase assorted nut and candy items to be donated to local branches of Food Lifeline. The Product Team will combine all donation funds and order assorted nuts and candy for direct delivery to Food Lifeline.



Remind Girl Scouts to ask customers if they would like to donate towards Care to Share to support local families.

- All monetary donations to troops/IRMs participating in the Fall Product Program must be applied towards **Care to Share** in M2 during the program dates.
 - * In-Person money collection accepted 9/29-10/15
 - * Online money collection accepted 9/29-10/25
- For In-Person money collection:
 - * Provide a receipt for money received to families who collect **Care to Share** donations while accepting paper orders.
 - * TRPM will need to manually add a Care to Share item on the receipt.
 - * Deposit these funds into your troop bank account as soon as possible and keep the receipts to reconcile at the end of the program.
 - * Confirm caregivers include **Care to Share** items in paper order card totals or add to M2 as needed by 10/16.



Girl Scouts who have 5+ items donated earn this patch! (\$6=1 item)

Troop Meeting

Meeting Basics:

- Girl Scouts should be deciding how they want to use their Fall Product Program proceeds, such as applying them to a service project or troop activity.
- Set troop and personal sales goals and establish learning goals tied to the 5 Skills, practice selling approach, making change, and good customer service.
- Share the activities booklet found on www.girlscoutsww.org/fallproduct.
- Research our mascot, the ocelot, to learn more about their habitat.
- Learn about Food Lifeline and how donations will impact our communities
- Discuss the M2 Online Storefront they will set up with their family's help.
 - * Payments may be accepted over the internet ONLY via the M2 Online Storefront.
- Review safety rules since safety is always a priority for Girl Scouts.
- Share the paper order card so Girl Scouts can see products and the exciting rewards they can earn.
 - * Encourage Girl Scouts to keep a list of their valued customers for use during the Cookie Program.



Family Meeting

During the family meeting, explain the importance of Girl Scouts selling products themselves to develop the 5 Skills of the program. Remind families that they are representing all of Girl Scouts of Western Washington while selling and delivering fall products.

Products and Rewards

- Share the troop's sale goals and how the troop wants to use troop proceeds, which is 15% of all items sold.
- Review *M2 Family Flyer*
- Review rewards and how to indicate shirt size in M2, if earned

- Prices for items are listed on the order card and on the M2 online storefront
 - * **Paper Order Card purchases:** No money is collected until products are delivered to customer
 - * **Online Nut Girl Delivered Orders:** Customers pay online and no money needs to be collected on delivery
 - * **Direct Ship Orders** are paid for online and ship directly to customers
 - * **Care to Share donations** can be taken at any point in the sale

M2 Online Storefront

- Site setup and avatar creation
- **Caregivers will enter paper order totals in M2 system by 11:59 PM PST on 10/15**
- Online direct ship and magazine orders continue through 11:59 PM PST on 10/25
- Additional items are available to customers through the M2 Online Storefronts for direct ship

Banking and Dates

- Review sale dates, including when product will arrive and when money is due to the troop before incurring a \$40 late fee.
- Explain procedures on credit card readers and check acceptance, if applicable to your troop.

Have caregivers read & sign the *Girl Scout and Adult Responsibility Agreement*

- Every caregiver who wants to pick up product must sign this form. The form must be completed for each participating Girl Scout and returned to the TRPM before the Girl Scout begins taking orders.

