

Your Service Unit Fall Product Chair is your contact for questions and assistance.

Name: _____ Address: _____

Email: _____ Phone: _____

M2 Log In: _____ Password: _____

Customer Care: 304-345-7722

CustomerCare@bdgsc.org

Why participate in the Fall Product Program?



Goal Setting: Girls set sale goals and—with their troop—create a plan to reach them. This matters because girls need to know how to set and reach goals to be successful in school, on the job and in life.



Decision Making: Girls decide how to market their sale and what to do with their earnings. This matters because girls must make many decisions—big and small—in their lives.



Money Management: Girls develop a budget, take orders and handle customers' money. This matters because girls need to know how to handle money.



People Skills: Girls learn how to talk (and listen) to their customers, as well as learn how to work as a team with other girls. This matters because it helps them to excel in group projects and prepare for future work.



Business Ethics: Girls act honestly and responsibly during every step of the program. This matters because employers want to hire ethical employees, and the world needs ethical leaders.

Our friendly
customer service representatives
are ready to answer all your
Fall Product Sale questions!

question@gsnutsandmags.com
800-372-8520

We're happy to help!

girlscouts | M2 Media Group

The Fall Product Program provides:

- Funds for activities for short - and long - term troop goals
- Funding to the council for program opportunities and financial assistance
- Great practice for the Cookie Program (Troops that participate in the Fall Product and Cookie Program have higher troop PGA than troops who don't)
- Products are easy to sell and make great gifts
- Ability to be an online-only sale that offers different shipping options and no worries about collecting payments
- Simplified sale
- Participation in the Fall Sale is required for Super Troop status



www.bdgsc.org



304-345-7722



Timeline

August 2024	Service Unit Fall Chairs are appointed for the 2024 sale. Director of Product and Retail Sales will train Service Unit Fall Product Chairs. The materials will be provided to Service Unit Fall Product Chairs.
9/2 — 9/27	Service Unit Fall Product Chairs train Troop Fall Product Chairs.
By 9/26	Girls must have a 2025 membership by 9/26 for 10/3 online access.
9/26	Early online access date; first day Troop Leaders and Service Unit Chairs can access their sites.
10/3	Fall Product Sale begins. All participants must be registered members for the 2025 membership year. Girls can set up their M2 online storefronts, begin sending emails and can take orders using their nut order cards. All online orders placed by customers (including online girl delivered nut/chocolate) are paid for with a credit card at the time the order is placed. Girls will collect money for order card sales from customers when they deliver the products.
11/1	Caregivers should enter all order card sales into the M2 online system by 11:59 p.m. All online orders are automatically transmitted.
11/2	Troop Fall Product Chairs begin entering order card sales that have not been entered by caregivers. Rewards will update automatically several times per day. Girls can continue to earn rewards and make choices until the online sales end.
11/4	Last day for Troop Fall Product Chairs to enter order card sales by 11:59 p.m. There will not be access to enter orders after this date. Do not enter online girl delivered nut items. Those are automatically transmitted. Contact your Service Unit Chair if you have orders that need to be entered after this time.
11/5	Last day to place online girl delivery orders. Service Unit Chairs verify orders in system for accuracy. System locks at 11:59 p.m. Last Day for Service Unit Chairs to make the changes to delivery site address. Deadline to submit paper orders.
11/15—11/22	Delivery to Service Units. REMINDER: Deposits should be made to troop accounts frequently and not held until the end of the sale. Be sure the troop number is on the checks.
11/15—12/13	Girls deliver products to customers and turn money in to Troop Fall Product Chair.
11/17	Magazine Store and Nut Commerce (Direct Ship) end date (last day a customer can order online magazines or nuts to be delivered directly to them). Last day for girls and/or troops to make reward choices.
December	Rewards shipped to Service Unit Chairs.
12/13	Delinquent forms for the 12/18 withdrawal must be filled out and submitted to productpayments@bdgsc.org by 12/13. See page 8 for more information on ACH.
12/18	ACH withdrawals will be made 12/18. If you have a reason this cannot happen, contact productpayments@bdgsc.org three business days before payment is due. See page 8 for more information on ACH.
Two weeks after delivery	Service Units must report shortages to the Director of Product and Retail Sales. A link to report shortages will be emailed to you. M2 can't guarantee shortages will be filled after two weeks.

