

2024 Sweets & Treats

Fall Product Program

Volunteer Guide



2024–2025 Important Dates

September

Sept. 20: Troop Fall Managers can access M2 site.

Sept. 28: Sweets & Treats Fall Product Program begins, paper order cards and online. Girls can log in to the M2 online site, create their Avatar and launch their online store.

October

Oct. 19: Troops can begin entering girl paper orders.

Oct. 20:

- ▶ Last day for online girl delivered orders.
- ▶ Last day for caregivers to enter paper order card sales.

Oct. 21: Troop deadline to verify and enter paper order card sales, choose delivery site/date/time of pick-up, select if opting out of rewards, and verify bank account information into M2 online platform.

Oct. 22:

- ▶ Last day to order online magazines, BarkBox, Tervis Tumblers, and direct ship nuts and chocolates.
- ▶ Deadline for girls and troops to choose rewards.
- ▶ Last day for troops to choose a delivery site to pick up girl delivered nuts and chocolates.

Oct. 23: Service Unit (SU) deadline to verify troop entry.

November

Nov. 8–11: Troops pick up nuts and chocolates.

December

Dec. 2:

- ▶ Troops ensure all funds are deposited into troop account.
- ▶ ACH draft notice sent to troop.

Dec. 3: Deadline to submit outstanding caregiver balance paperwork to product program department (must be submitted online).

Dec. 6: ACH draft of total amount due.

December-January

Rewards are mailed to service unit fall product manager for distribution. Expecting mid-December delivery of rewards. If rewards are expected later, the product program team will update service unit fall managers.



Sweet Starters

Do you have first time sellers this season?

First time sellers in your troop can learn the ropes of the Sweets & Treats Fall Product Program. This program helps teach girls about setting goals, tips for selling products and how to participate. Girls who complete this program will receive a special Sweet Starters patch. Visit gswcf.org/fpp to start the Sweet Starters adventure!



The Sweets & Treats Fall Product Program is a stepping stone to the Girl Scout Cookie Program.

It gives new troops the opportunity to learn the ins and outs of the product programs, and all troops the chance to earn funds early in the year.

Based on 2023 Sweets & Treats Fall Product Program sales, **participating troops** earned an **average of \$273 in proceeds** to help get their year started.

Back again this year, a special troop bonus to support troops as they earn startup funds to help with creating troop activities, troop trips and meeting their girl goals.

The Sweets & Treats Fall Product Program is more than just selling products. It is the starting point of the Girl Scout Entrepreneurial Program where girls begin developing five essential skills—money management, business ethics, people skills, decision making and goal setting—that they will use for a lifetime. Girls can learn to be entrepreneurs by building on the five skills and by earning Financial Literacy badges.

Plus, the program allows troops to earn the funds needed to run their troop early in the year—long before the Girl Scout Cookie Program—while also helping girls build their confidence. It helps new troops with start-up cash, and existing troops to provide activities the girls want to do. In addition, the Sweets & Treats Fall Product Program helps girls to build self-esteem. They learn that they can set a goal, budget the costs, create a marketing plan, and then go out and make it happen. It teaches girls valuable life lessons and empowers them to believe in themselves. With the help of their leaders and caregivers, girls learn they can do anything they set their mind to.

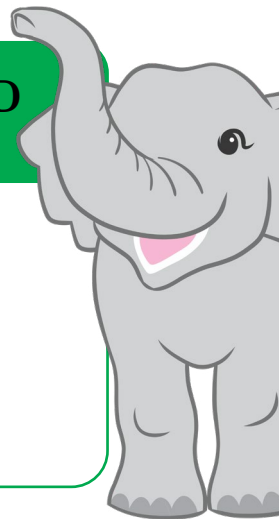
Entrepreneurship

No time to plan Girl Scout meetings during the busy time of overseeing the Sweets & Treats Fall Product Program? Check out the Volunteer Toolkit (VTK) for detailed plans on how girls can earn Financial Literacy badges during troop meetings. You can also encourage girls to earn badges at home with their family's assistance.

Login to myGS
to access the
Volunteer
Toolkit.

