2019 Fall Product Program
Troop Manager Guide

Service Unit Fall Product Manager
Name ____________________________________________
Phone _______________________________________
Email ________________________________________
Volunteers and parents will receive their M2 registration email on 10/4 or get started here: www.gsnutsandmags.com/gsnorcal

Contact GSNorCal for questions regarding membership, banking, and other program-related questions.

(800) 447-4475, x0 info@gsnorcal.org

Need access, tech, or product entry support while using the M2 system? Parents and volunteers should contact M2 directly!

See you on October 5 to kick off the Fall Product Program!

Girls design their Me2™ avatar, launch their storefronts, learn about the Rhino Take Action Project, understand the importance of branding, take a nutty virtual field trip, earn a free cybersecurity badge, and taste test the new fall products.

Drop in anytime between 10AM – 2PM at any local NorCal office, no registration required. All Girl Scouts and their families are welcome. Feel free to bring your own laptop or tablet to use.

Be sure to bring questions for our virtual cybersecurity professionals from Palo Alto Networks and Cisco!
Be the Difference with GSNorCal!

Welcome to the 2019 Fall Product Program! This online entrepreneurship program provides an opportunity for girls to **take action and make a difference** through promoting their nut, chocolate, and magazine business.

Meet **Najin** (mom) and **Fatu** (daughter) – the only two Northern White Rhinoceroses left in the world, and our program mascots. With the help of science and technology, a worldwide team of conservationists is working to preserve not only this species, but also the less than 30,000 rhinos remaining in five species that live in Africa and Asia.

Closer to home, the **San Francisco Zoo & Gardens** works to support conservation efforts through education by its two ambassadors, **Boone**, a male black rhino and **Gauhati**, a male Greater one-horned rhino.

By **electing to donate any amount of their recognitions from this program to the SF Zoo**, girls will have the opportunity to support conservation and spread the word about the need to protect rhinos – all while developing five 21st century skills that shape them into innovative, entrepreneurial-minded leaders who give back to their community.

**Decision Making**  
**People Skills**  
**Business Ethics**  
**Money Management**  
**Goal Setting**
Getting Ready

Use this checklist to ensure you, your girls, and their parents are ready for a successful program!

- Watch our program welcome video at training.gsnorcal.org.

- Ensure your girls are registered members of GSNorCal and have their parents complete a 2019 Fall Product Parent Responsibility Agreement. (Girls with two households should have a parent from each household sign the form.)

- Product volunteers should be registered and screened members of GSNorCal.

- Have a troop bank account open or in process and an ACH Debit form on file with GSNorCal (see page 5 for details).

- Decide which payment tenders to accept from customers and how parents should turn in money to the troop prior to the ACH debit (see page 5 for details).

- Review the safety and informational guidelines in Volunteer Essentials (ve.gsnorcal.org).

- Hold a troop kickoff meeting for your girls and parents.

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Troop Kickoff Meeting Agenda

- Discuss with your girls why they are participating – to take action in their community and support the rhinos!

- Introduce the rhino conservation project and review the M2 flyer to learn some fun rhino facts!

- Discuss goal setting. Establish a troop “learning” goal for the program, as well as an “earning” goal to fund your own community projects.

- Review the girl recognition plan on the order card and ask girls to set individual goals.

- Review safety guidelines and etiquette to observe while participating in an online program.
Care to Share

Care to Share is GSNorCal’s service operation in which we share our delicious products with the community! Girls sell virtual items to be donated by the council to a local organization, such as food banks or military bases, at the end of the program.

- $5 per item, no specific variety
- Available online and in-person
- Per IRS regulations, all donations collected while participating in product programs should be put toward Care to Share

Girls who sell 5+ Care to Share items earn this patch AND rhino necklace!

Earn patches that look just like you!

All girls and volunteers can create their own Me2™ avatar at www.gsnutsandmags.com/gsnorcal. It’s EASY and FUN!

Girls and volunteers will have the opportunity to earn a **personalized patch** with their Me2 avatar, name, and one of two special backgrounds! Girls can create their likeness in safari gear or their uniform.

- Girls earn this patch by sending **15+ emails via M2** by **10/31** and selling **$250 total in fall items**.
- Troop volunteers earn this patch if their troop ends the program with a per girl average selling of **15+ items**.

