



2022 Fall Product Program Troop Guide

Fall Product Program Coordinator (PPC): _____
Address: _____
Phone: _____
Email: _____

Dates to Remember

Thursday, September 15
Order taking begins in person & online! Girls can begin taking orders at any time during the program!

Friday, October 28
Troop paper order entry end date AND order taking ends for online and direct ship (online ends at 11:59pm)

**Saturday, October 29-
Sunday, October 30**
Troop orders & payments due to SU PPC

**Thursday, November 18-
Friday November 19**
Product arrives to service units for distribution

December
Reward items arrive to SU PPC



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GSSNE Contacts:

Ginger Lallo, Chief Operating Office
Rebecca Reynolds, Product Program Manager
Michelle Jessop, Advancement & Product Program Manager

401-331-4500 or customer@gsne.org
500 Greenwich Ave., Warwick, RI 02886

M2OS System

www.gsnutsandmags.com/GSSNE

Ashdon Farms/A.L. Schutzman Co. Customer Service (nuts & candy product questions)

1-800-274-3666

M2 Customer Service (magazines, online tech support, custom patch)

1-800-372-8520 support.gsnutsandmags.com

We Appreciate YOU!

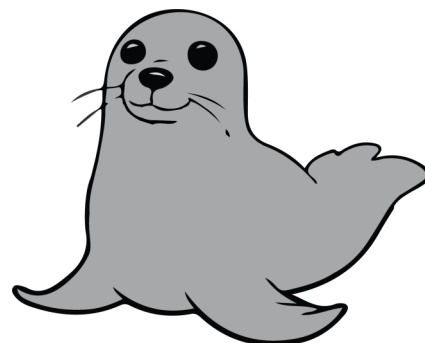
Thank you for volunteering your time to assist the girls in your troop and Girl Scouts of Southeastern New England (GSSNE) with the 2022 Fall Product Program.

With your support, girls will have the opportunity to participate in a high quality entrepreneurial program, as well as generate funds for girl-selected troop activities and projects. Girls also develop skills in five key areas during Girl Scout Product Programs: Goal Setting, Decision Making, Money Management, People Skills and Business Ethics. These essential skills are necessary to successfully navigate throughout life, whether working on a high school science project, becoming a project manager or becoming the next CEO.

All participants are winners! While girls learn new skills, they'll also be generating funds for supplies, activities, and exciting trips! Your participation and support not only helps the girls to continue to have affordable and engaging programs and events, but funds also go towards adult training and maintaining our camps.

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

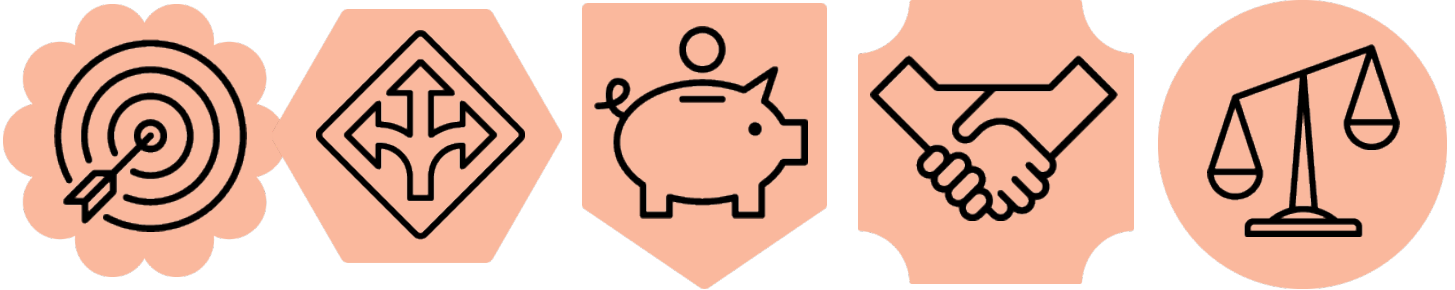
The Product Program Team,
Ginger, Rebecca, Michelle



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

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 if they opt out of receiving reward items. Troops that opt out of rewards still receive patches. The Older Girl Proceeds Permission Slip 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 all 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!



