

2024 Fall Product Program Troop Manager Guide

Name: _____

Troop #: _____

Table of Contents

Letter from CEO.....	1
Contact and Resources	2
Order Card Products and Prices	3
Online Products and Nut and Candy Shipping Cost	4
Dates and Deadlines	5
Reminders & Notes for 2024	6-7
Delivery Day Tips.....	8
Delivery Schedule and Payment Information	9
Troop Training.....	10
Troop Money Handling	11
Sample collection letter	12
End of Program Reminders for Troop.....	13

Letter from CEO

Dear Troop Fall Product Managers,

Welcome to the 2024 GSVSC Fall Product Program. We are so excited that you're going to be a part of the Fall Product Program!

In Virginia Skyline, almost 3,000 girls each year participate in incredible adventures and share experiences with their adult leaders and Girl Scout friends. Girls engage in a variety of activities designed to help them grow as leaders, develop their self-potential, and learn important life skills.

Girl Scouts of Virginia Skyline Council is an inclusive organization, engaged in our communities and committed to providing exciting opportunities for exploration, growth, and leadership! Girl Scouts is, as it always has been, the organization best positioned to offer girls the tools they need to be successful leaders now and throughout their lives. The Fall Product Program is a wonderful opportunity for your girls to use and further develop some of those same important skills.

Your support for the girls in your service unit enriches their experiences in Girl Scouts and the Fall Product Program. I am grateful for your commitment to Girl Scouts and the girls of Virginia Skyline. All the experiences that the girls have are a direct reflection of your hard work and we say, "THANK YOU!" We are here to support you and help you in any way during the Fall Product Program. Please feel free to reach out should you have any questions or concerns.

I look forward to partnering with you to provide our girls with all the events, experiences, tools, and skills to help them continue to develop into the G.I.R.L. that she is meant to be.

Yours in Girl Scouting,

Nikki Williams
Chief Executive Officer



Contacts and Resources

Council Contact: Sandy Barbour	
Email: productsale@gsvsc.com	
Address: 5488 Yellow Mountain Rd Roanoke, VA 24014	
Your Area Fall Product Program Manager:	
Email:	Phone:
Customer Care: 540-777-5100	
Email: info@gsvsc.org	
HQ open office hours: Monday – Thursday, 8:30 to noon and 1 to 5:30 pm Friday, 8:30 to 1 pm (phone and email support only)	
Resource links-	
Council website-product program information: https://www.gsvsc.org/en/cookies/fall-product-program.html	
M2 website (New address of online program): www.gsnutsandmags.com/gsvsc	
Product Information (Nut and candy supplier): Allergens & Nutritional info: http://alschutzman.com/gsnutri.php	
M2 Customer Support for Girl Scouts: Contact us at support.gsnutsandmags.com or 1-800-372-8520	
M2 Customer Support for Customers: Customer Service: question@gsnutsandmags.com or call 800-372-8520	