5 SKILLS LEARNED FOR A LIFETIME

Money Management
Goal Setting
Business Ethics
People Skills
Decision Making



- 1 **Goal Setting**—she sets goals and makes a plan to reach them.
- 2 **Decision-Making**—she helps her troop decide how to spend their proceeds.
- 3 **Money Management**—she creates a budget, takes orders and handles money.
- 4 **People Skills**—she learns to speak and listen to customers while marketing her products in person and online.
- 5 **Business Ethics**—she practices honesty and accountability every step of the way.

Troop Product Manager Checklist

Pre-Sale Checklist

- ❑ Complete the Troop Level Fall Product Manager Sweets & Treats Informational session **AND** Sweets & Treats Skills Training Modules – both available on gsLearn Aug. 28.
- ❑ Fill out the Troop Fall Product Manager Agreement for access in the M2 system after Informational session are complete.
- ❑ Check your troop's MYGS roster. Ensure all girls are registered for the 2025 membership year.
- ❑ Sign in to the M2 platform to create your avatar.
- ❑ Verify all registered girls are listed in the M2 platform.
- ❑ If a girl is missing from M2 roster, go to gswcf.org/fppmissinggirlform to notify Product Program department of troop number and girl name.
- ❑ Verify troop banking account information in the M2 system. See the "Getting Started" section for additional information.
- ❑ Decide if your troop will use Clover and Cheddar Up credit card options. The troop leader will need to create accounts, if not yet created.
- ❑ Pick up troop materials from your SU fall product manager.
- ❑ Conduct caregiver meeting. Discuss caregiver responsibilities for having a successful sale.
- ❑ Work with girls to set both troop and individual goals.
- ❑ For Junior, Cadette, Senior and Ambassador troops—discuss opting out of rewards. If they choose to opt-out, complete the opt-out form, make a copy to give to your SU fall product manager and update the M2 system.
- ❑ Ensure caregivers complete the Caregiver Permission & Responsibility form.
- ❑ Review [Safety Activity Checkpoints Guidelines](#) on "Cookie and Product Sales."
- ❑ Review [Volunteer Essentials](#) on "Girl Scout Product Programs."

During Sale Checklist

- ❑ Assist girls/caregivers with logging into M2 system as needed.
- ❑ Continually communicate with girls and their caregivers.
- ❑ Remind caregivers to verify girl delivery orders and enter paper order card sales by Oct. 20.
- ❑ Ensure accuracy of all girl paper card orders entered by caregivers and/or enter paper order cards by Oct. 21.
- ❑ Verify all girl rewards have been chosen in M2 system by Oct. 21.
- ❑ Pick a delivery location and time to pick up troop products by Oct. 21.
- ❑ Print out a copy of troop product delivery tickets from M2 system.
- ❑ Pre-stage girl orders and prepare itemized receipts. **Ensure caregivers sign receipts before providing them their products.**
- ❑ Ensure all money is collected and deposited into troop bank account before ACH sweep.
- ❑ **Verify with caregivers all girl delivery orders were delivered to customers.**

Post-Sale Checklist

- ❑ **Submit outstanding caregiver information by Dec. 3.**
- ❑ After rewards are received, count and confirm all items received.
- ❑ Download and print the following reports:
 - ❑ Troop Reward Delivery Tickets PDF or Excel report (provides information on rewards earned for each troop).
 - ❑ Troop Products & Financials Excel report (provides financial information to include troop proceeds).
- ❑ Distribute rewards to Girl Scouts who earned them.
- ❑ Celebrate successes of the season.



How Sales Work

The Sweets & Treats Fall Product Program comprises nuts and chocolates, magazines, Tervis Tumblers, personalized stationery and frames, and BarkBox specialty items. The items can be ordered online, and select nuts and chocolate items can also be ordered on a paper order card for girls to deliver directly.

Troops/girls have the option to participate in the sale via the paper order card, online option alone, or they can choose to do both.

In-Person Sales

- ▶ Girls use paper order cards to take orders.
- ▶ Customers will pay **only when the items are delivered**.
- ▶ Items on the order card are the only items that can be ordered in person. All other items can be ordered online only. (Do not print out the list of online items and present them in person for girl delivery).
- ▶ Girls collect payment for items on the order card **at time of product delivery**.
- ▶ When entering orders on M2, only input what is needed to fill the nut and chocolate order card orders. (DO NOT add items ordered online for girl delivery. Those will already be included in your order.)
- ▶ Girls can create and print business cards and door hangers through the M2 website. These marketing items will include their unique online store code for customers to purchase items online.

