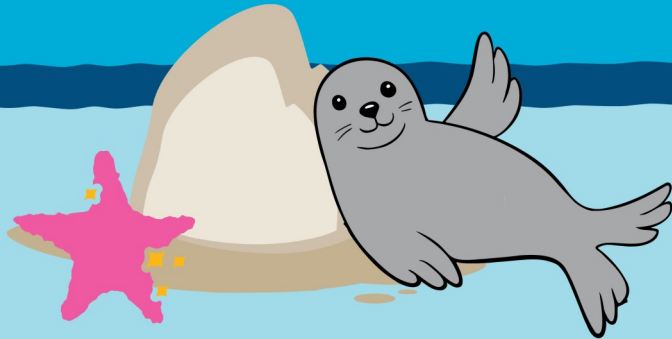


GO
BRIGHT
Ahead



2022 FALL PRODUCT PROGRAM



2022 Fall Product Program Product Program Coordinator Guide

Dates to Remember

Wednesday, August 24

Fall Kickoff and Training

Thursday, September 15

Order taking begins in person & online!
Girls can begin taking orders at any time during the program!

Friday, October 28

Order taking ends in person & online (online ends at 11:59pm)

Thursday, October 28

Troop paper orders due in M2OS

Saturday, October 29-Sunday, October 30

Troop final payments due to SU PPC

Sunday, October 30-Monday, October 31

Verify troop orders & make any adjustments.
Orders will automatically submit, system will be locked at 11:59pm on 10/31

Monday, October 31 -Wednesday, November 2

SU orders & payments due to council by appointment

Thursday, November 17-Friday, November 18

Product arrives to service units for distribution

December

Reward items arrive to SU PPC

Content

Contact

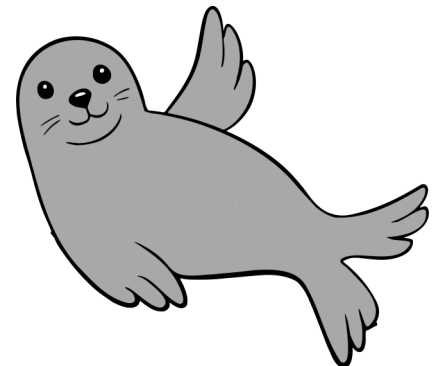
Dates	Cover	GSSNE Contacts:
Notes	2	Ginger Lallo, Chief Operating Officer
Contents, Contacts & More	3	Rebecca Reynolds, Product Program Manager
Participation & Proceeds	4-6	Michelle Jessop, Advancement & Product Program Manager
Newfor 2022	7	401-331-4500 or customer-care@gssne.org
The Product Lineup	8	M2OS System
Getting Started	9	www.gsnutsandmags.com/GSSNE
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M2OS For Troops	14-15	Ashdon Farms/A.L. Schutzman Co. Customer Service (nuts & candy product questions)
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Wrapping Up the Program Checklist	21	
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THANK YOU!

Welcome to the 2022 Fall Product Program and thank you for volunteering to serve as your service unit's Fall Product Program Coordinator. Your efforts are extremely important to the success of the Fall Program! This manual, along with the Troop Guide and our online tools, will provide you with all of the product information, important dates, contact information, and reporting guidelines that you will need to run a successful program for your community!

Thank you for your dedication and hard work as you support our girls every day!

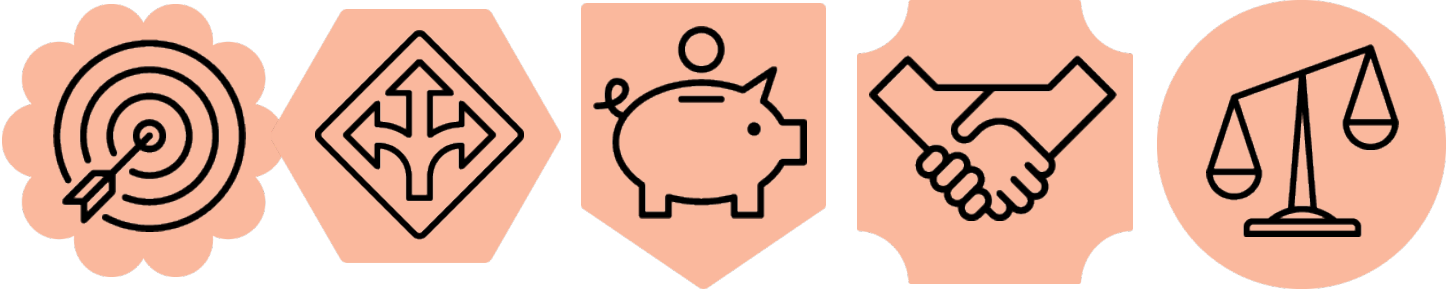
The Product Program Team,
Ginger, Rebecca, Michelle



Participation

Why Participate?