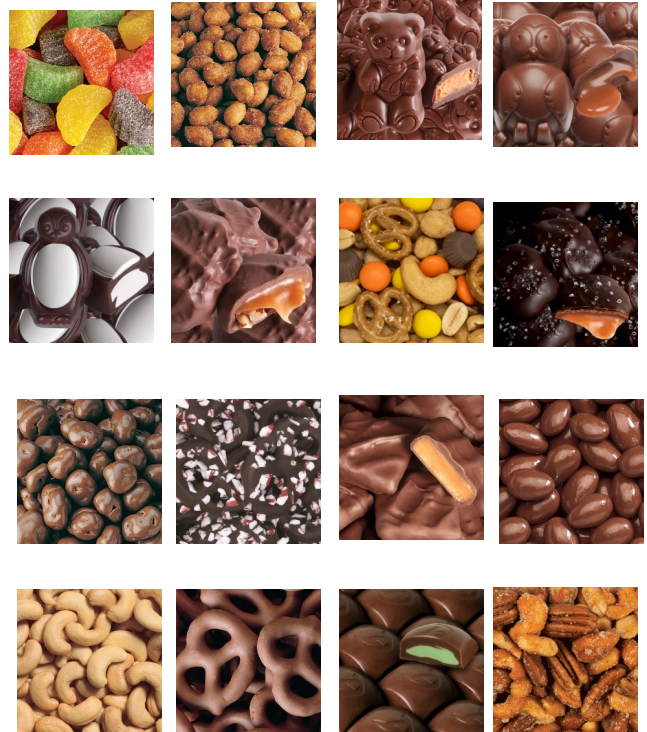
The Product Lineup

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!

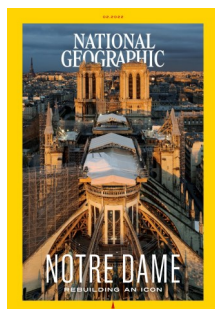
These items will be featured on the paper order card this year:

- 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 Covered 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

You've attended your service unit's Fall Product Program training, signed your Troop Fall Product Program Manager Description and Agreement and have an envelope full of forms. ***What's next?***

- Carefully review this entire Troop Guide. If you have questions contact your service unit's Fall Product Program Coordinator (PPC).
- Schedule time during the next troop meeting to explain the product program and hand out forms and packets to the girls and their parents/caregivers. 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 product program.
- Have the parents/caregivers of all girls participating complete and submit the permission form.** This online permission form also has a place where girls and their parents/caregivers can choose which reward item she would like if certain goals are met. Please be sure that this section is completed. You will receive an email copy of the permission form. It will come in handy when checking the girl rewards in M2OS!
- Explain the two easy ways to participate: order cards or online. Encourage them to participate in both.
- Set troop and individual goals for those participating. Get the girls thinking about what they could do with their troop proceeds! The girls may decide to take a trip, buy troop supplies or support a local community service project.
- Discuss troop proceeds and rewards. Do the girls want to earn reward items or opt out for higher proceeds? Keep in mind that this option is only for older girl troops and is not available to multi-level troops with Girl Scout Daisies, Brownies and/or Juniors.
- Discuss and encourage the Military Share program as a way for the girls and the troop to meet their goals while giving back to their community! More details can be found on page 4.

Permission slips for Girl Scouts are still digital. The forms include a field for troop leader email addresses (make sure you provide it to your families if they don't have it). 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.

