

Thank you for volunteering to support your troop during the Fall Product Program!

The Fall Product Program is pre-order only, meaning Girl Scouts collect orders and pick-up product once to deliver to customers. Girl Scouts in troops and independently registered members (IRMs) learn valuable skills such as goal setting, decision making, money management, people skills, and business ethics. IRMs participate as a troop of one, with their caregiver typically filling the TRPM role.

Items available for in-person delivery: nuts and chocolates (listed on paper order card)

Items available for direct shipping: nuts, chocolates, magazines, Tervis® tumblers, and BarkBox (while supplies last)

Care To Share donations: Customer donation funds are used by GSWW to purchase a variety of nuts and chocolates for Food Lifeline to distribute throughout Western Washington

Program Dates

- **September 20:** Volunteer access to M2—Fall Product online platform
- **September 24:** Prepare **Parent/Adult Email Campaign** (linked on M2 dashboard) to send program invites to caregivers on 9/25 launch
- **September 25—October 13:** In-person delivery orders
- **September 25—October 23:** Direct ship orders
- **October 13:** Caregiver M2 order entry ends 11:59pm PT
- **October 14:** TRPM M2 paper order entry ends 11:59pm PT
- **October 24:** TRPM finalize rewards in M2
- **October 30—November 5:** Product delivery to SUPMs
- **By November 16:** Sellers deliver orders to customers
- **November 17:** Money due from Girl Scout families
- **November 20:** Troop Deadlines—final deposit, *Outstanding Debt Report* & online *Troop Final Documentation*
- **November 26:** ACH withdrawal from troop accounts
- **December:** Distribute rewards to earners

Rewards

See the paper order card for all the exciting rewards Girl Scouts can earn! Rewards are automatically calculated in the M2 system and will be visible to participants as earned. Shirt size will need to be selected by the caregiver or TRPM for those who earn it.

Rewards are shipped to SUPMs for distribution to troops and IRMs. SUPM will set up time for reward pick-up in early December. Personalized avatar patches are shipped directly to earners from M2.

TRPMs will receive their very own personalized avatar patch when their troop reaches \$500 in online sales!

Troop/IRM Proceeds

15% of total sales are earned as proceeds.

IRMs receive proceeds in banded amounts on a Cookie Dough Reward card. A chart of IRM proceeds is available at www.girlscoutsww.org/fallproduct.

Resources and Support

- **Service Unit Product Manager (SUPM):** additional materials and program questions
- **www.gsnutsandmags.com/gsww:** M2 online platform for volunteers and families
- **www.girlscoutsww.org/fallproduct:** All Fall Product resources for volunteers and families
- **support.gsnutsandmags.com:** Direct M2 support for system navigation, online orders and personalized patch status
- **customercare@girlscoutww.org or (800) 541-9852:** Volunteer registration/roles, troop and family program support

Troop Product Manager Checklist



Prior to program launch

- ☐ Register for the 2024/25 membership year and select the Fall Product Troop Product Manager volunteer role
- ☐ Ensure volunteer application and background check is current
- ☐ Attend program workshop held by SUPM. SUPM will contact troops and IRMs with details
- ☐ Confirm participating Girl Scouts are on troop roster or have a 2024/25 registration in process.
- ☐ Submit *Troop Banking Agreement* online at www.girlscoutsworld.org/fallproduct—troops indicating no bank account will be sent deposit slips for GSWW account
- ☐ IRM caregivers, complete the *IRM/Online Only Sign Up & Agreement* form at www.girlscoutsworld.org/fallproduct—IRM will be created in M2 and deposit slips sent
- ☐ Hold Girl Scout & family meetings and have each caregiver sign the *Girl Scout and Adult Responsibility Agreement* (must be signed by every adult that will pick-up product) and discuss:
 - Setting seller and troop goals
 - Research the Asian elephant, our mascot, and discuss a troop conservation donation (see M2 flyer for more details)
 - Care to Share donation program and impacts to our communities
 - Program dates, products, and rewards
 - M2 storefront—provide flyer to each family
 - ◊ Girl Scout not showing in M2? Caregivers can add them when creating a M2 account
 - ◊ Paper order entry (**Manage Paper Orders** link) deadline—Oct. 13 at 11:59 PM PT
 - Money collection—payment is collected upon delivery of orders placed through a paper order card and all online orders are paid for online
 - Nov. 17 deadline to turn in money before incurring a \$40 late fee

During program

- ☐ Receive M2 login email (troop leaders & TRPMs) near Sept. 20 and create personalized avatar
 - Didn't receive the email? Visit www.gsnutsandmags.com/admin and select 'forgot password'
 - Additional TRPM contacts can be added to M2—**Manage Admin Users** in M2
 - Hold multiple volunteer roles? Toggle between roles in the upper right corner
 - Also a caregiver? Log out of admin access and visit **Girl and Parent/Adults** section of M2 homepage to login—email and password can be the same
- ☐ Confirm orders are correct in M2 by 11:59pm PT Oct. 14—**Paper Order Entry** link on M2 dashboard
 - TRPMs cannot edit/enter paper orders until caregivers are locked out on Oct. 13 at 11:59 PM PT
 - Enter/edit totals of each product needed to fulfill all orders collected on the paper order card
 - All monetary donations to troops/IRMs collected during the Fall Product Program dates must be applied as Care to Share (\$7 per item) in M2
- ☐ Receive product from SUPM and distribute product to Girl Scouts in your troop by Nov. 5
 - **Delivery Tickets** link on dashboard will provide tickets for each seller
 - Ensure receipts are signed for all products picked up from SUPM and provided to caregivers
- ☐ Girl Scouts deliver products to customers upon receiving them from TRPM, collect and turn in money to TRPM by Nov. 17
 - Remind caregivers of \$40 late fee, if Nov. 17 payment deadline is missed
 - Ensure receipts are signed for all money collected from caregivers
- ☐ Deposit all money to troop bank account (or GSWW account) by Nov. 20