Want even MORE fun? Girls who join us for both the 2019 Fall Product and 2020 Cookie Programs can earn the **Cookie Crossover patch**!

- Design their personalized avatar
- Send **15+ emails via M2** by **10/31** in the fall
- Sell **250+ packages** of cookies during the 2020 Cookie Program
Money Management

TROOP PROCEEDS
• All troops earn **20% of their total dollars sold** as proceeds.
• All nut, chocolate, Care to Share, and magazine items are included.

ACCEPTING CUSTOMER PAYMENT
• Troops may choose to accept any form of legal tender after reviewing risks related to the cost of doing business.
• Troops are empowered to go cashless by utilizing their troop’s Cheddar Up account – an online tool to collect money from parents with ease at no cost to the troop. Search for Cheddar Up at gsnorcal.org to learn how to open your account and more.

TROOP PAYMENT TO COUNCIL: ACH (Automated Clearing House)
• GSNorCal will make one **ACH debit** from troop accounts **the week of 11/25** to collect council proceeds from the program.
• Troops are responsible for having sufficient funds available before the debit and for any bank fees incurred due to non-sufficient funds.

ACH FORMS: The relevant forms described below can be found under the **Forms** link at the top of gsnorcal.org.

ACH Debit Form
• Troops participating in product programs should have an **ACH Debit Form** on file with GSNorCal. This form is a permanent authorization for GSNorCal to initiate product ACH transfers from your troop bank account.
• If your troop does not have a bank account open and an ACH Debit form submitted by **10/31**, GSNorCal will issue a Wells Fargo deposit-only card for you to deposit 100% of product money collected directly to GSNorCal at any Wells Fargo location. Troop proceeds will be transferred as soon as the troop bank account is open.

NEW! ACH Credit Form – Submit this form for the following:
• Counterfeit bills and related bank fees ($20 bills and under).
• **Cheddar Up** was not used to collect cash from parents and bank cash processing fees or multiple transaction fees resulted.
• Report stolen product or money.
  • Report unpaid parents. Troop transactions in M2 must reconcile, and complete documentation of attempts to collect and a signed Parent Responsibility Form must be submitted before GSNorCal can review requests for approval.
How to Use M2

**DATES**

**OCT 4**

**M2 OPENS & ORDERING BEGINS**

New **troop volunteers** access M2 through a welcome email from [email@gsnutsandmags.com](mailto:email@gsnutsandmags.com).

**Returning users** may use their existing login information.

Watch the video that appears to learn how to navigate the site.

Click **Manage Troops & Girl Scouts** on your dashboard. Choose the **Girl Scouts** tab to view the girls in your troop. Contact [info@gsnorcal.org](mailto:info@gsnorcal.org) if your roster is incorrect or incomplete.

Parents will also receive the above welcome email or may go directly to the M2 website to register for the program ([gsnutsandmags.com/gsnorcal](http://gsnutsandmags.com/gsnorcal)) so girls can design their Me2 avatar, create their storefront and begin sending customer emails.

**Customers** ordering online can choose to have products shipped to their home or delivered in-person by a Girl Scout. Orders for girl delivery will automatically populate into your troop order – no need to enter them yourself.

**Girls** may use the paper order card to record any in-person orders.

Parents contact M2 directly with questions!
### OCT 5

**DIGITAL DAY**

Bring your troop to your local GSNorCal office from 10AM-2PM to set up girls’ storefronts, avatars, send emails, earn a free cybersecurity badge, and taste the new products. All Girl Scouts who attend receive a swag bag!

### BY OCT 21

**PAPER ORDER ENTRY**

Girls and parents enter their paper orders into M2 by **10/20** by clicking the clipboard [Manage Paper Orders] icon on their girl dashboard.

Troop managers may also enter and review girl orders through **10/21** by clicking [Paper Order Entry] on your dashboard.

If you wish to order additional product for your troop outside your girls’ orders, click [Manage Troops & Girl Scouts] on your dashboard.

On the **Troops** tab, click the + next to your troop number to reveal a dropdown menu. Choose [Add Extra Products].

Enter units by variety. Click the pink **Add to Troop** button at the bottom to save.