Banking

- Submit the *Troop Banking Agreement* online before selling products.**
 - www.girlscoutsww.org/fallproduct and click the **Learn More** button to view resources
 - For troops with bank accounts, TRPM submits form
 - For troops/IRMs using the council KeyBank account, the adult serving as TRPM, typically a caregiver, submits form.
- If no bank account is established, indicate the troop does not have an account in the Troop Banking Agreement and deposit slips for the GSWW Key Bank account will be mailed to the address provided.**
- For IRMs, deposit slips are ordered when caregivers complete the *IRM/Online Only Sign Up & Agreement* form at www.girlscoutsww.org/fallproduct.**
- Deposit 100% of money collected from customers, including proceeds amount.**
- Ensure extra money or donations received during program dates are applied towards Care to Share. Participating troops/IRMs may not accept donations or solicit cash donations for another agency during the Fall Product Program dates.**
 - All money collected/donated for Care to Share will be used to purchase nut and candy products for Food Lifeline.
- Deposit all money collected by midnight on 11/22.**
 - Only deposit Fall Product Program money in each transaction. Troop dues and non-Fall Product funds should be deposited in separate transactions.
 - Ensure deposit receipts are received for every deposit.
 - Images of all deposit receipts will be needed in the Troop Final Documentation
 - Bundle cash for efficient deposit processing
 - \$1s in \$25 bundles; \$5s in \$100; \$10s in \$200; \$20s in \$500
 - If there are any bank deposit errors, troops will see these on their bank statements or be notified by the bank. The troop is responsible for reconciling any bank adjustments/errors.
- Use *Troop Deposit Record*, found at www.girlscoutsww.org/fallproduct, for recording all Fall Product bank deposits—*deposits are not tracked in the M2 system*.**

Due to automatic collections processing, checks are not to be accepted from customers by IRMs or Troops using the general GSWW Key Bank account.

Troop bank account questions?

Contact our Volunteer Banking Coordinator at volunteerbanking@girlscoutsww.org



Credit Card Acceptance

Troops with bank accounts may choose any vendor for paper order card payments.

- Payments accepted via credit card must be deposited directly into the troop's bank account.
- All fees associated with taking credit card payments will be the troop's responsibility and may *not* be passed along to customers.
- For security purposes, a separate email address should be used for receipt communications. (For example: *girlscouttroopXXXXX@gmail.com*)
- The name of the account with the credit card vendor should include Girl Scout Troop XXXXX (your troop number) so that customers will recognize the purchase from your troop.
- Include statement from credit card vendor in Troop Final Documentation at the end of the program.



Troops/IRMs using the council KeyBank account, prior to accepting payments, will need to email productprogram@girlscoutsw.org to request credit card processing account access.

- Subject line: **Credit Cards** and include: **Troop/IRM#** (if IRM number is unknown, Girl Scout name), **SU#**, **TRPM name**, and **email address to be used for account set up**.
- Troops/IRMs will be set up with a Square associate account for processing paper order card payments.
- Troops/IRMs will be responsible for all transaction fees, which will be deducted from troop proceeds or IRM Cookie Dough Rewards
 - * Payments taken via credit card will be deposited into the council KeyBank account and credited to the troop/IRM in M2 as payments made to council
 - * Credit card reader accounts will be deactivated and unavailable for future use on 11/27.

Proceeds

COUNCIL PROCEEDS: ACH ELECTRONIC WITHDRAWAL

Council Proceeds will be withdrawn from established troop bank accounts on 11/28.

- The amount that will be withdrawn from the troop bank account can be found in M2 by clicking the **Troop Summary/Amount Due Report** link and looking for the **Balance Due Council** in the **Troop Sales** section. This amount will be adjusted if your troop has reported any Outstanding Debts.
- If the **Balance Due Council** amount is not available in your troop bank account on 11/28, the troop will be charged any non-refundable overdraft fees that may be incurred from the troop's bank.
- M2 will be updated with the amount withdrawn from your troop bank account along with all reported outstanding debt credits.

TROOP/IRM PROCEEDS

- **Proceeds must be deposited to the troop or GSWW bank account.**
- **For troops using their own bank account**, proceeds will remain in account after ACH withdrawal of **Balance Due Council**.
- **For troops using the council KeyBank account**, after all final documentation has been submitted and a troop bank account has been established, troop proceeds will be deposited to the troop bank account.
- **For IRMs using the council KeyBank account**, after all final documentation has been reconciled, IRMs receive proceeds issued in banded amounts on a Key2Prepaid Cookie Dough reward card.