Order Card Products and Prices

<p>A Deluxe Pecan Clusters w/ Holiday Tin \$13</p> <p>Roasted pecans covered in caramel and milk chocolate. Perfect for gift giving! 8oz. Tin</p>  <p><i>holiday tin</i></p> <p>gf</p>	<p>B Mint Treasures \$13</p> <p>Creamy milk chocolate with a refreshing mint filled center. 6oz. Tin</p>  <p><i>last in memory box series</i></p> <p>gf</p>	<p>C Honey Roasted Mixed Nuts \$13</p> <p>Cashews, almonds, peanuts and pecans with a touch of honey. 16oz. Jar</p>  <p>gf</p>	<p>D Whole Cashews \$10</p> <p>A classic favorite roasted and salted with sea salt. 8oz. Poptop Can</p>  <p><i>with sea salt</i></p> <p>gf</p>
<p>E English Butter Toffee \$9</p> <p>Crunchy handcrafted toffee drenched in milk chocolate. 6oz. Box</p>  <p><i>hand crafted</i></p> <p>gf</p>	<p>F Chocolate Covered Raisins \$9</p> <p>The plumpiest raisins covered in smooth milk chocolate. 1Doz. Poptop Can</p>  <p>gf</p>	<p>G Dark Chocolate Peppermint Pretzels \$9</p> <p>Crunchy pretzels coated in rich dark chocolate and sprinkled with peppermint pieces. 6.5oz. Bag</p>  <p>gf</p>	<p>H Dark Chocolate Caramel Caps \$8</p> <p>Dark chocolate covered caramel topped with sea salt. 6oz. Box</p>  <p><i>with sea salt</i></p> <p>gf</p>
<p>I Peanut Butter Bears \$8</p> <p>Milk chocolate bears with a smooth peanut butter filling. 6oz. Box</p>  <p>gf</p>	<p>J Sweet and Salty Mix \$8</p> <p>Honey roasted peanuts, XL Virginia peanuts, pretzels, honey sesame sticks, honey roasted cashews, cashews and almonds. 7oz. Poptop Can</p>  <p><i>new this year</i></p> <p>gf</p>	<p>K Dulce de Leche Owls \$8</p> <p>Fresh, milky caramel surrounded by smooth milk chocolate. 5.1oz. Box</p>  <p>gf</p>	<p>L Hot Cajun Crunch \$8</p> <p>Cajun corn sticks, seasoned peanuts, pretzels and sesame sticks. 7oz. Poptop Can</p>  <p>gf</p>
<p>M Peanut Butter Trail Mix \$8</p> <p>Peanuts, peanut butter gems, peanut butter mini cups, mini pretzels and cashews. 7oz. Bag</p>  <p>gf</p>	<p>N Dark Chocolate Mint Penguins \$8</p> <p>Rich dark chocolate penguins bursting with frosty mint. 6oz. Box</p>  <p>gf</p>	<p>O Fruit Slices \$7</p> <p>Fat free! Assorted naturally & artificially fruit flavored chewy candy. 10.5oz. Bag</p>  <p><i>fat free</i></p> <p>gf</p>	<p>P Dill Pickle Flavored Peanuts \$7</p> <p>Crunchy peanuts with an irresistible dill pickle flavor. 9oz. Poptop Can</p>  <p>gf</p>

☪ = Kosher ☪☪ = Kosher, Dairy ☪☪ = Naturally Gluten Free *CAUTION: ALL products processed on shared equipment with peanut and tree nut containing products.

Shop the Direct Ship Online Store...

for a wider selection of snacks and chocolates, including exclusive items and tins perfect for gift giving. Purchases will be direct shipped and all major credit cards are accepted.

Visit my store at: _____

Add QR code here.



Share Program

Show your appreciation by giving a gift of a sweet treat to our Local Heroes. No product selection required.

Online Products

Thank you for helping Sienna achieve her goal!

We've completed your order.

Order #10774



[Print Receipt](#)

Appear on Sienna's store

- Allow my first name and last initial to be used on Sienna's top supporters listing. We will not display the purchase amounts.

Thank you for your promise to purchase nuts and chocolates! You should receive an email confirmation shortly.

Sienna will follow up with you to confirm your order, and deliver products.

Sienna completed her goal! Thank you!

Thank you for helping today's Girl Scouts make the world a better place.

Continue Your Support



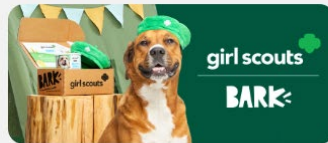
SHOP MAGAZINES



SHOP PERSONALIZED PRODUCTS



SHOP TUMBLERS



SHOP BARK X GIRL SCOUTS



SHOP NUTS & CHOCOLATES

Nut and Candy Shipping Rates

2024 Online Store Shipping Rates				
Product Subtotal			Standard	2 Day
\$1.00	-	\$30.00	\$11.75	\$27.75
\$31.00	-	\$60.00	\$16.00	\$35.50
\$61.00	-	\$90.00	\$26.00	\$48.75
\$91.00	-	\$150.00	\$41.75	\$81.25
\$151.00	-	Plus	\$45.75	\$89.25

Dates & Deadlines

Order Card & Online Program Dates

8/23-27/2024: Area/SU Training-virtual & in-person

Week of 9/3/2024: Volunteers will gain access to M2

8/26-9/30/2024: SU & Council training for troops

9/30/2024: Start date for order card & Online Program. Invitation email will go out to parents/girls for access to M2

9/30/2024: Last day for SU volunteers to add or change the delivery address in M2

10/18/2024: First day that paper orders can be entered in M2

10/27/2024: Last day that parents or troops can enter paper orders & Online girl delivered orders ends