The Fall Product Program is a council-sponsored program that combines educational activities with money earning opportunities for troops. During the Fall Product Program, girls participate in selling nuts and candy from Ashdon Farms and magazines from M2, all of which go a long way to help with troop start-up funds! The Fall Product Program is a simple, fun introduction to Girl Scout Product Programs!



The Five Skills

When girls participate in the girl-led Fall Product Program, they develop these five essential skills:

- **Goal Setting:** Girls set goals individually and with their troop and then develop a plan to reach these goals. They also learn to work together as a team while working toward their goals!
- **Decision Making:** Girls decide as a team how they will spend their proceeds, which allows for collaboration and critical thinking.
- **Money Management:** When girls process orders, they learn how to handle customer's money and they also learn how to process online sales through credit card transactions. This teaches them important financial literacy skills.
- **People Skills:** Girls learn how to approach customers and gain self confidence in public speaking when making their sales pitch while selling fall products. They need to be able to present the product and payment options to friends and family members which helps in developing healthy relationships and self-esteem.
- **Business Ethics:** Girls learn to be responsible and honest throughout the Fall Product Program. They learn to use care with money and product and the importance of follow through by delivering product to customers in a timely manner. These skills help reinforce the positive values that girls learn throughout Girl Scouting.



Participation & Proceeds

Can individually registered members (IRM) participate in the fall product Program?

- Yes, Individually Registered Members (IRM), can participate in the Fall Product Program.
- IRMs may not keep proceeds per GSUSA and IRS guidelines, instead, they earn Candy Cash. They can also earn reward items!
- Candy Cash is awarded in the form of a gift card to the GSSNE Shop where girls can purchase badges, patches, and fun Girl Scout gear to support their Girl Scout Leadership Experience!
- If an IRM would like to participate in the Fall Product Program, she will be recorded in M2OS under her service unit's 5000 number troop, for example, 5001 or 5029.
- Girls who are actively participating in a troop cannot be considered an IRM for the Fall Product Program.

IRM Sales Levels & Candy Cash Earned	
Level 1: \$100-199	\$10
Level 2: \$200-299	\$20
Level 3: \$300-399	\$30
Level 4: \$400-499	\$40
Level 5: \$500+	\$50



What is required for a troop to Participate?

- Troops must have one adult Troop Fall Product Program Manager who is a registered volunteer, with a current background check, have attended training, and have signed a digital 2022 Troop Fall Product Program Manager Description and Agreement.
- Girls must be registered for the 2022-2023 membership year and submit a fully completed and signed 2022 Fall Product Program Permission Form online.
- Girls and their parents/caregivers must be clear of outstanding debt from a previous product program.

Are troops/girls required to participate in Girl Scout Product Programs?

Girl Scout product programs offer girls a great way to finance their Girl Scout activities and special projects. Participation in the Fall Product Program is voluntary. Parents/caregivers of participating girls must complete a 2022 Fall Product Program Permission Form before girls will receive any Fall Product Program materials.

If a troop is planning on doing additional fundraisers to raise troop funds, they should meet certain sales criteria for the Fall and Cookie Programs. To view current standards, please consult the 2022-2023 GSSNE Policies, Procedures, and Standards (PPS), available at www.gssne.org.

Participation & Proceeds

What can a troop earn?

\$1.00 for each candy, nut or military share item

\$2.00 for each magazine

Older girl troops (Cadettes and above) may receive an extra 15 cents per candy/nut item and 25 cents per magazine item if they opt out of receiving reward items. Troops that opt out of rewards still receive patches. The Older Girl Proceeds Permission Slip is online and must be signed by all girls in the troop. Multi-level troops with registered Girl Scout Daisies, Brownies, and/or Juniors cannot opt out of rewards.



How can girls participate?

Online

- Girls registered for the 2022 - 2023 membership year receive a link to participate through email.
- Girls can send emails to family and friends and ask them to support her troop.
- There is a large selection of nuts and candy to choose from, including online exclusive treats!
- Magazines are still available online.

Candy/Nut Order Card

- Customers can place orders for candy/nut items using the girl's order card. These items are delivered in mid-November—just in time for the holidays!

How does Military Share work?

Customers have the opportunity to purchase Military Share items through the Girl Scout online store and on the girl's order card. Customers may purchase military nuts for \$6 and the troop will receive \$1.00 in proceeds for each (\$1.15 for troops opting for Older Girl Proceeds).

All Military Share nuts are distributed to our local military service members in mid-November.

Reward Opportunity: Girls with 5+ Military Donations will receive a Care To Share patch!



New for 2022!

Theme

This year's theme is "Go Bright Ahead" and the 2022 mascot is the Hawaiian Monk Seal! Girls will have the opportunity to earn three great interlocking patches for reaching certain goals!



Tins

Available on the order card and online

- Chickadee Holiday Tin with Milk Chocolate Covered Pretzels \$10
- Girl Scout Memories Tin with Mint Treasures \$10



New nut/candy items from Ashdon Farms

This year we're introducing the delicious Chocolate Covered Almonds to the girl order card and bringing back Honey Roasted Peanuts!