M2 Overview



In the M2 system, TRPMs can:

- Create their avatar
- Add additional troop users as needed
- View **Online Nut Girl Delivery** and **Direct Ship Nuts/Magazine** sales, paper orders and customer information for each Girl Scout
- Monitor and edit paper orders entered by caregivers
- Enter money collected as **Girl Scout Payments- Deposits to troop accounts are not recorded in M2**
- Pull reports to view product and rewards distribution as well as balances due
- **M2 editing schedule:** Caregivers 9/29 - 10/15 at 11:59 PM PST
Troops 9/22 - 10/16 at 11:59 PM PST

*TRPMs cannot edit or enter paper orders until caregivers are locked out on 10/15 at 11:59 PM PST

All troop leaders will receive an M2 log-in invitation around 9/22. Troop leaders who are not filling the troop product manager role must add product volunteer contact info to the M2 system. Once logged in, create your avatar and add any additional troop users before emailing your troop families their registration invitation on 9/29.

M2 Troop Dashboard

Girl Scouts of Western Washington

Christa Champl...
 TP Edit Avatar
 Your Patch
 View Troop Photo
 Change Role

0 Campaigns Launched
Last Year: 0

0 Avatars created
Last Year: 0

0 Emails Sent
Last Year: 0

0 Participants with 1+ Shares
Last Year: 0

Stats: Current Campaign Troop: 80100

Online Magazines		
Direct Ship Nuts		
Online Nut Girl Delivered		
Nut Card		

\$0.00 Total Sales	\$0.00 Online Magazines	\$0.00 Direct Ship Nuts
\$0.00 Last Year	N/A Last Year	N/A Last Year
\$0.00 Online Nut Girl Delivered	\$0.00 Nut Card	
N/A Last Year	N/A Last Year	

Sales data is updated every 15-30 minutes.

HIDE CAMPAIGN METRICS

Campaign Setup

- Parent/Adult Email Campaign
- Default Storefront Video
- Training Video
- Video Instructions

Manage System Users

- Send Messages
- Manage Troops and Girl Scouts
- Manage Admin Users

Product Management

- Delivery Tickets
- Paper Order Entry

Rewards and Patches

- Rewards
- Personalized Patches

Financials and Reporting

- Banking and Payments
- Reports
- Troop Summary/Amount Due Report

Send families invitation email

Add Girl Scout payments

Dial down into individual sales

Provides summary of troop sales and balance due to GSWW!

Families can't find the invitation email you sent?
 Ask them to visit www.gsnutsandmags.com/gsww to get signed up—they can even add their Girl Scout!

Getting Started in M2

- Login to M2 system via invitation email or visit www.gsnutsandmags.com/gsww
- Watch safety video and create a Me2™ Avatar
- Add users (other troop volunteers) to your Troop Campaign
 - Choose **Manage Admin Users** on your Troop dashboard
 - Choose **Add User** and enter contact information requested
 - Click <Add>.
 - Added troop volunteer will automatically receive an email to access M2 System
- Explain to caregivers how to add missing Girl Scouts to troops, or add IRMs
 - Direct caregiver to add Girl Scout during **Register** process via the M2 website.
 - Enter and select appropriate troop number
 - Search Girl Scout name and, if not found, complete **Girl Scout Information**
 - For IRMs, caregiver acts as TRPM and attends SU training
 - IRM caregiver submits contact information using the **IRM/Online Only Sign Up & Agreement** form at www.girlscoutsww.org/fallproduct
 - Product team will create a unique troop number (9+SU#+1,2,3...) and give caregiver M2 access as TRPM. Girl Scout will be added to IRM number in M2 and council deposit slips will be mailed to caregiver.
- View Online Nut Girl Delivery orders placed by customers online
 - Direct caregivers to their campaign page to view the **Online Nut Girl Delivered** report
 - Caregivers will also receive an email with their Girl Scout's **Online Nut Girl Delivered** orders and detailed customer info
 - TRPM will be able to view each Girl Scout's total **Magazine Sales** and total **Nut Sales**
 - Choose **Reports** on your M2 Troop Dashboard.