Online Sales

Girls may only post on social media sites that allow them to restrict access to local friends and family (i.e. Facebook). Sharing the post link allows for customers to see both girl delivery **and** shipped options. Girls may not promote on sites where their information can be viewed by anyone (i.e. Craigslist, eBay, marketplace, retail/resale sites, etc.) as caregivers do not approve the girl delivery orders, as they do in cookies.

- ▶ Friends and family can order items online when a girl sends them an email invitation to her online store. Caregivers can turn off girl delivery option to email receipts only.
- ▶ Online nut and chocolate purchases have two delivery options:
 - ▶ **Shipped:** Items are sent directly to the customer for an extra shipping/handling charge.
 - ▶ **Girl Delivery:** Items are delivered by the girl. This option is only available for the 16 items on the order card. There are no shipping/handling charges. This option is best for friends and family who live nearby. **Girls must remember to connect with customers who place girl delivery orders so they can schedule delivery.**
- ▶ Magazines are available online only. They are sent directly to the customer and do not have extra shipping charges.
- ▶ Tervis Tumblers, personalized stationery and frames, and BarkBox items are online only for shipping only. These items have extra shipping charges.
- ▶ Customers pay for all online orders at the time the order is placed, including girl delivery orders. **Girls do not collect money for any orders placed online.**

Project Thank You

The Project Thank You program allows customers to donate nut items to military organization and local food banks. The donation can be made on the order card or through girl online storefronts. Each Project Thank You item is \$7. The product program department facilitates delivery of all Project Thank You items.

1. Girls who sell 5+ Project Thank You items will receive a special patch.
2. Girls who sell 10+ Project Thank You items will receive the patch and \$10 in program credit.



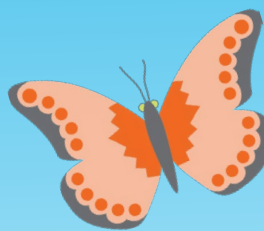
2024 Sweets & Treats Updates and Reminders

Stay Informed During the Season

Stay up-to-date during the season. Attend the Sweets & Treats Fall Product Program scheduled periodic online chats. This is an opportunity for in the moment learning and a chance to ask your questions. The virtual chats are perfect for new troops, troops with questions, or anyone who needs a refresher. Schedule is posted in gsLearn.

New Nuts and Chocolates Vendor

We are excited to announce GSWCF has selected Trophy Nut as the Sweets & Treats vendor this year. Visit gswcf.org/fpp for the full lineup of chocolate and nut items.



Troop Bonus Continues

Have fun and earn up to \$10 per girl for your troop by having each girl do the following in the M2 system:

- Register her account AND send 18+ unique customer emails by Oct. 7 to earn \$5.
- Complete the above tasks AND sell 5+ online items by Oct. 11 to earn \$5.

Girl Scouts who complete these tasks will also earn the online patch!

The \$10 per Girl Scout helps your troop with start-up funds and is deposited directly into your troop's account by Oct. 31.



Troop Reminder

To receive troop bonus and troop proceeds, troops must have a minimum of five girls registered and three of those girls must be participating in the Sweets & Treats Fall Product Program. Participating is defined as selling at least one item. If three girls are participating, at least one must be unrelated to the other troop members participating. Troops that do not meet this minimum, the Girl Scouts participating will be classified as Juliettes (Individually Registered Members) for the program and earn Council Credits instead of troop proceeds.



2024 Sweets & Treats Updates and Reminders

Special Cookie Crossover Patch

When you earn your Cookie Crossover patch, also earn a 2026 GSWCF membership. To receive the Girl Scout Cookie Crossover personalized patch + your 2026 GSWCF membership*:

- Create your avatar in the M2 system.
- Send 18+ unique customer emails.
- Sell 15+ items during the Sweets & Treats Fall Product Program.
- Sell 350+ packages of cookies during the 2025 Girl Scout Cookie Program.

*Graduating 12th grade Girl Scouts may apply \$25 to a lifetime adult membership purchase. The purchase must occur for the 2026 membership year.