Your Troop in M2OS

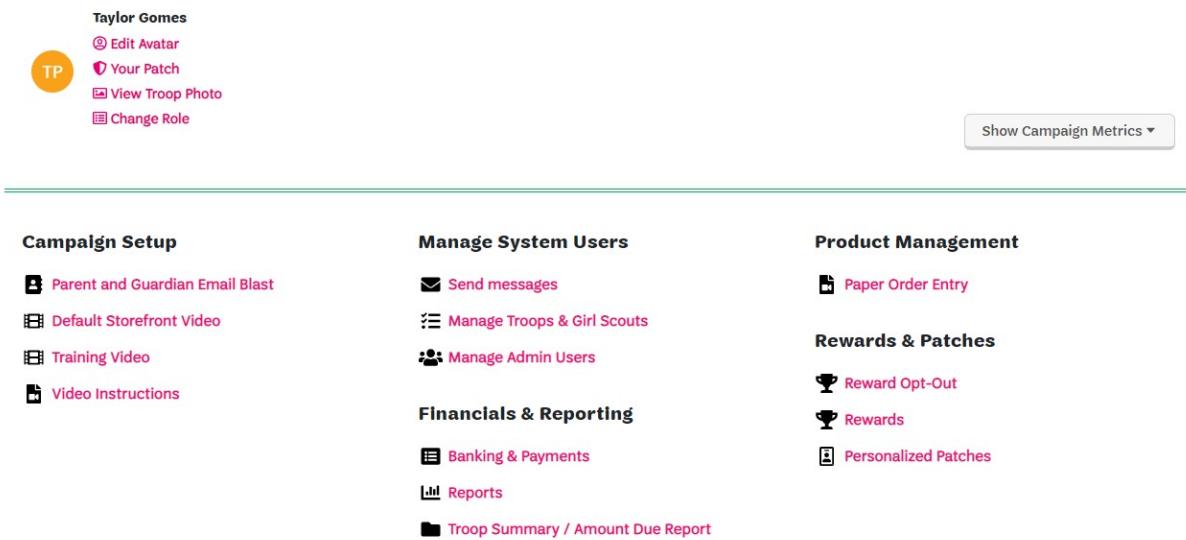
- **Girls must be registered for the 2022-2023 Girl Scout membership year to be added to M2OS and to participate in the program.** Unregistered girls are not permitted to participate in any troop activities, including the Fall and Cookie Programs. You can verify girl registrations through your MyGS account.
- 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.
- Once you gain access to M2 you can do an email blast to parents/guardians so they can gain access to the site.
- Verify all girls participating in the program are listed under the Manage Troops & Girl Scouts section.
- If there are girls missing from your M2 roster for more than a week, contact GSSNE Customer Care at 401-331-4500 or customercare@gssne.org with your troop number, troop leader's name, and the names of the girls missing from your M2 roster.

Volunteer 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. Please note, screen images may be different than printed.

M2 GS Test Council 1 Trophy



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 as a troop volunteer. Parents /caregivers will login using the campaign site. If you have a Girl Scout in the program, you can use the same email address, but will need to switch back and forth between the two sites.

- The first page is your troop’s dashboard. If you manage more than one troop you can select the troop you want to view from the drop down box in the top right corner.
- Create your own M2 avatar and share with the troop how fun this process is! Remind them they can earn their own personalized avatar patch during the Fall Program, but the first step is to create the avatar. Plus two troop volunteers will earn a personalized avatar patch if the troop reaches \$1,250 in combined sales and the parent guardian email blast is activated.
- Encourage girls individually or as a troop to create a video to promote their business. This has a proven to engage customers and can double online sales.
- If needed you can send the access email to parents/guardians by doing an email blast which can be found on the dashboard. Check to make sure all your troop girls are listed in M2. If they are not (and they are registered), contact Customer Care at 401-331-4500 or customercare@gssne.org.

Instructions—Placing Your Order

Step 2— 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.

Step 3—Your 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. Double check to make sure the quantities and varieties are correct.

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. You do NOT need to press any SUBMIT button. Any items entered into M2 will be ordered.

Step 4— Your 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.

Instructions—Delivery & Damages

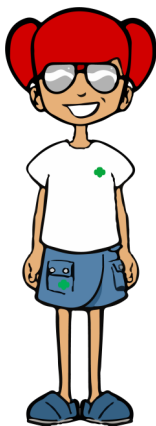
Step 5—Delivery

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 girls 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.)
- 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 girl orders before allowing caregivers to pick up. This will help you make sure each order is accurate before product is picked up. You can print a report “by girl” to use when sorting into girl orders by clicking the "Delivery Tickets" icon, Girl tickets.
- Prepare a receipt for each girl. When caregivers pick up, have them count and verify the order and sign. Complete a receipt for each transaction. Remember, caregivers are financially responsible for all the product for which they sign.
- If you have a girl with multiple caregivers taking orders, be sure that each caregiver picks up and signs for their own order.

Damaged Items, Product Quality Concerns & Magazine Orders

- All damaged items must be returned to council or your PPC 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.