On 9/28 utilize the **Parent/Adult Email Campaign** link on the M2 dashboard to send a welcome email to all troop families. You can also choose to use the text below to send to troop families through your regular troop communications method.
***Remember:** Families will not be able to set up accounts until the sale begins on 9/29.

Hi, Troop XXXXX Family!

Please join our troop in this year's Fall Product Program! Beginning on 9/29 your Girl Scout (with your help) will be able to set up their M2 online storefront where they can create their very own Me2™ Avatar, play games, and accept online orders from friends and family across the country. The Fall Product Program is a great way for Girl Scouts to learn about goal setting, salesmanship, online marketing and budgeting. The M2 system is available for Girl Scouts and customers in both English and Spanish!

Please visit www.gsnutsandmags.com/gsww and click the "Login" button if you participated last year, OR the "Register" button if this is your first time using M2!

Be sure to ask your Girl Scout about our troop's goals as well as their own goals for the Fall Product Program!

Sincerely,
YOUR NAME

Troop XXXXX Product Program Manager

Entering Paper Orders and Payments

Caregivers enter paper order product totals in the M2 system before 11:59 PM PST on 10/15. Remind caregivers that the quantity column is the TOTAL number of products needed to fulfill all paper orders. If adjustments need to be made once totals have been entered, edit quantity to reflect new product total.

Product	Price	Qty	Total
A Fruit Slices	\$6.00	20	\$120.00
B Peanut Butter Monkeys	\$6.00	20	\$120.00
C Dark Chocolate Sea Salt Caramels	\$6.00	20	\$120.00
D Care To Share	\$6.00	20	\$120.00
Total Sales			\$480.00

☐ Review all Girl Scout Orders in M2 System through the *Paper Order Entry* dashboard link, after caregivers are locked out on 10/15, no later than 11:59 PM PST on 10/16.

- Confirm that all Girl Scouts' paper orders have been added by caregivers
- Contact your SUPM if you're unable to ensure all orders are in M2 by the deadline.

Qty column reflects **total** number of products needed to fulfill all paper orders

☐ Add Girl Scout Payments

- Click **Banking & Payments** link from Troop Dashboard
- Click on line containing troop number
- Click the <Add Girl Scout Payments> button
- Select Girl Scout's name and enter all payment details, including any additional comments

Girl Scout	Payments Due Troop	Payments Made	Balance
+ Alecia C	\$78.00	\$0.00	\$78.00
+ Amanda A	\$54.00	\$0.00	\$54.00
+ Anna U	\$60.00	\$0.00	\$60.00

- Multiple payments can be entered per Girl Scout
- An *Outstanding Debt Report* should be submitted by 11/22 for any Girl Scouts who are showing an amount due. Signed *Girl Scout and Adult Responsibility Agreement* and receipts for product and money will be needed for the submission. See page 16.

REMINDER:
All money collected online is automatically credited and does not show as a Balance Due.

Delivery & Distribution

SUPMs will schedule product pick-up times between 11/1-11/7. Please check orders thoroughly to make sure there is no missing or damaged product *before* signing the receipt and leaving with the product. Replacement products are not available after receipt is signed.

□ Distribute the product to Girl Scouts and caregivers as soon as possible. Both caregiver and TRPM count product and sign troop receipts for all product and money transactions.

- The last day for Girl Scouts to deliver product and collect money is 11/19.
- Once product has been picked up from the SUPM or the TRPM, it may not be returned or exchanged.

Troops are financially responsible for all product ordered.

All product and money exchanges require separate signed receipts be kept in case of audit request.