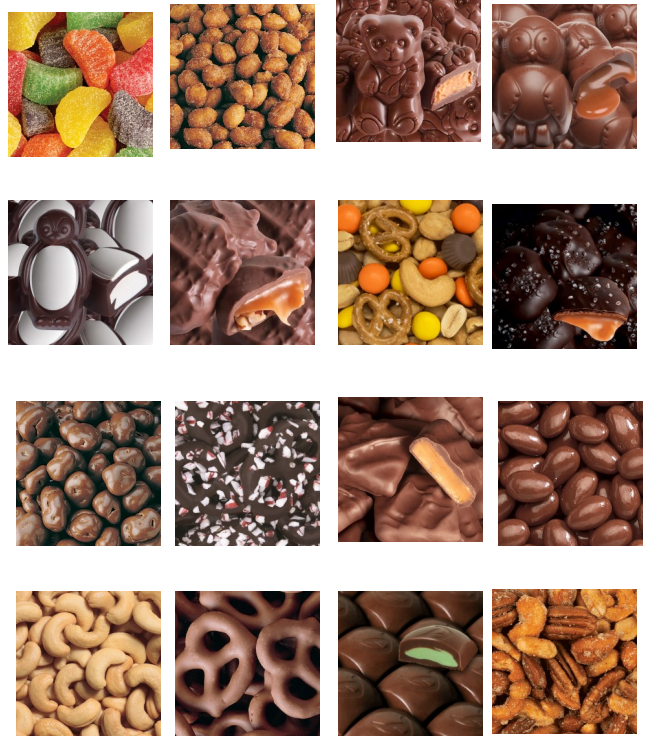
The Product Lineup

Nuts/Candy

Nuts and candy are available for purchase through a paper order card or online. All the products on the paper order card are offered online, but there are also other great options available online only like Hot Cajun Crunch, Mocha Cups, Gourmet Caramel Corn! You can also find old favorites like Dill Pickle Peanuts and Salt and Pepper Cashews online!

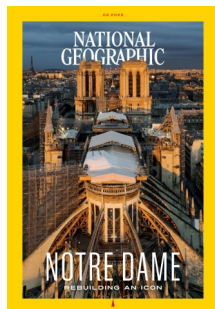
These items will be featured on the paper order card this year:

- Fruit Slices, \$6
- Honey Roasted Peanuts, \$6
- Peanut Butter Bears, \$7
- Dulce de Leche Owls, \$7
- Dark Chocolate Mint Penguins, \$7
- Deluxe Pecan Clusters, \$7
- Peanut Butter Trail Mix, \$7
- Dark Chocolate Caramel Caps with Sea Salt, \$7
- Chocolate Covered Raisins, \$7
- Dark Chocolate Peppermint Pretzels, \$7
- English Butter Toffee, \$7
- Chocolate Almonds, \$8
- Whole Cashews, \$8
- Chocolate Covered Pretzels with Chickodee Tin, \$10
- Mint Treasures with Memory Tin, \$10
- Honey Roasted Mixed Nuts, \$10



Magazines

Magazines are available for purchase online. Both print and digital subscriptions are available! Current magazine subscribers can also renew their current subscription through the Fall Product Program.



Getting Started

Service Unit Product Program Coordinator checklist prior to troop training

- Carefully review this PPC Guide and the Troop Guide.
- Renew your membership for the 2022 - 2023 membership year if you have not already done so.
- Attend the Fall Kickoff training on August 25, 2022. If you are unable to attend, contact the GSSNE Product Program Department to set up a separate training at 401-331-4500 or customercare@gssne.org.
- Read, sign and submit the digital 2022 Service Unit Product Program Coordinator Position Description and Agreement.
- Set up a training for troops in your service unit. Be sure to notify all troop leaders that they will be picking up their troop's Fall Product Program materials at your training and encourage everyone to participate. Make arrangements with those who cannot attend your training so that they can be trained at a later date.
- Obtain a list of troops and girls registered for the 2022 - 2023 membership year from your service unit's Community Recruitment Champion or Service Unit Manager. Use this to log into M2OS and verify that all of your troops and girls are set up and that their information is accurate.
- Locate and secure the delivery station for your service unit's product deliveries if you will be receiving a delivery (50 case minimum for delivery). Deliveries and pickups will be November 18 and 19, 2022. Determine where you will distribute product to troops.

Permission slips for Girl Scouts and troop leader agreements are still digital this year. Troop leader agreements will now ask for a PPC email address (make sure you provide it to your troops if they don't have it). You will now receive a confirmation email once each agreement is completed. Girl scout permission forms include a field for troop leader email addresses. Troop leaders will receive a confirmation once each form is completed. Council will no longer send periodic lists of completed forms, but will have this information available should you need it.