Troop Fall Product Chair Guidelines

- Only registered girls can participate in the Fall Product Program.
- Troops must be debt-free to the council and have leaders with background checks.
- Troops must have a current bank account and bank info should be in M2 no later than 10/30.
- Troop Fall Product Chair must be registered and background checked.
- By signing the Troop Fall Product Chair Agreement, either online or on paper, you agree to be responsible for all product, payments and paperwork for the program.
- Caregivers are responsible for product they have ordered. Product cannot be returned.

Online Sales: M2

- Girls have an option to sell nuts, candy and magazines through an online storefront called M2.
- All sales from the online storefront automatically upload into M2 for you, so no additional work to enter these orders is necessary.
- Online sales are an easy way to grow your sale.
- Be sure to create your own personalized avatar.

More Important Information

- All Troop Fall Product Chairs must take a training with the Service Unit Fall Product Chair in person or through the council's virtual or in-person trainings.
- Troop Fall Product Chairs who have signed a sale agreement form will gain access to M2. You'll receive an access email that will walk you through setting up your password. Your email address will be your user name. M2 is the only site you will need to log into.
- Hold a meeting with caregivers to explain the program opportunities and deadlines. They must sign a permission form in order to receive an order card. Keep these safe and do not lose them. They are responsible for all items and funds from the sale.
- Online orders will automatically show up in the M2 system. Caregivers can also manually add the paper order card orders directly into M2 (this will save you from having to collect order cards and entering them yourself).
- Each girl who is registered in your troop will be uploaded into the M2 system. If you are missing a girl, please log into your myGS account and verify that she is registered. If she is, please contact Customer Care at 304-345-7722 or CustomerCare@bdgsc.org.
- When product arrives, sort girl orders **before** allowing caregivers to pick up. They must count and sign for the product before leaving to confirm the order is correct. If caregivers do not pick up their orders, you must contact Denise.Davis@bdgsc.org as soon as possible. Because of safety standards, product cannot be returned after two weeks following pickup.

Products, Proceeds and Rewards

The Products

Girls can collect \$8 donations for the Care to Share program. Care to Share items will be purchased and donated to West Virginia Gold Star Mothers and the West Virginia National Guard Foundation, bringing smiles to military service members who serve the country, as well as their families.

The complete selection of items Trophy Nut has to offer can be viewed by customers when they shop through a girl's online storefront in M2, which includes a variety of gift tins—great for the holiday season!



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Products, Proceeds and Rewards



Troop Proceeds

Troops earn **\$1.00** on each nut/candy sale, 15% on all magazine sales and 15% on any online sale (including online nut/candy). Troops that are Juniors and above can earn an extra \$0.05 per item if they choose to opt-out of rewards. To access the form to opt-out, email Denise.Davis@bdgsc.org.

All recognitions are cumulative, providing the opportunity to earn each item as you reach a goal.



Elephant Patch

Sell 3 magazine and more items.

2024 Patch

Sell 15 nut or candy items.

Embrace Possibility Patch

Send 20+ emails.

Care to Share Patch

Sell 5 Care to Share items.



Super Seller Patch

Sell 20 items online.

2024 Council Patch

Use M2's "Share My Site" feature to send 20+ emails to family & friends by 10/9/2024.

2024-2025 Crossover Patch

Create an M2 avatar, use M2's "Share My Site" feature, send 20 emails during the Fall Product Sales. Then, set up an online site during the Cookie Program and sell 300 boxes of Girl Scout Cookies.



2024 Personalized Patch

Create your M2 avatar, send 20 emails, use M2's "Share My Site" feature and complete \$325 in total sales.

Rewards

Selections must be input by deadline or selections will be made automatically. Items are representations and may vary.

Charm Bracelet and Charm

\$150 in sales



Theme Necklace

\$250 in sales



Small Elephant Plush

\$350 in sales



Elephant Diamond Art

\$475 in sales



Embrace Possibility T-Shirt

\$600 in sales



Black Notebook and Gel Pens

\$750 in sales



Your choice of:

Large Elephant Plush or \$15 Girl Scouts of Black Diamond Council Gift Card

\$900 in sales



OR

Your choice of:

Top Seller Experience 2025 or \$35 Girl Scouts of Black Diamond Council Gift Card

\$1100 in sales



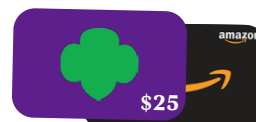
OR



Your choice of: **Top Seller Experience 2025 or \$35 Girl Scouts of Black Diamond Council Gift Card**
\$1500 in sales

2025
Top Seller
Experience

OR



Step 1—Logging into M2

Once you are uploaded into M2, you will receive an access email—be sure to check your spam folder. Contact Customer Care if you don't receive the access email. Follow the instructions in this email to create your password. You will be required to watch a short training video prior to setting your password. Write your user email and password on the front of this manual for future reference. Once created, go to www.gsnutsandmags.com/bdgc and click on "Volunteer" to log in.