Troop Receipts

W. Washington Money and/or Product Receipt
(Important: Be Sure to Show Troop Number on All Receipts)

Troop # 12345 Service Unit 555

Girl Scout's Name Sue Caramel Date 10/5/22

No. of Cases	No. of Pieces	Product Name	Money
		Mint Treasures - Girl Scout Uniform Tin	
		Dark Choc. Caramel Caps w/ Sea Salt	
	<u>1</u>	Deluxe Pecan Clusters - Bunny Holiday Tin	\$ _____ (Amount Due)
		Ruby Medley	
		Peanut Butter Trail Mix	\$ _____ (Amount Paid)
	<u>1</u>	Nut & Seed Blend	
		English Butter Toffee	\$ _____ (Amount Paid)
	<u>2</u>	Dark Choc. Peppermint Pretzels	
		Peanut Butter Bears	\$ _____ (Amount Paid)
		Whole Cashews w/ Sea Salt	
		Honey Roasted Mixed Nuts	\$ _____ (Amount Paid)
		Chocolate Covered Almonds	
	<u>3</u>	Dark Chocolate Mint Penguins	\$ _____ (Amount Paid)
		Salsa Mix	
		Fruit Slices	\$ _____ (Amount Paid)
	<u>7</u>	← Total	

Received By Patty Caramel Troop # _____

Received From Amy Candy Troop # _____

Sample Receipt for Product

Patty Caramel picked up product for her daughter Sue Caramel, from Amy Candy.

W. Washington Money and/or Product Receipt
(Important: Be Sure to Show Troop Number on All Receipts)

Troop # 12345 Service Unit 555

Girl Scout's Name Sue Caramel Date 10/5/22

No. of Cases	No. of Pieces	Product Name	Money
		Mint Treasures - Girl Scout Uniform Tin	
		Dark Choc. Caramel Caps w/ Sea Salt	
		Deluxe Pecan Clusters - Bunny Holiday Tin	\$ <u>\$46.00</u> (Amount Due)
		Ruby Medley	
		Peanut Butter Trail Mix	\$ <u>\$46.00</u> (Amount Paid)
		Nut & Seed Blend	
		English Butter Toffee	\$ <u>\$46.00</u> (Amount Paid)
		Dark Choc. Peppermint Pretzels	
		Peanut Butter Bears	\$ <u>0</u> (Balance)
		Whole Cashews w/ Sea Salt	
		Honey Roasted Mixed Nuts	\$ _____ (Amount Paid)
		Chocolate Covered Almonds	
		Dark Chocolate Mint Penguins	\$ _____ (Amount Paid)
		Salsa Mix	
		Fruit Slices	\$ _____ (Amount Paid)
		← Total	

Received By Amy Candy Troop # 12345

Received From Patty Caramel Troop # 12345

Sample Receipt for Money

Patty Caramel paid for her daughter Sue's product to Amy Candy.

Reward Distribution

After the sale, Girl Scout rewards will be delivered to your SUPM and they will contact troops and IRMs when they are available for pick-up.

Click on *Delivery Tickets* from the troop dashboard to access reward reports by Troop and Girl Scout on or after 10/30 for an accurate list of rewards. Once rewards are picked-up from the SUPM, distribute to troop members and watch them enjoy their hard-earned rewards!

- Personalized Avatar Patch for 18+ emails sent through M2, using the “Share My Site” function in M2 during the Fall Product Program, and \$375+ in sales is fulfilled by M2 Media Group and shipped directly to earners. Earners are notified by M2 when they have earned the patch and caregivers can contact M2 Customer Service directly regarding delivery questions, (800) 372-8520.
- The lava lamp will be fulfilled by the Product Program team.

The **Reward Delivery Ticket by Troop** shows the total troop rewards by item.

Rewards on Storefronts:

Girl Scout rewards shown on individual storefronts are updated several times a day, but are not calculated in real time.