Sweets & Treats Fall Product Program Season

This year the Sweets & Treats season begins during Girl Scout Fest! Join us for exciting entrepreneurial programs while learning about the Sweets & Treats Fall Product Program. Program dates are Sept. 28 – Oct. 22. **Order card and online girl delivery sales end Oct. 20.** There are two days for additional online direct shipped only sales.

Fun Opportunity for Girls

Girl Scouts have an opportunity to earn a 38" stuffed elephant. For each goal completed, girls will receive an entry into a random drawing:



- Goal 1: Create an avatar.
- Goal 2: Send 18+ unique customer emails.
- Goal 3: Sell 10 items.



GSWCF Girl Reward Credits

Girl Scouts who participate in the Sweets & Treats Fall Product Program can earn a variety of GSWCF specific unique rewards. Below is an explanation of your Girl Scout's options. Please also review the order card to learn more about levels and opportunities.

Caregivers are updated about the below reward earnings via e-mail at the conclusion of the season. GSWCF uses the primary caregiver's email provided at the **beginning** of the season. Please confirm your email in MYGS profile. Contact Customer Connections at info@gswcf.org or 813-281-4475 if changes are needed with the primary caregiver's contact information.

Reward	Description
<p>GSWCF Program Credits*</p> 	<p>GSWCF program credits are used for registering for GSWCF programs and events gswcf.org/events.</p> <p>Program credits cannot be used for GSWCF summer camp.</p> <p>Program credits expire one year after being awarded (e.g. program credits awarded January 2025 will expire Sept. 30, 2026).</p>
<p>Troop Camping Credit*</p> 	<p>Troop Camping Credit is an opportunity for a Girl Scout to earn credits to help her troop plan a troop camping experience. Troop Camping Credits can be used by the troop for a camping experience that can be reserved in the Camp Reservation System.</p> <p>The caregiver and troop leader will receive email notification with the total amount that the girls earned for their troop. Troop Camping Credits are uploaded into the Camp Reservation System to be used as a troop at one of the GSWCF camps. Troop leaders must be properly trained per the Safety Activity Check Points.</p> <p>Juliettes (Individually Registered Members) may not earn this reward.</p> <p>Troop Camping Credits are designed for a troop camping experience. They cannot be used for a Service Unit Encampment.</p> <p>Troop Camping Credits expire one year after being awarded (e.g. Troop Camping Credit awarded January 2025 will expire Sept. 30, 2026).</p>

To request a balance for any of these credits, caregivers can contact Customer Care at info@gswcf.org or 813-281-4475.

*GSWCF rewards are designed for the Girl Scouts who earned them and are not transferable. Reward experiences cannot be transferred to another Girl Scout or Troop. Reward credits are for GSWCF redemption and not transferable to another Girl Scout council for use.

Getting Started: Requirements for 2024 Sweets & Treats Program

Get registered.

Only registered adults with an approved volunteer role and up-to-date favorable background screen are permitted to coordinate the troop's Sweets & Treats Fall Product Program. Girls must be registered for the 2024–25 membership year to participate. Memberships should be verified in the troop leaders' MyGS member profile (gswcf.org).

Check out the M2 online platform, create an account and design your personalized avatar.

When volunteers gain access to the M2 online system, it is important to first check your troop roster. You may receive a welcome email from M2 through which you can access the system, or simply go to gsnutsandmags.com/gswcf. Only volunteers who have taken the information session **and** completed a Fall Product Manager Agreement will be given access. (Visit gswcf.org/fpp for additional information.)

Verify your troop's bank account information in the M2 online platform.

Check out the "Money Matters" section for detailed information.

Host a caregiver meeting.

Troops are responsible for reviewing the Sweets & Treats Fall Product Program, distributing materials to girls, and verifying each girl has their caregiver(s) fill out the online **Caregiver Permission & Responsibility form**. All troops must use the online [Caregiver Permission & Responsibility form](#). Contact info@gswcf.org for additional information.