- The first page is your troop's dashboard. If you manage more than one troop, you can select the troop you want to view.
- Create your own M2 avatar. Let your girls know how fun this process is!
- You can work with your troop to create a troop video. This step is optional, but has been shown to increase sales for the girls.
- Check to make sure all your troop girls are listed in M2. If they are not (and they are registered members), contact Customer Care at 304-345-7722 or CustomerCare@bdgsc.org.

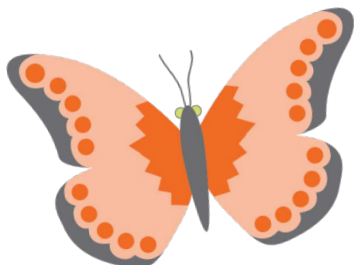
Step 2—Your Troop's Order

If your girls are participating in the M2 online system, their caregivers should enter the orders collected on the paper order card into M2. If you have a caregiver who cannot do this, or one whose girl did not set up an M2 account, you will need to enter these orders by following the instructions below. To save you time and effort, you should be encouraging all caregivers to set up an M2 account and enter their girls' orders themselves. Orders must be submitted after the Girl Delivery deadline has passed (11/2-11/4/2024).

1. Log into the M2 system and click on "Paper Order Entry" from your homepage.
2. Look for the girl from the drop down menu. If the girl isn't showing up, you can manually key in her name. Only do this if she is not showing in the drop down menu. Otherwise, you will duplicate girls and create two orders for her. This will cause her recognitions to calculate incorrectly. Enter the quantities from her paper order card and click "Update." (If you need to edit the quantities after the order has been entered, simply click on the girl's name, revise the quantities and click "Update.")

Step 3—It's Time for S'More Fun!

Girls who create an M2 avatar, send 20 or more unique emails, use M2's "Share My Site" feature and sell \$325 in sales during the Fall Product Program, PLUS participate during the Cookie Program by setting up their online site and selling at least \$300 in cookie sales will receive this exclusive personalized avatar patch. Girls must complete listed criteria for both product programs to earn the patch. Encourage girls to create an avatar and send at least 20 emails during the Fall Product Program so they don't miss the chance to earn this patch during the 2025 Cookie Program.



Instructions

Step 4—Your Troop’s Reward Order

Rewards are ordered automatically based on the orders in M2 for the girl. “Choices” that will need to be selected are the t-shirt sizes and any other reward tier with a choice item.

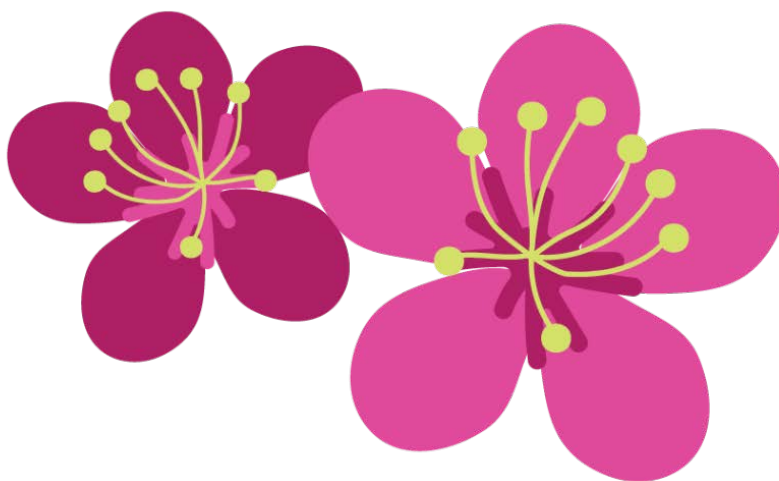
Caregivers who set up an M2 account with their girl will be prompted to make reward choices. However, if they do not do this, you will need to do this for them.