Troop Uploads into M2OS

- **Girls must be registered for the 2022 - 2023 Girl Scout membership year to be added to M2OS and to participate in the program.** Unregistered girls are not permitted to participate in any troop activities, including the Fall and Cookie Programs. Troops can verify girl registrations through their MyGS account. PPCs can obtain a list of registered girls and volunteers through the service unit's Community Recruitment Champion.
- All girls registered before August 31, 2022 will be entered into M2OS before the start of the program.
- After the start of the program, newly registered girls will be added to M2OS twice a week for the duration of the program.
- All girls registered for the 2022 - 2023 membership season with an email address on file by August 31st will automatically receive an email link to sign up with M2OS to participate online. Troop leaders can also do an email blast to parents/caregivers to encourage online participation.
- Verify all girls participating in the program are listed under the Manager Troops & Girl Scouts section in M2OS.
- If there are girls missing from a troop's M2OS roster for more than a week, contact GSSNE Customer Care at 401-331-4500 or customercare@gssne.org with the troop number, troop leader's name, and the names of the girls missing from the M2OS roster.

Troop Training Checklist

Use this list to help you cover all the important aspects of the fall product program during your troop training

Compliance

- Have each Troop Leader and Troop Product Program Manager sign the Troop Product Program Agreement before or the day of your training. These agreements are now all virtual.
- Remind troop leaders that product program materials should not be given to girls who have not yet registered for the 2022 - 2023 membership year or who have outstanding debt from a previous sale. A parent/caregiver permission form must be completed for all girls participating.
- Girls and troops cannot begin selling until the sale starts on September 15, 2022. Invitations to sign up for M2OS will automatically be sent on September 7th to troop leaders and on September 15th to girls.
- Go over girl safety during Girl Scout Product Programs and the GSUSA Policy on Online Selling, Marketing, & Social Media found on page 16 of this guide.
- Give the Troop Leaders and Troop Product Program Managers your contact information. Let them know they can always contact you or council for help.

Participation

- Explain the two easy ways to participate: paper orders or online. Encourage troops and girls to participate in both.
- Review the product assortment from Ashdon Farms and M2 and girl reward items.
- Encourage troop goal-setting.
- Explain troop proceeds and rewards, including the rewards opt-out option for older girl troops. Let them know that troops keep proceeds up front.
- Discuss and encourage the Military Share program as a way for the girls and the troop to meet their sales goals while giving back to their community! More details can be found on page 6.
- Remember that troops should meet a minimum sales standard in the Fall and Cookie Programs to do additional fundraising. Current standards can be found in the 2022 - 2023 GSSNE Policies, Procedures, and Standards (PPS), available at www.gssne.org.
- Encourage everyone to read the newsletters sent by council and visit the Fall Product Program page on the GSSNE website to keep up to date with current information.

M2OS

- Troop leaders will automatically be loaded into M2OS and will receive an email inviting them to register with the site. If the troop leaders will not be the ones managing the Fall Product Program, please obtain the Troop Product Manager's name and email address and send to council so their eligibility to participate can be verified. Anyone serving as the Troop Product Manager must be a registered and background checked member. Council can load troop users into M2OS.
- Review the M2OS system with troops and show them the online resources available to them, including www.gssne.org.
- Review the Summary Report that troops will need to submit along with their final payments and paperwork.

Payments & Sale End

- Explain the processes for collecting money, ePayments, and the updated GSSNE debt collection procedures. See page 17 for more information.
- Schedule times for your troops to turn in their payment and paperwork. Give troop leaders and troop product managers your deadline dates for entering their troop orders. Encourage troops to use the ePayments system.
- Discuss product and girl reward delivery. Product and rewards should be distributed as soon as they are received by the troop.

PPC M2OS—Setting Up

Overview

The M2OS Dashboard is a simple solution for volunteers and girls to manage the Fall Product Program. Volunteers have all the tools to customize their business experience. All necessary information is right on the dashboard when you login.

M2 GS Test Council 1 Trophy

Taylor Gomes
SU
Edit Avatar
Your Patch
Change Role

13 Avatars created
18 Emails Sent
1 Photos uploaded
0 Videos uploaded

Stats: Current Campaign Service Unit: Outer Banks 103

Online Magazines	\$0.00	\$20.00	\$22.00	\$685.00
Direct Ship Nuts				
Online Nut Girl Delivered				
Nut Card				

\$727.00 Total Sales	\$0.00 Online Magazines	\$20.00 Direct Ship Nuts	\$22.00 Online Nut Girl Delivered	\$685.00 Nut Card
N/A Last Year	N/A Last Year	N/A Last Year	N/A Last Year	N/A Last Year

Note: Sales data is updated every 15-30 minutes.