Troop Reward Delivery Ticket				Alex Crumley
				N/A
Girl Scouts of Western Washington - 2022 Nut and Magazine Campaign				
Delivery Site	Ticket Created	Troop Leader	I acknowledge and agree to accept financial responsibility for the product and money listed. I understand that these products may not be returned or exchanged.	
Alex Crumley	5/19/2023 4:20 PM PDT	Alex Crumley		
	Service Unit			
	803			
	Troop Number		Receiver's name (print)	Sign and Date
	80103			
Reward Name	SKU	Items	Items Short	
100+ Patch	GS7703	0		
AL - Go Bright Ahead T-Shirt	GS7733	0		
AM - Go Bright Ahead T-Shirt	GS7732	1		
AS - Go Bright Ahead T-Shirt	GS7731	0		
AXL - Go Bright Ahead T-Shirt	GS7734	0		
Care to Share Patch	GS7710	0		

Girl Scout Reward Delivery Ticket				Cassidy
				Troop 80103
Girl Scouts of Western Washington - 2022 Nut and Magazine Campaign				
Ticket Created	Girl Scout	I acknowledge and agree to accept financial responsibility for the product and money listed. I understand that these products may not be returned or exchanged.		
5/19/2023 4:23 PM PDT	Cassidy			
	Service Unit			
	803			
	Troop Number	Parent/Guardian's name (print)	Sign and Date	
	80103			
Reward Name	SKU	Items	Items Short	
100+ Patch	GS7703	0		
AL - Go Bright Ahead T-Shirt	GS7733	0		
AM - Go Bright Ahead T-Shirt	GS7732	1		
AS - Go Bright Ahead T-Shirt	GS7731	0		
AXL - Go Bright Ahead T-Shirt	GS7734	0		
Care to Share Patch	GS7710	0		

The **Girl Scout Reward Delivery Ticket** shows rewards by earner for distribution.

Outstanding Debts

Outstanding Debts are incurred when caregivers have not turned in all money for products received, when theft or damage has occurred or when counterfeit bills have been received.

- Complete and submit an *Outstanding Debt Report* at www.girlscoutsww.org/fallproduct by 11/22 at 11:59 PM PST, if you have any caregivers who haven't turned in all of their money by the 11/19 deadline.
 - Upload all requested supporting documentation including *Girl Scout and Adult Responsibility Agreement*, product and money receipts and all communication attempts.
- Your troop will receive credit under the Banking and Payments link on the M2 dashboard before council proceeds are withdrawn from the troop bank account.
 - Please do not deposit personal funds or troop funds to cover caregiver debt.
 - Please note, each situation is evaluated individually by Girl Scouts of Western Washington and our insurance company. If loss is determined to be due to fraud, neglect or misappropriation of funds and/or product, the responsible person will be expected to reimburse Girl Scouts of Western Washington for the missing funds or products.
- If payment for any Outstanding Debt is received after documentation is submitted, email productprogram@girlscoutsww.org Please do not deposit payment into troop account.

Examples of valid Outstanding Debts and required documentation:

- **Family Debt:** Caregiver hasn't turned in all the money that is due for the product they received. **Caregivers should be reminded that there will be a \$40 fee added for any funds outstanding after the deadline.**

Documentation required:

- Signed *Girl Scout and Adult Responsibility Agreement*.
 - Transaction receipts from product and money exchanges.
 - Information regarding contact or attempts at contact with the caregiver, which may include phone calls, emails, texts, etc.
- **Counterfeit Bills:** This is when a customer purchases product with a counterfeit bill. Typically, the bank notifies the troop that the bill is counterfeit.
 - Coverage provided for bills up to \$50.
 - Acceptance of \$100 bills is at the troops discretion and own risk.
 - Required documentation: Report from bank stating the money is counterfeit.
 - **Theft/Damage:** Products or money are stolen or damaged. Police and/or insurance company report must be included with claim.