- Log into M2 and click on “View Physical Reward Earners.”
 1. Click on girl’s name. If there is a pink triangle with a “!” that means the girl has a choice that needs made.
 2. Click on the pink triangle and make size selections for t-shirt/hoodie, then click “Update.”

Step 5—Delivery

We suggest that you print your own delivery ticket to bring with you to your delivery location.

- To print a delivery ticket for your troop pick up, click the “Delivery Tickets” icon.
 - * You can print the same report by girl to use when sorting the product into girl orders.
- Use a vehicle large enough to hold your entire order. Make sure your vehicle is free of car seats, strollers, etc., to maximize loading space.
- It’s your responsibility to make sure you have your complete order.
- We will not fix shortage errors. Count, count and recount before you leave your pickup site.
- If your troop misses your pick up due to an emergency, contact your Service Unit Chair immediately.
- After you pick up your product, sort into girl orders before allowing caregivers to pick up. This will help you identify a problem with the orders before product is picked up.
- Prepare a receipt/delivery ticket for each girl. When a caregiver picks up product, have them count and verify their order. Complete a receipt for each transaction. Remember: Caregivers are financially responsible for all the product for which they sign.
- Provide each girl with a money envelope with their balance and date money is due. Be sure to set your deadline a few days before the troop’s payment due date. Make deposits to the troop account as least 24 hours before the ACH drafts occur.



Financial Info

- Automated Clearing House (ACH) transfers are a way to move money between accounts.
- ACH transfers are electronic, bank-to-bank transfers processed through the Automated Clearing House Network.
- Direct payments involve money going out of an account, including bill payments, or when you send money.
- ACH transfers are convenient, quick and will simplify Fall Product payments, eliminating deposits into council accounts.
- All troop funds are due to the council by the dates outlined in the ACH draft dates listed below.
- Troops receiving checks from customers must have them made out to GSBDC with your troop number and will need to be deposited into your troop account before the ACH draft dates.
- Make deposits often. Do not keep large sums of money or checks on hand.
- **For 2024 we have increased troop proceeds to \$1.00 per item on all order card orders.**

Once in M2, click on Troop Payments, then click on Manage ACH For Your Troop. Enter your troop banking information and click SAVE ACH. If you haven't entered your troop's ACH info by 10/30/2024, we will not be able to submit your troop's fall sale order.

ACH Withdrawal Dates:

- **12/13/2024:** Delinquent forms due.
- **12/18/2024:** ACH payment withdrawals.

ACH withdrawals will be made on 12/18/2024. **If you have a reason that this cannot happen, please email productpayments@bdgsc.org at least three business days before your payment is due.** (12/13/2024 by 12 p.m.)

Handling of Delinquent Accounts

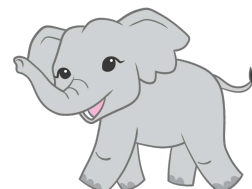
If you have a nonpaying adult in your troop, fill out a delinquent form as soon as possible. Please follow each step listed below:

- The council and Service Unit Product Program Chair should be notified of any uncollected monies when troop accounts are paid or deposit slips are presented.
- Any uncollected or unpaid monies must be reported on a Delinquent Account Form and turned in to Girl Scouts of Black Diamond by December 13, 2024. Any individual owing a balance should be contacted in an effort to collect the money. This form must be turned in when money is due or the troop will be responsible for the debt.
- If a troop does not fill out a Delinquent Account Form for a non-paying caregiver, **the troop will be held responsible for the amount due to council.**
- Complete the Delinquent Account Form, making sure the information provided is up to date and accurate.

Parent/Guardian Delinquency form: <https://girlscouts.info/ParentDelinquency>

Troop Delinquency form: https://girlscouts.info/Troop_Delinquency

- Use the appropriate online form listed above
- Attach signed Parent/Guardian Permission form, if for a caregiver.
- Attach copies of any signed paperwork for product pickup. It is important that these are signed by the responsible party.
- Be certain troop proceeds are correct; this will assist in the collection and refund process.
- Girls are not held responsible for adult financial issues and should not be punished or restrained from participation in troop activities.