Hide Campaign Metrics ▲

Campaign Setup

- Troop Training Video

Manage System Users

- Send messages
- Manage Service Unit, Troops & Girl Scouts
- Manage Admin Users

Financials & Reporting

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

Product Management

- Paper Order Entry

Rewards & Patches

- Personalized Patches

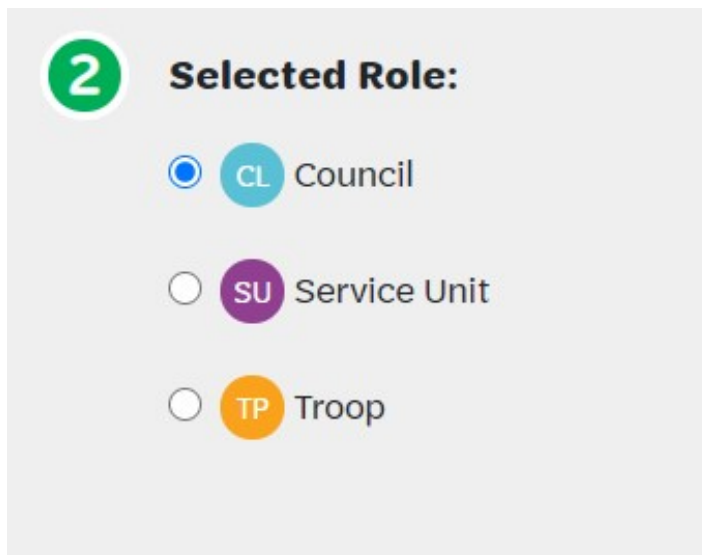
Step 1—Logging into M2OS

Once you are uploaded into M2 you will receive an access email (you must wait until you receive this email before you can access M2). This will be around September 7, 2022. Follow the instructions in this email to create your password. You will be required to watch a short training video prior to setting up your password and gaining access to the site. Write your user email and password in this manual for future reference. Once created go to gsnutsandmags.com/gssne and login in the service unit volunteer role. Parents /caregivers will login using the campaign site. If you have a daughter in the program, you can use the same email address, but will need to switch back and forth between the two sites.

PPC M2OS—Setting Up

Step 1—Logging into M2OS Continued

- The first page is your service unit's dashboard.
- If you also manage a troop, you will need to go to the top right corner where it says 'SU' and use the drop down menu, and then choose 'change role' and then select 'troop' on the main page.



- If you manage more than one troop you can select the troop you want to view from the drop down box in the right corner once you are on the troop site.
- Create your own M2 avatar and share with the girls how fun this process is! Remind girls they can earn their own personalized avatar patch during the Fall Program, but the first step is to create the avatar. Two troop volunteers will earn a personalized avatar patch if the troop reaches \$1,250 in combined sales and activates the parent adult email blast. Also each service unit will be sent one personalized patch, so be sure to create your avatar and update your address. This can be found under your name on the homepage.
- Encourage troop leaders to encourage their girls to individually or as a troop create a video to promote their business. This has proven to engage customers and can double online sales.
- If needed troop leaders can send the access email to parents/adults by doing an email blast which can be found on the dashboard. Please have troop leaders check to make sure all troop girls are listed in M2. If they are not (and they are registered), they can contact Customer Care at 401-331-4500 or customercare@gssne.org.
- Parents will enter girl orders from the nut/chocolate order card in the M2 Online system during the sale or by 10/26 at midnight EST. Parents should not enter products that were ordered online by customers for girl delivery.
- Through the M2OS system you can also send messages to troop leaders, and the leaders can send messages to the girls.

M2OS Navigation for PPCs

Manage System users

Send Messages— Send messages to participants, volunteers, and members of this campaign.

Manage Service Unit, Troops, Girl Scouts—Service unit users can use this as a way to view all sales reports and payments for the service unit, troops, and girls.

Manage Admin Users— Manage administrative accounts for this campaign. You can also see which troop leaders have watched the training video.

Financials & reporting

Banking & Payments—View all Troop Payments for this service unit. You can also view girls payments by clicking on each troop, and can add girl payments if needed.

Reports— View all financial and special reports for the service unit.

Troop Summary/Amount Due Report— This is the report that troops will use to find their balance owed. This has a summary of all sales, and also has campaign stats.

Product Management

Paper Order Entry—This is where you can view and manage troop orders. Be sure to verify all orders, and if troops need to make adjustments after 10/28 you will need to make those changes. There is no submit button, all orders in by 10/31 at midnight will be automatically submitted.

Delivery Tickets—This will show up once all orders are in. You will be able to your delivery tickets and reward tickets.

Rewards & Patches

Personalized Patches—Manage personalized patches for this campaign. See who needs to finish creating their patch

Rewards— Manage physical rewards for this campaign.

Troop Instructions—Placing your order

Troop Order

If your girls are participating in the M2 online system, their caregiver should enter the orders collected on the paper order card into M2. If you have a caregiver that cannot do this, or one whose Girl Scout did not set up a M2 account, you will need to enter these orders by following the instructions below. Don't forget, you will only be able to do this from October 22-28. To save you time and effort, you should encourage all caregivers to set up an M2 account and enter their Girl Scout's orders themselves.

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 rewards 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.

NOTE: You do NOT need to enter any orders placed in the M2 system by customers. These will automatically show up in the system. There is NO SUBMIT button. Once the quantities are put in M2 and saved, the order has been entered. Any items entered into M2 will be ordered.