Required Documentation:

- Official police and/or insurance report with case information.
- Any other relevant information regarding theft or damage.
- Theft of money or product from vehicles is not covered.

The screenshot shows the 'Outstanding Debt Report' form. At the top left is the logo for 'girlscouts of western washington'. The title 'Outstanding Debt Report' is centered. Below the title, there are two sections of required documentation. The first section, 'The following documents must be attached for family debts:', lists: 'Girl Scout and Adult Responsibility Agreement', 'Copies of product and money receipts', and 'Communications related to collection attempts (call log, texts, emails, social media posts, etc.)'. The second section, 'The following documents must be attached for other debts:', lists: 'Police report (theft or damage related debt)', 'Insurance claim (theft or damage related debt)', 'Counterfeit bill report (only denominations of \$50 or less will be accepted)', and 'Other relevant info'. A note states 'Missing documentation can result in the debt not being approved.' Below this, there are two radio button options for 'Please Select the Product Program *': 'Cookie Program' and 'Fall Product Program'. There are input fields for 'SU *', 'Troop #', and 'Amount of Debt *'. The 'Type of Debt *' section has two radio button options: 'Family Debt' and 'Other'.

Reconciliation

M2 reconciliation requires the TRPM to record all money collected for products as Girl Scout Payments. Check that all payments have been accurately recorded so troop members do not show a Balance Due. All Girl Scout Payments should total bank deposit receipts plus credit card deposits. All money collected online is automatically credited and does not show as a Balance Due.

☐ **Reconcile Girl Scout Payments in M2 before submitting Troop Final Documentation:**

- See page 13 for Girl Scout Payment instructions
- Complete *Outstanding Debt Report* by 11/22 for any Girl Scouts who are showing an amount due. See page 16 for full details.

All Sales	Magazines	Direct Ship Nuts	Nut Order Card	Online Nuts Girl Delivered	Special Reports	Summary Report
Troop Summary Report						
Campaign and sales information for your troops.						
Troop: 80103 ▾						
Total Sales				Campaign Stats		
Total \$ Sold		\$580.00		Girls Selling		1
Collected Online		\$580.00		Avatars Created		3
Collected from Customers		\$0.00		Photos Uploaded		1
Troop Proceeds and Bonuses		\$87.00		Voice Recordings		3
Amount Due Council		-\$87.00		Total Personalized Patches Earned		1
Payments Made to Council		-\$87.00		Number Emails Sent		30
Balance Due Council		\$0.00				

- Bank deposit receipts and credit card payments, plus any Outstanding Debts, should equal **Collected from Customer** on the **Troop Summary/Amount Due Report** linked on the M2 dashboard. Explanation, with documentation, must be included in Troop Final Documentation for any discrepancies.
- **Proceeds MUST be included with deposits and cannot be held out as cash.**
- Troop bank deposits are not tracked in M2. Payments to council will be updated under the **Troop Payments** section on the **Banking and Payments** page showing the amount withdrawn on 11/28.
- **Troops using the Council Key Bank account:** Balance due will show as a negative amount equal to proceeds. Example: A troop with proceeds of \$150 would show a Balance Due Council of \$-150, after all deposits are recorded.

Troop Payments				
Troop Deposits				
View payments made by this troop to the council				
Date	Bank Name	Check/Deposit/Ref#	Comments	Deposit
11/25/2022	Troop-KeyBank	ACH 221125		\$1,184.80

Troop Final Documentation

Troop Final Documentation must be submitted for all troops/IRMs who participate in the Fall Product Program. All documentation must be uploaded in online submission, as the information is necessary for our annual audit.