10/28/2024: Last day for SU to enter or change troop orders in M2

11/4/2024: Online orders end

11/8/2024: Last day for assignment of product to the girls and reward entry by troops or parents

11/9/2024: Last day for SU to correct rewards

11/10/2024: Last day for parents to pay the troop and submit any documents to the SU Product Manager

11/12/2024: Last day for final payments to be made to the SU by check or to the Council by troop debit card

11/13/2024: Product delivery to the SU sites in the North

11/14/2024: Product delivery to the SU sites in the South

(Discussion relating to small remote delivery sites)

11/18/2024: Copy of delivery site tickets to council at productsale@gsvsc.org

11/30/2024: All product must be delivered to the customer

Reminders and Notes for 2024

- ❖ Volunteers who have registered in the membership year MY25, have a current clear Criminal Background Check, have a current Troop Bank account in good standing (if a new troop, provide information that this is in process), have submitted the Troop Finance Report for MY24, does not owe the Council any previous year's product programs money, have completed the Fall Product training and turned in the Troop Fall Product Program Manager agreement will be uploaded into M2 during the week of 9/3/2024
- ❖ Any volunteer participating in troop activities such as troop meetings, trips, activities outside of the troop meeting, Fall Product Program or the Cookie Program must be a currently registered member with a clear criminal background check and a volunteer role
- ❖ Girls must be registered with a MY25 Girl Scout Membership in order to participate in the Fall Product Program
- ❖ Council will be uploading all girls who have registered with a MY25 Girl Scout membership by 9/1/2024 in the M2 system. Only Council will add girls and volunteers to the system. We will run a report weekly to try to keep up with adding new girl members to the M2 system. If you have new girl members after 9/1/2024 that you do not see in the system, please email info@gsvsc.org with the troop number and girl's first and last name. The girl/parent will not be able to access the program until this is complete.
- ❖ Email invitations from M2 will be sent out by the Troop Fall Product Program Manager on the first day of the program. If this does not get done, then the email will go out overnight on 9/30/2024.
- ❖ Troop Product Managers should schedule a training session for the parents/girls before any materials are issued to the parent/girl.
- ❖ A Parent permission form is required to be filled out and signed before the girls will be allowed to participate in the Fall Product Program.
- ❖ Troop profit is 17% of total sales if the troop chooses to receive the rewards on the order care. A troop can opt out of the reward program and receive 22% of the total sales. If they opt out, if earned they can receive the patches, the String of Charm and the Top Achiever Award
- ❖ Troops can opt out of rewards to receive more profit if a majority of the girls vote to do this. If the troop decides to opt out, the parent and the girl will need to agree/sign the opt out form and return it to productsale@gsvsc.org by 10/10/2024
- ❖ Rewards Opt-Out in M2:
Council will choose this option in the system once the signed opt out form has been emailed to productsale@gsvsc.org by the Troop Fall Product Program Manager.
- ❖ Girl Scout Fall Product can not be sold in a business unless the girl is present (This means stores are not allowed to resell the Girl Scout Fall Product)
- ❖ Refund/Exchanges of Girl Scout Fall Product is not allowed - The troop will need to refund or exchange product if a customer is not satisfied with the product. If the product has been opened you can take a picture and report it to

productsale@gsvsc.org and we will let you know what to do with the product. If something is ordered online then the customer will need to call M2 for replacement. The customer will need their order number when they call M2. (See contact information on the Contact & Resources page)

- ❖ Magazines- after the program is over it can take 4 to 6 weeks before customers start receiving their magazines. The customer will need to call M2 for more information if they do not receive the Magazine. The customer will need their order number and they should reach out to M2 about the problem. (See contact information on the Contact & Resources page)
- ❖ Troop are allowed to order extra nut and candy items in M2 from the order card by October 27, 2024. Troops are responsible for the amount owed to Council by the payment due date
- ❖ Troop/Parents/Girls are not allowed to enter into an agreement with a business for them to create products to resell with the Fall products in them or to purchase from the girl and then resell them. You must contact Council with any requests or questions
- ❖ All products sold must be from the current season delivery and must be sold for the stated prices by the Council
- ❖ Rewards: If Parents/Troop Fall Product Manager have not made the rewards selection by November 8, the program will automatically choose the default reward. If this occurs, there will be no substitutions by the Council/M2.
- ❖ Safety Activity Checkpoints, Social Media and In person program guidelines will be published at a later date.