Troop's Reward Order

Rewards are ordered automatically based on the orders in M2 for the girl. Therefore, the only "choices" that will need be selected are for t-shirt sizes. It can take up to a few hours for the system to update earned rewards after orders are entered so choices may not show up right away. The last day for girls and troops to choose rewards is November 1, 2022.

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

1. Log in to M2 and click on "Rewards and click "Earners"
2. Click on girl's name. If there is a triangle with a "!" that means the girl has a choice that needs to be made.
3. Click on the triangle and make the choice, then click update.

Follow up with all girls that have combined orders of \$300 or more and sent 15 emails, to make sure they have created an avatar and entered their mailing address into M2 so the girl can receive her personalized avatar patch. Once a girl reaches \$300 in sales, sent 15 emails, and created her avatar in M2 she will receive the personalized patch.

Once rewards are in, you can pull a report in M2 to determine how to distribute to girls. To do this simply:

1. Log into M2 and select the Delivery Ticket icon and scroll down to "Reward Delivery Tickets"
2. Choose "All girls" or individual and click Create Ticket to download a PDF report.

Reward Opt-Out

If your troop is a Cadette, Senior, or Ambassador troop you can opt out of rewards and earn additional proceeds by clicking on Reward Opt-Out. Please note: Once you select Opt-Out, you cannot change the option, so be sure your troop wants to opt out before making the selection.

Troop Instructions—Delivery & Damages

Delivery

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

- You will receive exactly what your troops sold. No extras.
- To print a delivery ticket for your troop pick up, click the “Delivery Tickets” icon. (Please note you will not be able to view or print this until October 29.)
- Arrive at your assigned delivery location and time. (Be sure to follow any specific instructions that may be communicated regarding your specific delivery location.)
- If picking up, use a vehicle large enough to hold your entire order. You will be required to get out of your vehicle and count and sign for the product. It’s your responsibility to make sure you have your complete order.
- After you pick up your product, sort into troop orders before allowing leaders to pick up. This will help you make sure each order is accurate before product is picked up. You can print a report “by troop” to use when sorting into troop orders by clicking the "Delivery Tickets" icon, Troop tickets.
- Prepare a receipt for each pickup. When leaders pick up, have them count and verify the order and sign. Complete a receipt for each transaction. Remember, troops are financially responsible for all the product for which they sign.

Damaged Items, Product Quality Concerns & Magazine Orders

- All damaged items must be returned to council immediately. Only like-for-like exchanges will be made.
- If a customer has a concern regarding the product quality of nuts or candy, please have the customer contact Ashdon Farms at 1-800-274-3666 for a refund or exchange.
- Questions regarding magazine orders can be directed to M2 at 1-800-372-8520 or support.gsnutsandmags.com



Girl Safety & Technology

Girl Safety

Safety is always a priority for our council. More detailed information can be found in the Volunteer Essentials and Safety Activity Checkpoints on the council's website, gssne.org. All girls participating in online Girl Scout activities should read and sign the Girl Scout Internet Safety Pledge. Here are some other tips for girls on having a safe and successful Girl Scout Product Program:

- **Show you're a Girl Scout:** Wear the Girl Scout membership pin, uniform, and/or Girl Scout clothing to identify yourself as a Girl Scout.
- **Buddy up:** Always use the buddy system. It's not just safe, it's more fun!
- **Be prepared:** If selling door-to-door, become familiar with the areas and neighborhoods where you will be selling nuts/candy ahead of time.
- **Partner with adults:** Adults must accompany Girl Scouts when they are taking orders, selling or delivering product.
- **Plan ahead:** Always have a plan for safeguarding money, and avoid walking around with large amounts of it or keeping it at home or school. Girls should give money to supervising adults, who should deposit as soon as possible.
- **Do not enter:** Never enter the home or vehicle of a person when you are selling or making deliveries. Avoid selling to people in vehicles or going into alleys.
- **Sell in daytime:** Sell only during daylight hours, unless accompanied by adults.
- **Protect privacy:** Girls' names, addresses, and email addresses should never be given out to customers. Protect customer privacy by not sharing their information except for the product program.
- **Be safe on the road:** Always follow safe pedestrian practices, especially when crossing at

GSUSA Policy on online selling, Marketing, & Social Media

No girl, or adult acting on behalf of girl members, can collect money online for Girl Scout products or a money-earning activity online. The exception to this is GSUSA approved product programs.

Girls are only to use the internet to market the Girl Scout Fall Product Program to friends and family. Friends and family are people whom the girl or her family personally know.

- **The Girl Scout Product Programs are girl-led programs, and online marketing and sales efforts should always be led by a girl while also being supervised by her parents or caregivers.**
- Friends and family of a girl participating in Girl Scout Product Programs must not market or share a girl's contact information, sales links, or sales information on public-facing online sites (examples: Craigslist, yard sale sites, Facebook Marketplace, neighborhood sites, Amazon, or e-Bay). They also should not share their sales link with any news outlets (this includes online and traditional news media, such as radio, television, or magazines).
- For safety purposes, online marketing activities, especially those conducted through social media platforms, should always be done through accounts set to "private".
- Should any online marketing activities be identified as in violation of this policy, GSUSA or council reserves the right to intervene and request removal or remove the post.