Troop Final Documentation due online by 11/22:

- Visit tinyurl.com/FallProductFinalDoc to submit final documentation
- Confirm Troop Summary/Amount Due Report in M2 is accurate, prior to submitting
- Have the following ready for upload:
 - Completed **Troop Deposit Record**
 - **All bank deposit receipts** that only show Fall Product Program deposits
 - **Statement from credit card vendor**, if applicable
 - **Outstanding Debt Reports with supporting documentation**, if applicable. Troops should have submitted the report online, with required documentation, by 11/22 to be credited in M2.
- Submit Troop Final Documentation even if all money has not been received from a caregiver and complete an *Outstanding Debt Report*, per page 16.

girl scouts		M2 Media	
2022 Nut and Magazine Campaign			
Troop 80103 - Girl Scouts of Western Washington			
Total Sales		Campaign Statistics	
Total \$ Sold	\$580.00	Girl Selling	1
Total Sales Collected Online	\$580.00	Avatars Created	3
Total Collected from Customers	\$0.00	Photos Uploaded	1
Troop Proceeds and Bonuses	\$87.00	Voice Recordings	3
Amount Due Council	(\$87.00)	Total Personalized Patches Earned	1
Payments Made to Council	(\$87.00)	Number Emails Sent	30
Balance Due Council	\$0.00	Per-Girl-A	
Online Magazines		Per-Girl-A	
Magazine Units	8	Reward	
Total Collected Online	\$220.00		
Troop Proceeds and Bonuses	\$33.00		
Direct Shipped Sales			
Direct Shipped Units	39		
Total Collected Online	\$324.00		
Troop Proceeds and Bonuses	\$48.60		
Nut Card Sales			
Nut Card Units	0		
Total Collected from Customers	\$0.00		
Troop Proceeds and Bonuses	\$0.00		
Online Nuts Girl Delivered			
Online Nuts Girl Delivered Units	4		
Total Sales Collected Online	\$36.00		
Troop Proceeds and Bonuses	\$5.40		

- The amount to be withdrawn from troop bank accounts is the amount indicated as **Balance Due Council**
- This amount will be adjusted if the troop has submitted any Outstanding Debts to the product team by the deadline.

TRPMs may be held responsible for 100% of troop and council proceeds, per Troop Banking Agreement, if Troop Final Documentation is not received by the deadline.

Wrap Up

Provide the following paperwork to your troop leader to keep with troop records:

- Hard copies of all documents submitted in the Troop Final Documentation and forward submission email
- Copy of the **Troop Summary/Amount Due Report**
- White copies of **product and money transaction receipts** with caregiver signatures
- *Girl Scout and Adult Responsibility Agreements* signed by caregivers



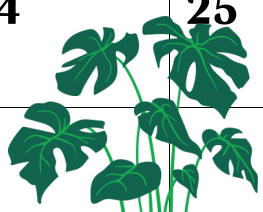
September 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Visit MYGS Member Community and confirm participating Girl Scouts are listed on the troop roster before the sale begins. <ul style="list-style-type: none"> If a Girl Scout is not listed, contact the Customer Care team to check the status of their registration (see page 2 for contact info). All Girl Scouts selling should have registration in process or completed for the 2023/24 membership year before selling products. 						
17	18	19	20	21	22	23
24	25	26	27	28 Send Family email	29 Program Begins! In-person delivery orders 9/29-10/15	30 Magazine & direct ship orders 9/29-10/25

October 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15 Caregiver M2 access ends at 11:59pm PST	16 TRPM paper order entry closes at 11:59pm PST	17 Magazine and direct ship orders continue through 11:59pm PST Oct.25	18	19	20	21
22	23	24	25	26 Finalize Rewards	27	28
29	30	31				

November 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Product deliveries to SU through Nov. 7	2	3	4
5	6	7	8 Sellers deliver orders to customers	9	10	11
12	13	14	15	16	17	18
19 GS money due to TRPM or \$40 late fee applies	20	21	22 Money deposited/Troop Final Docs/ODRs due	23	24	25
26	27	28 ACH withdrawal from troop accounts	29	30		



**Thank you for volunteering
as your troop's product manager
for the Fall Product Program!**