Online Shipping Chart for Nuts and Candy:

DELIVERY DAY TIPS

Delivery Day:

- Before delivery, arrange a time schedule for orderly distribution to troops
- DO NOT DISTRIBUTE ANY TROOP ORDERS UNTIL AFTER YOUR TOTAL ORDER HAS BEEN RECEIVED, COUNTED, AND SIGNED FOR with the Lawrence driver
- Select a cool dry area to stack your order.
- When using a garage, be sure that the cases are not placed directly on a concrete floor or stacked where they might absorb any foreign orders (gas fumes, etc.) or moisture
- Direct the driver in the delivery area to stack cases as per required
- Ask driver to stack cases by varieties for easy distribution and not too high
- DO NOT REMOVE ANY ITEMS UNTIL THE COMPLETE DELIVERY HAS BEEN counted and received
- Inspect all cases for visible damage and have driver replace damaged product
- **ANY SHORTAGES MUST BE NOTED BEFORE YOU SIGN the delivery ticket from the driver**
- You are responsible for the number of cases needed to fill your orders
- Sign delivery slip (*and correct, if necessary*) for actual quantities received

AFTER TRUCK DEPARTS:

- Distribute orders to troops as scheduled
- Be sure to count each order as it is received up by troop
- Receipt troops properly (*signatures are required on all receipts*) and give them a copy

DELIVERY SCHEDULES

Delivery date to service unit: Service Unit Fall Product Program Manager will provide you with a time and location for your product pick up. **(Depending on the quantity to be delivered, some small rural areas might receive their delivery by mail.)**

Wednesday, Nov. 13	Thursday, Nov. 14
Buckingham	Alleghany-Bath
Charlottesville-Albemarle	Patrick
Culpeper	Botetourt
Fluvanna	GSVSC Office
Greene	Roanoke Valley
Highland	Rockbridge
Lousia	Galax-Carroll-Grayson
Madison	Danville-Pittsylvania-Halifax
Nelson	Bedford
Orange	Lynchburg-Campbell-Charlotte-Appomattox-Amherst
Rappahannock	Martinsville-Henry
Rockingham-Harrisonburg	Radford-Montgomery-Floyd-Pulaski-Giles-Wythe
Staunton-Augusta-Waynesboro	Franklin

Payment due date: The specific deadline provided by the Service Unit Fall Product Program Manager might be earlier than this date of 11/12/2024. This the **Final payment due date for troops to pay the Service Unit Fall Product Program Manager with a troop check written to GSVSC or to the Council by troop debit card by 11/12/2024 (Troops can call or send an email to the council as per information on the Contacts and Resources page)**

- ❖ All paperwork that is due from the troops must be submitted by 11/12/2024 to the Area/Service Unit Fall Product Program Manager
- ❖ The Service Unit Fall Product Manager must send a copy of the delivery tickets from Lawrence Transportation by 11/18/2024

TROOP FALL PRODUCT PROGRAM

TRAINING

OBJECTIVE

Troop Fall Product Program Managers will be able to manage the Fall Product Program through M2 Media and within troops by meeting deadlines, being able to complete the necessary reports, understanding the procedures for money handling, and understanding the scope of the sale.

PREPARATION FOR TRAINING THE TROOPS:

- At your training, you will receive the Program material for those troops who are registered in your service unit
- You will need to prepare their packets before your training. If you need more materials, contact the council
- Be prepared to share your deadlines and product pickup information and money-collecting schedules with your troops
- Become familiar with “online” program set-up and reporting process for sharing with troop managers

TRAINING CHECKLIST:

- Introduce yourself and share your contact information and best times for contacting you. Explain your role in the Program.
- Have all participants sign the training attendance report and job agreement. They are the ones who will have access to M2 Media.
- All job agreements will need to be scanned and emailed to productsale@gsvsc.org. Email these within a few days of the training so we can assign the roles and confirm requirements to participate. If more than one person is in the troop all must have completed requirements to gain access to M2
- Make sure all leaders are registered members for upcoming membership year, have a current approved background check and have completed a position agreement
- Discuss the 5 skills: goal setting, business ethics, money management, decision making, and people skills
- Distribute the Program material and share the incentive program. This is on the back of the order cards
- Before handing out material you must have troops complete the Troop Fall Product Program Manager Agreement and return the form to the council
- Introduce the product prices and share Program dates and stress your Service Unit deadlines
- Talk about the Community Service Project Care to Share
- Please share with the troops that the girls will receive an email from M2 Media to set up their account. Until they receive that email, they will not have access to M2. Please make sure they check their spam folder for this email as well. Emails will go out on 9/30/2024. Let them know to wait until 10/1/2024 before contacting council about not having access to M2 Media. They can send an email to info@gsvsc.org
- Provide pickup dates and location
- Provide detailed instructions on when they should pay for product.
- Provide safety tips to the troops
- Talk to troops about girls selling online
- Troop profit is 17% of sales and 22% of sales if the troop opts out of the reward program
- Schedule a pickup with the girls/parents and have the parent sign a receipt and retain your copy
- Access the **Reports tab on the Menu and look for the financials and reporting tab.** This report will show how much the troop owes the council.

TROOP PRODUCT AND MONEY **HANDLING PROCEDURES**

During the Program:

1. **All money collected should be deposited directly into the troop bank account as it is received.** Troop money is never to be deposited into a personal account or held until the end of the program
2. Collect money from girls and deposit it frequently during the Program. Be sure you maintain a receipt record and ensure that a copy is kept by the girl/parent. Do not forget to enter each girl deposit into the M2 Media site.
3. **You must receive all Fall Product Program money from girls/parents no later than 11/10/2024.** Make sure to use your report so you know how much to pay the council.
4. Write your Troop Check, Cashier's Check, or Certified Check for the total amount due to GSVSC if you are paying the Service Unit Fall Product Manager **Please make sure that the numeric amount entered matches the written amount or the bank will reject it.**
5. **When transferring product/money always use your receipt book and ensure that both the leader and parent retain a copy.**

Reminder: Debit card payments are accepted through the GSVSC office. Contact us at 540-777-5100 or info@gsvsc.org to make a debit card payment. If paying the council you must let your Service Unit Fall Product Program manager know. Once the payment is processed, the council will log it into M2 Media.

Note:

If all of the money has not been collected and turned in to you by 11/12/2024, the troop's profit will be required to cover the total amount due to GSVSC.

Collection issues that cannot be resolved at the troop or service unit level need to be reported to council at info@gsvsc.org. See End of Program reminders on what documentation will be required for council assistance with collections. **GSVSC is committed to assisting in collections of all funds owed to troops and to the council.**

If a collection is made for troops who report a collection issue, GSVSC will remit to the troop the amount collected for them.



Sample Letter for Notification of Debt

Date:

Name:
Address:
City, VA Zip code

Dear: (Name)

Your daughter, (child's name), was given permission to participate in the (year) Fall Product Program with Troop # _____ by you. Money for Fall Product she sold should have been turned in by (Date). My records indicate the (\$00.00) is still outstanding.

Example: If you spoke with the person first by phone:

As we discussed, I must have the (\$00.00), in the form of cash, money order, or certified check. Please contact me at

(Phone # or email) if you have any problems with our arrangements.

Example 2: If you were not able to contact the person by phone:

To avoid collection procedures, I must have in hand the cash, money order, or certified check for (\$00.00) by the (date). You may contact me about this matter at (phone # or email and appropriate time) by (date).

Sincerely,

Name
Leader
Troop #

End of Program Reminders for Troop

2024 Fall Product Program

Attach to your final paperwork and turn it in to your Service Unit Fall Product Program Manager by **11/12/2024**.

Service Unit _____

Troop leader name: _____

Phone number _____ Email address _____

Did you:

- _____ Transfer product to the girls
- _____ Select the “Rewards” for each girl in the troop if not selected and/or size
- _____ If the troop opted out of Rewards, confirm the troop is marked as opt out in M2
- _____ Retain all receipts for two years

Turn in to the Service Unit Fall Product Manager:

- _____ All receipts attached for signed product from Service Unit Product Program Manager on delivery day
- _____ Any collection issues owed by parents over \$100. Make council aware of the situation and include all documentation needed (signed parent permission slip, nut/candy product receipts, money receipts, and a copy of all communications you have sent to try and collect money)
- _____ Payment to the Service Unit Fall Product Manager (make check out to GSVSC)
- _____ Payment to council (use the troop debit card by calling council and paying by phone. You will need to let your service unit program manager know in advance that this is the option you have chosen)

**Thank you for all you do to support the Girl Scouts
have a successful product program!**