All girls participating in online Girl Scout activities should read and sign the Girl Scout Internet Safety Pledge, available at gssne.org.



Money Matters

Your Responsibilities

- Remind troops, girls and caregivers that they must collect payment when the order is taken.
- Always provide a receipt for all products distributed and payments received.
- Enter payments under the appropriate troop in M2OS as received.
- Have troops deposit payments into their troop bank account or deposit to council as often as possible. The safest place for money is in the bank!
- Money from Girl Scout Product Programs should NEVER be deposited into personal bank accounts. Per GSSNE policy, all troops are required to have their own bank account for troop activities.
- Encourage the use of the GSSNE ePayment system.
- Collect all troop payments and paperwork. All final payments are due to council by November 4, 2020.
- Keep and maintain all financial records and receipts until September 30, 2023.

ePayments

GSSNE has a new way for troops to process payments for the Fall Product Program. The ePayment system is available for troops to submit payments directly to GSSNE. The process is user friendly and immediate! Troops simply visit <https://sne.gsachonline.com> when you they ready to make their payment.

Accepting Checks

- **Only collect checks from friends and family members.**
- Checks are to be made payable to GSSNE or Girl Scouts of Southeastern New England.
- Write the customer's license number and state on the check.
- Make sure that the troop number and the girl's name in the memo section of the checks.
- Verify that the written amount of the check matches the dollar box.
- Checks must have a complete address and phone number listed; no starter checks.
- Do not accept post-dated or two party checks.



Bounced Payments

GSSNE takes debt from product programs very seriously. The Bad Debt Policy posted in the PPS will be followed. Checks should only be taken from people you know, with troop number and girls name on bottom as well as full address and driver's license number of customer paying with check.

GSSNE is charged for every returned check or ePayment. We understand that mistakes happen, and as such, troops will not be charged a fee by GSSNE for the first returned check or ePayment that we receive. However, GSSNE cannot assist with bank fees incurred by troops relating to bounced payments. If GSSNE receives a second returned check or ePayment from a troop, the troop will incur fees of \$25 per check and \$35 per ePayment return. Once a customer or troop bounces a check or ePayment, GSSNE will only accept cash, money order, or bank check for payment. The biggest mistake we see with ePayments is when troops input the wrong bank routing number or account number. Please double-check that your banking information has been entered correctly in the ePayment system before submitting payment.

Product & Reward Distribution

Pickup/Delivery Day Tips

- Prior to pickup/delivery day, arrange a time schedule for orderly distribution to troops.
- If you are receiving a delivery, select a cool dry area to stack your order, preferably at street level (such as a garage). When using a garage, be sure that cases are not placed directly on a concrete floor or stacked where they might absorb any foreign odors, moisture or get damaged in any way.
- The day of delivery and troop pickup, you should prominently display signage where the driver and volunteers can easily see it.
- When you receive your delivery, ask the driver to stack the cases by variety for easy distribution.
- Do not remove any items until the complete delivery has been made.
- Count each item to verify that the delivery ticket matches what you receive.
- Inspect all cases for visible damage and replace if necessary.
- Once you have verified and inspected your order, you will then sign for your product. Record any discrepancies on your delivery ticket when you and the driver sign.
- After the truck departs, distribute orders to troops as scheduled.
- Count and sort each order as it is picked up with the troop leader.
- Be sure to have each leader sign a receipt when they pick up their order.

Product Delivery information

- Deliveries and pickups of product will be November 17 and 18, 2022. You will sign up for a time slot online.
- Product can be picked up at Arpin Warehouse (99 James P Murphy Ind Hwy, West Warwick, RI 02893) or delivered to service units who have 50 cases or more ordered.
- Product is delivered “to the piece” so you may receive some individual items in addition to full cases. There are 12 units to each case. You can check your delivery tickets ahead of time by going to the “Product Management” section and click “Delivery Tickets” on your homepage.
- Please be sure to carefully count the product to ensure that you receive the correct amount of items. **Once the product is signed for, you are responsible for them.** Be sure to have troop leaders/troop product managers count and sign for products they receive as well.
- If your order is not complete, notify the delivery agent immediately. **Make note of any discrepancies on your delivery ticket.**
- Contact troops to pick up product and rewards as soon as they are received. Remember: Families may be planning to give the nut/candy products to family and friends for the holidays.









Reward Delivery & distribution information





- Girl rewards will be delivered to you in early December. Council will notify you when they are on their way.
- Copy of reward delivery tickets can be found under “Delivery” on the homepage.
- Upon receipt, verify that the quantities received match your packing slips. Notify council of any missing items.
- Separate rewards by troop for distribution. Through M2OS, go to **Reports** then **Special Reports** pull a **Service Unit Rewards** report to determine what each troop should receive.
- Be sure to have Troop Leaders/Troop Product Program Managers count and sign for the girl rewards when they receive them.
- All rewards should be distributed to troops and girls immediately. Troops can pull a **Troop Rewards** report to determine what each girl should receive.