Money Matters

Collecting and Depositing Money

- Remind girls and caregivers that they must collect payment when the order is taken. Customers can make a payment using cash, check, venmo, or other payment app at the discretion of the troop.
- Always write receipts! When money is collected from parents/caregivers, girls, or troops, receipts must be filled out to show acceptance of money on behalf of the council. Receipts should always be written when product is exchanged and a new receipt should be completed each time.
- Enter payments under the appropriate girl in M2OS as received.
- Deposit payments into the troop bank account or give to your PPC 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.
- All final payments are due to the troop no later than October 28, 2022. Your troop's payments are due to your PPC by October 30, 2022.

ePayments

The ePayment system is available for troops to submit payments directly to GSSNE. The process is user friendly and immediate! Simply visit <https://sne.gsachonline.com> when you are ready to make your payment.

Steps needed to make an ePayment:

1. Log in using your email and password (Create an account if you don't have one). Please note: when setting up a new account, select "unknown" as the service unit and you will need to enter a 5-digit troop number. If your troop number is less than 5 digits, add zeros to the beginning of your troop number. For example, Troop 999 would become Troop 00999.
2. Enter/update your profile information.
3. Enter troop bank information for each troop you lead. Double-check that your information is correct.
4. Choose troop and enter payment amount and submit.
5. Receive an email payment confirmation.
6. Immediately send a copy of this email receipt to your Service Unit PPC.
7. All payment paperwork must still be submitted to council according to established GSSNE Product Program Policies.

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.
- List your troop number and the girl's name in the memo section of the checks.
- Checks must have a complete address and phone number listed; no starter checks.
- Write the customer's license number and state on the check.
- Do not accept post-dated or two party checks.
- Deposit all checks into your troop bank account or submit payment to your service unit PPC.

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.

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 intersections or walking along roadways. Be aware of traffic when unloading product and passengers from vehicles.

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.



2022 Girl Rewards

Nut/Candy Rewards

 <p>12+ Nut/Candy Items</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</p>		 <p>15+ Mags Dry Bag</p>

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

2022 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 payments are due to your service unit's Product Program Coordinator by Sunday, October 30, 2022. Please coordinate with your PPC to make your final payments and turn in your troop's orders.

Check off the items you've completed at the end of the program!

- Collect all girl order cards. Enter or verify all orders in M2 under Paper Order Entry. GSSNE orders the exact number of items that troops enter into M2, so it is important that girl orders are entered accurately. Please note, if girls have Girl Delivered or online orders, these will be included automatically in girl and troop totals, they do not need to be manually added.
- Collect cash and checks from girls and deposit into troop bank account.
- Confirm the reward items that your girls will be receiving. Please note that if a girl sells 60+ nut/candy items, she earns a t-shirt and you'll need to enter the size.
- Print your troop's Summary/Amount Due Report.**
 1. To prevent overpaying what is owed by your troop, please wait until online sales end at 11:59 pm on October 28, 2022 to pull this report for your final payment. Even if your troop stops taking in-person orders before this date, online sales can still come in until October 28. Additional online sales will increase your proceeds and the amount of money your troop has deposited, and will change the final amount due to council.
 2. To find this report, go to M2's *Financials & Reports* section on the dashboard then click the *Troop Summary/Amount Due Report* option.
 3. **The report titled *Troop Summary/Amount Due Report* will show you a summary of everything from the sale, including what your troop owes to council.** This amount will already have your 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.
 4. Pay the exact amount listed in the *Amount Due Report* to council.
- There are multiple ways of paying your troop's balance to council at the end of the program.
 1. Submit amount due from your Summary Report through our ePayment system (details on page 11). Print a copy of your confirmation email to turn in with your Amount Due Report to your Product Program Coordinator.
 2. Write a check from your troop account to GSSNE for the amount due from your Amount Due Report. Turn in your troop check with a copy of your Amount Due Report to your Product Program Coordinator.
 3. Deposit money directly to GSSNE at a bank by using one of the GSSNE deposit slips. GSSNE deposit slips can be obtained from your PPC or from council.
 4. Hand in cash, checks and a copy of your summary report to your Product Program Coordinator. The amount you hand in should match the amount due on you're Amount Due Report.
- Turn in all payments and a copy of your final Amount Due Report to your Product Program Coordinator by October 30, 2022.



girl scouts 
of southeastern
new england

We're here to help!



Ginger Lallo



Rebecca Reynolds



Michelle Jessop

Customercare@gssne.org

401-331-4500

2022 FALL PRODUCT PROGRAM