

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, candles, Tervis® tumblers, personalized products, and BarkBox (while supplies last)

Care To Share donations: Customers donate funds and GSWW purchases a variety of nuts and chocolates that are distributed throughout Western Washington by Food Lifeline.

Program Dates

- **Sept. 18:** Volunteer access to M2—Fall Product online platform
- **Sept. 22:** Prepare **Parent/Adult Email Campaign** (linked on M2 dashboard) to send program invites to caregivers on September 24 launch
- **Sept. 23–Oct. 11:** In-person delivery orders
- **Sept. 23–Oct. 21:** Direct ship orders
- **Oct. 11:** Caregiver M2 order entry ends 11:59 PM (PT)
- **Oct. 13:** **TRPM M2 paper order entry ends 11:59 PM(PT)**
- **Oct. 22:** TRPM finalize rewards in M2
- **Oct. 29–Nov. 4:** Product delivery to SUPMs
- **By Nov. 15:** Sellers deliver orders to customers
- **Nov. 15:** Money due from Girl Scout families
- **Nov. 18:** **Troop Deadlines**—final deposit, *Outstanding Debt Report*, and *Troop Final Documentation*
- **Nov. 24:** ACH withdrawal from troop accounts
- **Dec.:** 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 mailed 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 Program Credits virtual card. A chart of IRM proceeds is available at www.girlscoutsww.org/fallproduct.

READY TO
explore

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 2026-2027 membership year and select the Troop Product Manager: Fall Product volunteer role.
- ☐ Ensure volunteer application and background check are 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 2026-2027 registration in process.
- ☐ Troops without a bank account complete *Deposit Slip Request* form at www.girlscoutsworld.org/fallproduct and slips will be mailed to the address provided.
- ☐ 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 and family meetings to discuss:
 - Setting seller and troop goals
 - 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. 11 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. 15 deadline to turn in money before incurring a \$40 late fee

During Program

- ☐ Receive M2 login email (troop leaders and TRPMs) near Sept. 18 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 11:59 PM (PT) Oct. 13—**Paper Order Entry** link on M2 dashboard
 - TRPMs cannot edit/enter paper orders until caregivers are locked out on Oct. 11 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
 - Receipts serve as documentation for financial responsibility
- ☐ Girl Scouts deliver products to customers upon receiving them from TRPM—collect and turn in money to TRPM by Nov. 15
 - Remind caregivers of \$40 late fee, if Nov. 15 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. 18

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. 18 at www.girlscoutsworld.org/fallproduct
- ☐ Reconcile *Troop Final Documentation* and submit online by Nov. 18
- ☐ Council proceeds are electronically withdrawn from troop bank accounts on Nov. 24
- ☐ 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.girlscoutswv.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 and does not pass through troop bank accounts

Troops WITH bank accounts

- Troops with an account may choose any credit card vendor for accepting 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. 24. 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. 24, 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@girlscoutswv.org

Troops WITHOUT bank accounts and IRMs

- 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 Program Credits virtual card



Program Wrap-up

Outstanding Debts

- ☐ Submit an *Outstanding Debt Report* at www.girlscoutsww.org/fallproduct by Nov. 18 at 11:59 PM (PT), if any caregivers have not turned in all of their money by the Nov. 15 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:
 - * 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 troop's 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. 18: 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. 18, 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**, and white copies of product and money transaction receipts with caregiver signatures