Program wrap-up

- ☐ Enter all money received as **Girl Scout Payments** into M2
 - Click **Banking & Payments** on dashboard, click line with troop number and then click **Add Girl Scout Payment** button to enter seller payment details
- ☐ Submit *Outstanding Debt Report(s)*, if applicable, by Nov. 20 at www.girlscoutsworld.org/fallproduct
- ☐ Reconcile *Troop Final Documentation* and submit online by Nov. 20
- ☐ Council proceeds are electronically withdrawn from troop bank accounts on Nov. 26
- ☐ Distribute rewards —**Delivery Tickets** link on M2 dashboard will provide rewards by earner

Fall Product Finances

All participating troops and IRMs

- Troops are financially responsible for all products ordered and money collected from caregivers
- **Deposit 100% of money collected from customers that placed orders via the paper order card, including proceeds amount**
 - Arrive to the bank with deposits organized, including having deposit slip filled out and cash bundled by denomination
- Only include money associated with Fall Product Program in each deposit. Troop dues and non-Fall Product funds should be deposited in separate transactions.
- Ensure deposit receipts are received for every deposit—images of deposit receipts will be needed for *Troop Final Documentation*
- If there are any bank deposit errors, troops will see these on their bank statements or be notified by the bank/GSWW. Troops are responsible for reconciling any bank adjustments/errors.
- Use the *Troop Deposit Record*, found at www.girlscoutsww.org/fallproduct, for tracking all Fall Product bank deposits—deposits to troop accounts are not tracked in the M2 system
- All money collected online is automatically credited to sellers and troops

Troops WITH bank accounts

- Troops with bank accounts may choose any credit card vendor for processing paper order card payments
 - Credit card payments must be deposited directly to the troop's bank account
 - All fees associated with taking credit card payments are the troop's responsibility and *cannot* be passed along to customers
 - For security and customer clarity, the name of the credit card vendor account should include Girl Scout Troop XXXXX (5-digit troop number) and the email address utilized should be a troop email address, not personal.
- An ACH electronic withdrawal for the **Balance Due Council**, as indicated on the **Troop Summary/Amount Due Report** in M2 will be processed on Nov. 26. This amount will be adjusted if the troop has reported any outstanding debts.
- If the **Balance Due Council** amount is not available in the troop bank account on Nov. 26, the troop will be charged any non-refundable overdraft fees that may be incurred from the bank.
- Troop proceeds will remain in the troop bank account after ACH withdrawal
- **Troop bank account questions?** Contact our volunteer banking coordinator at volunteerbanking@girlscoutsww.org

Troops WITHOUT bank accounts and IRMs

- **Prior to accepting payments**, email productprogram@girlscoutsww.org to request access to process credit cards for paper order card payments, if needed.
 - Subject line: *Credit Cards* and include: Troop/IRM# (or Girl Scout name, if IRM # unknown), SU#, TRPM name (typically caregiver for IRMs) and email address to be used for the account set up
 - Troop/IRM will be set up with a GSWW Square team member account
 - Troop/IRM will be responsible for all transaction fees, which will be deducted from proceeds
 - Payments processed via GSWW Square will be deposited into the council account and credited to the troop/IRM in M2 as payments made to council
- Due to automatic collections processing, checks are not to be accepted from customers by troops or IRMs using the general GSWW Key Bank account.
- **For troops using the council KeyBank account**, after all final documentation has been reconciled and a troop bank account opened, troop proceeds will be deposited to the troop bank account
- **For IRMs**, after all final documentation has been reconciled, banded proceeds will be issued on a Cookie Dough Rewards card

Program Wrap-up

Outstanding Debts

- ☐ Submit an *Outstanding Debt Report* at www.girlscoutsww.org/fallproduct by Nov. 20 at 11:59 PM PT, if you have any caregivers who haven't turned in all of their money by the Nov. 17 deadline.
 - 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.
Required Documentation:
 - Signed *Girl Scout and Adult Responsibility Agreement*
 - Transaction receipts for all product and money exchanges
 - Details regarding contact or attempts at contact with caregiver—phone calls, emails, texts, etc.
- Counterfeit Bills: 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 riskRequired Documentation: Report from bank stating the bill is counterfeit
- Theft/Damage: Products or money are stolen or damaged
 - Theft of money or product from vehicles is not coveredRequired Documentation:
 - Official police and/or insurance report with case information
 - Any other relevant information regarding theft or damage



Troop Final Documentation

- ☐ Reconcile **Girl Scout Payments** in M2 before submitting *Troop Final Documentation*
 - 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.
 - **Troops/IRMs using the council Key Bank account: Balance Due Council** 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 Final Documentation* due online by Nov. 20—tinyurl.com/FallProductFinalDoc
 - 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
 - Any *Outstanding Debt Reports* that were submitted by Nov. 20, with supporting documentation
 - Submit *Troop Final Documentation* even if all money has not been received from a caregiver and complete an *Outstanding Debt Report*
- ☐ Provide the following paperwork to your troop leader to keep with troop records: physical copies of all documents submitted in the *Troop Final Documentation* and forward submission email; copy of the M2 **Troop Summary/Amount Due Report**; white copies of product and money transaction receipts with caregiver signatures; completed *Girl Scout and Adult Responsibility Agreements*