2022 Girl Rewards

Nut/Candy Rewards

 <p>12+ Nut/Candy Items Go Bright Ahead Patch</p>	 <p>20+ Nut/Candy Items Flower Necklace</p>	 <p>40+ Nut/Candy Items Gel Eye Mask</p>
 <p>60+ Nut/Candy Items Super Seller Patch AND T-Shirt</p>	 <p>80+ Nut/Candy Items Large Seal Plush</p>	 <p>100+ Nut/Candy Items 100 Club Patch AND Tassel Photo Holder</p>



Magazines Rewards

 <p>2+ Mags Swimming Seal Patch</p>	 <p>5+ Mags Small Plush</p>	 <p>8+ Mags Mag SS Patch AND Diamond Art Sticker Craft</p>
 <p>11+ Mags Color Changing Sunglasses AND Tie Dye Knot Scrunchie</p>		 <p>15+ Mags Dry Bag</p>

Rewards are cumulative, giving girls the opportunity to earn each item as they reach their goals.

2022 Girl Rewards

Online and Other rewards

 <p>5+ Military Donations Care To Share Patch</p>	 <p>Send 15+ Emails 2022 Patch</p>
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 <p>\$1,250 Combined Sales & Activated PAEB Volunteer Personalized Patch (Two leaders can earn this patch)</p>	 <p>\$300+ Combined Sales & 15 Emails/Avatar Girl Personalized Patch</p>	 <p>Fall—15 Emails & Avatar Cookies—250 Packages Cookie Crossover Patch</p>
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Troop rewards

Each troop who has 100% girl participation and a per girl average of \$160+ in sales will be entered to win 1 of 3 Girl Scout Cookie Gift Packs, including a cookie cart and other items to decorate your cookie booth!

Goal Getter! Combined cookie and fall reward

Girls can earn an awesome personalized combined cookie and fall program patch!

Girls who create an avatar during the Fall Program, send 15+ emails during the Fall Product Program and sell 250+ packages of cookies in the 2023 Cookie Program will receive the Cookie Crossover Patch!



Wrapping Up the Program Checklist

Final paperwork and payment turn-in days for service units are October 31 – November 2, 2022 if needed. Council will send a sign-up schedule email .

Troop Turn-In

Troops should turn in their final payments and paperwork by Sunday, October 30, 2022. When you collect orders and payments from the troops in your service unit at the end of the sale, be sure to check for accuracy of the following items:

- Verify that all troops have entered their paper nut/candy and girl rewards into M2OS. Assist any leaders who may need help with this process. Online orders are automatically included and do not need to be manually entered.
- Final payment amount. Troops should turn in their **Summary Report** with their final payment to check for accuracy.
 1. **To prevent overpaying what is owed, troops should wait until online sales end at 11:59 pm on October 28, 2022 to pull this report for their final payment.** Even if a troop stops taking in-person orders before this date, online sales can still come in until October 28. Additional online sales will increase proceeds and the amount of money the troop has deposited, and will change the final amount due to council.
 2. In the Summary Report, there will be a section called Total Sales and you will see at the bottom of this section where the Balance Due is. This amount will already have the troop's proceeds (including proceeds from online sales) and any payments that have been made through online sales (or earlier in the sale) subtracted from it.
 3. Troops should pay the exact amount listed in the summary report to council.

Ways for troops to pay their balance due council at the sale end

1. Submit amount due from the summary report as an ACH deposit through the ePayment system. They will need to print a copy of their confirmation email to turn in with their summary report at the end of the sale.
2. Deposit all funds into their troop account, then write a check from their troop account to GSSNE for the amount due from their summary report. Turn in their troop check with a copy of the summary report.
3. Deposit money directly to GSSNE at a bank by using one of the GSSNE deposit slips. GSSNE deposit slips can be obtained from council. Turn in the summary report and a copy of the deposit receipt from the bank.
4. Hand in cash, checks and a copy of the summary report. The amount handed in should match the amount due on the troop's summary report.

Service Unit Turn-In

Please bring the following items to the council office for the Service Unit Turn-In. Council will have service unit and troop reports printed for you at turn-in.

- Troop payments. **Please have all payments and paperwork separated by troop.** This allows for easier reconciliation should there be any errors.
- Verify that all participating troops submitted their Troop Fall Product Program Manager Description and Agreements online.

Product & Reward Distribution

Product will be ready to be delivered/picked up by service units on November 17 and 18, 2022. Sign ups for delivery/pickup times will be available online.

- Distribute all nut/candy items to troops upon receiving them.
- Rewards will be shipped in late November/early December. Distribute to troops immediately.



girl scouts 
of southeastern
new england

We're here to help!



Ginger Lallo



Rebecca Reynolds



Michelle Jessop

Customercare@gssne.org

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2022 FALL PRODUCT PROGRAM