### BY OCT 31

**EMAILS**

Encourage girls to send emails via M2 to 15+ friends and family by **10/31** to qualify for these special patches!
**DATES**

**WK OF NOV 2**

**PRODUCT PICKUP**
Your service unit will contact you with the date, time, and location for your troop order pickup. Download a **Troop Delivery Ticket** for a list of product totals to be picked up. Double count the product and sign and retain a receipt at pickup.

Click on ![Delivery Tickets](image) , select your troop under **Product Delivery Tickets – Troop Tickets**, and click the pink **Create Ticket** button. A PDF of the ticket will download.

Delivery tickets should be printed for distribution of products to each girl. Select your troop under **Product Delivery Tickets – Girl Scout Tickets** and “All” in the second dropdown to print tickets for all girls selling, or print by individual girl.

**AFTER PICKUP**

**CUSTOMER DELIVERY**
Distribute products to girls. Agree on the count and both the parent and the troop volunteer sign the receipt, and each keep a copy.

If you discover any damaged product, let your service unit manager know as soon as possible.

Girls deliver product to customers and collect payments from those who did not already pay online.

**NOV 24**

**M2 STOREFRONTS CLOSE – NORCAL ACH DEBIT THIS WEEK**
Deposit all money collected to the troop’s bank account in preparation for the NorCal ACH debit this week. Deadline to submit ACH Credit Form (see page 5).

To check how much your troop will owe for the NorCal ACH debit, click on ![Banking & Payments](image) on your dashboard.

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<th>Troop #</th>
<th>Gross Sales</th>
<th>Total Proceeds &amp; Bonuses</th>
<th>Total Owed</th>
<th>Total Payments</th>
<th>Balance</th>
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- The far right **Balance** column shows the amount that will be debited.
  *NOTE: This calculation credits your troop for all payments collected online, which are paid to GSNorCal from M2, not directly to troops.*
- Your troop’s total proceeds earned for all sales (online AND in-person) are listed under **Total Proceeds & Bonuses**.
- Keep a copy of this page for your FY19-20 Troop Finance Report.
ENTERING GIRL PAYMENTS
Each girl’s balance in M2 should be zero unless an ACH credit form was submitted. To record an in-person payment collected by a girl, click Banking & Payments on your dashboard, choose your troop from the list, and click the pink Add Girl Scout Payment button on the next screen.

1. Select the girl’s name in the first field.
2. Enter the payment amount, date, and a memo regarding the nature of the payment (e.g. “Cheddar Up transfer”).

ALLOCATING EXTRA PRODUCT
If your troop ordered additional products, ensure your troop inventory is completely allocated to girls. To move product from a troop to a girl:

Click Manage Troops & Girl Scouts on your dashboard. On the Troops tab, click the + next to your troop number, and then click Move Products.

Select “Troop” as Type
Select the girl’s troop #
Select the girl’s name

Use directional arrows to move products or enter the numbers by variety. Click Move Products at the bottom when complete.

To move products from a girl, start from the Girl Scouts tab, click the + next to the girl from which you wish to move products, and follow the above steps.

If girls sold any additional Care to Share after 10/21, contact info@gsnorcal.org to have it added to her final tally.
CHOOSE RECOGNITIONS

Girls and parents make their selections by clicking the **Physical Rewards** ribbon icon on their girl dashboard.

Troop managers may also enter and review girl recognition choices by clicking **_rewards** on your dashboard. Click on each girl’s name to view/edit her selections.

NEW! If a recognition choice is not entered by 11/25, the girl will receive the **reward card** choice at each level achieved.

Print a copy of your Girl Scout Rewards report for reward distribution in January. Head to **Reports** on your dashboard and choose the **Special Reports** tab to download the Excel file.

RECOGNITIONS ARRIVE

Your service unit will notify you when recognition items are available for pickup. Reward cards are mailed directly to girls. Distribute the items and celebrate your girls’ achievements!

Join us for the 2020 Cookie Program to meet **ME**, our 2020 cookie mascot, **the butterfly**!

Girls have the opportunity to earn an **exclusive cookie-themed butterfly clip** by selling 175+ fall items. This reward won’t be available during cookie season, so get a head start on WOW-ing the world now!
**October**

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