Handling of Delinquent Accounts Continued

- If you have a caregiver who has had problems in the past turning in money, do not penalize the girl. She may still sell program products; however, the following is recommended:
 - Permit her to take orders along with the other girls in the troop/group.
 - During the delivery time, give the caregiver the first few customer orders listed on the girl order card. Once those have been delivered and the money has been collected and returned, give her the rest of the product.
 - Should the money not be returned, the troop/group can sell the remaining product to reduce their loss. Troops should attempt to fill those orders remaining on the girl order card.
- Troops should not pay for any items for which funds have not been collected. Fill out a delinquent account form for the nonpaying adult immediately delinquency forms are due the same day money is due to the council.
- Troop proceeds should not be used to pay a remaining balance.
- Reports of stolen money must be supported by an official police report. Losses due to a structural fire or any natural disaster must be supported by an official report.
- If a troop has a check returned "Insufficient Funds," please notify productpayments@bdgsc.org.
- The Troop Fall Product Chair is responsible for all financial matters relating to the Product Sale Programs.
- The delinquency needs to be written for the person who signed for the product.
- If parents don't make arrangements to pick up items within one week of delivery, the troop **MUST** notify Denise.Davis@bdgsc.org or the troop will be responsible for selling or delivering the items for the girl.

Notice

*Please remember that girls **MUST** be registered in order to participate!*

Anyone who does not pay delinquent account for the product sale programs will be subjected to Girl Scouts of Black Diamond Council's collection process. The council employs the services of a collection agency, which forwards credit card information to a national data base for credit histories.

We also ask that troops do not use troop profits to pay for any nonpaying adults. Simply fill out the delinquent account form, send it in and the troop is relieved of the nonpaying adult's outstanding debt. The delinquent account representative will take the necessary steps to collect payment. If a non-paying adult pays the troop upon receipt of a delinquency letter, notify our delinquent account representative so we may stop the collection process for that adult.

After examining all payments on record and taking into consideration of a non-paying adult, an account balance for the troop is determined and the collection process begins. When a troop is determined to be delinquent according to the records on file, a letter is sent to the troop leader reminding them that payment is due.

*If you receive a letter, it is important to call the Girl Scout & Volunteer Resource Center at 304-345-7722 to speak to our Finance and Accounting Team about your troop account, even if you know that the troop has paid their balance in full. Please keep in mind that the letter does not automatically mean that the troop has not paid—it just means that we do not have a record of payment on file for the troop.



Notes:

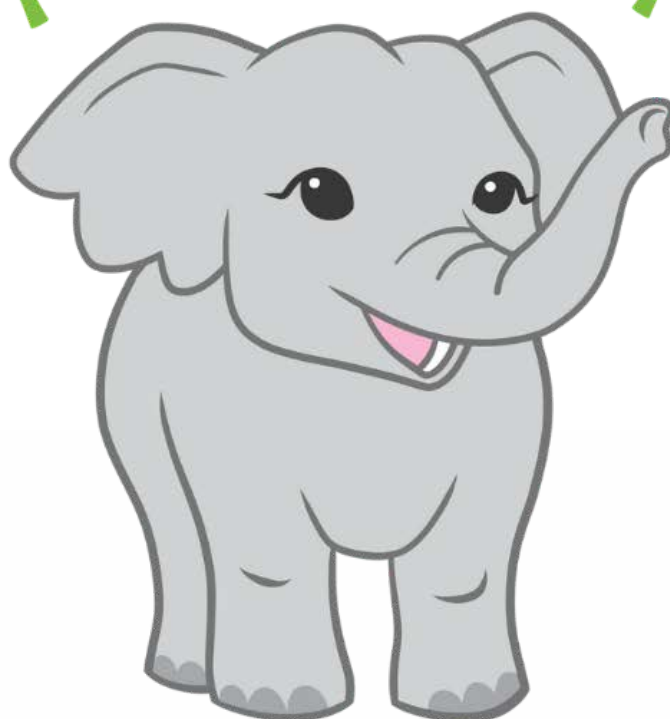
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Important Contacts:



- For technical issues and system accessibility, please contact M2 Media Group at 1-800-372-8520.
- For general inquiries/technical assistance, contact Customer Care at CustomerCare@bdgsc.org or 304-345-7722.
- For troop/service unit-specific questions or issues that may arise, contact Denise Davis at Denise.Davis@bdgsc.org or 304-345-7722.
- For questions regarding financial info and/or delinquencies, contact us at ProductPayments@bdgsc.org or 304-345-7722.

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