Caregiver Meeting Checklist

- ❑ Host a Sweets & Treats Fall Product Program training night for Girl Scouts and their families. Explain the purpose of the program as a troop opportunity to generate funds to start the Girl Scout year and hand out program materials.
- ❑ Inspire! Encourage! Motivate! How you present the program will have a big effect on the girls' enthusiasm and caregiver support.
- ❑ Review the 5 Skills for Girls: goal setting, decision making, money management, people skills, and business ethics. These valuable skills are the heart of every product program will last a lifetime!
- ❑ Set individual and troop nut and chocolate, magazine, and Project Thank You goals with your Girl Scouts. Reinforce how individual sales goals help the troop reach its overall goal and fund troop program activities.
- ❑ Share information about the troop bonus and how your troop can earn up to \$10 per girl when each girl completes the following in the M2 system by the dates outlined:
 - ❑ Register her account AND send 18+ unique customer emails by Oct. 7 to earn \$5.
 - ❑ Complete the above task AND sell 5 online items by Oct. 11 to earn \$5.
- ❑ Review all important dates and deadlines. Not missing due dates is critical to the success of the program; stress the importance of timeliness with families.
- ❑ Review safety guidelines for girls.
- ❑ Review money handling procedures. Set clear expectations for conduct and collection of money due to troop.
- ❑ Check out the caregiver informational video at gswcf.org/fpp

Caregiver Permission & Responsibility Form

1. Caregivers must complete the online [Caregiver Permission & Responsibility form](#) for each girl participating in the program. **Do not release program materials or products to caregivers who have not completed the form.** Permission forms not only allow girls to participate, they also demonstrate caregivers' willingness to be held accountable for program deadlines, orders taken and delivered, and product and money received. The form is mandatory and a critical requirement for troop financial management of the program and debt collection if a caregiver fails to pay for products.
2. Caregiver Permission & Responsibility forms should be filled out before the submission of paper and online girl delivery orders.
3. If the girl has more than one caregiver who will be financially responsible for the products, all financially responsible caregivers must complete the Caregiver Permission & Responsibility form.
4. Paper forms are not available this year to protect personally identifiable information (PII). This necessary change occurred after training materials were finalized. If a troop uses a paper form, the SU must return it to council at the end of the season. This is explained in the required information sessions. Send an email to info@gswcf.org for additional information.

Safety Guidelines

Show You're a Girl Scout

- Girls should wear Girl Scout membership pin, uniform or Girl Scout clothing (i.e. a Girl Scout T-Shirt) to clearly identify themselves as a Girl Scout.

Use the Buddy System

- Always use the buddy system. It's not just safe, it's fun.

Be Street Wise

- Become familiar with the areas and neighborhoods where you will be selling Girl Scout products.

Partner with Adults

- Adults must accompany Girl Scout Daisies, Brownies and Juniors when they are taking orders, selling or delivering product. Girls in grades 6-12 must be supervised by an adult when selling door-to-door and must never sell alone.

Plan Ahead

- Be prepared for emergencies, and always have a plan for safeguarding money.

Do Not Enter

- Never enter the home or vehicle of a person when you are selling or making deliveries.

Protect Privacy

- Girls' names, home addresses and email addresses should never be given out to customers. Protect customer privacy by not sharing their information except as necessary for the product sale.

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.

Be Net Wise

- Girls must have their caregiver's permission to participate in all online activities.
- Girls and caregivers must read and agree to the GSUSA Internet Safety Pledge before conducting any online activities.



Quick steps for Using M2 Online Platform

Step 1: Set up system access to M2 and update contact information and verify girl scouts.

Once you have been added to the M2 system, you will receive an email from Girl Scouts of West Central Florida (GSWCF). It contains a link to where you will create a password, and after logged in, create your avatar, verify girl scouts listed, add a troop video, launch an email blast to the girls/caregivers in your troop, and monitor your nut and chocolate sales throughout the Sweets & Treats Fall Product Program. If a Girl Scout is missing in the M2 system, please fill out this [JotForm](#) to request to be added.

See below for instructions on setting up your M2 access:

- Click link in the email to create your password or visit gsnutsandmags.com/gswcf to visit admin site.
- Update your user profile.
- Create your avatar.

Step 2: Verify troop banking information.

Troops who participated in a previous product season will have their troop bank information uploaded into the M2 system for the 2024 Fall Product Program season. Troops will need to verify the last four digits of the bank account listed in the M2 system are correct.

NEW troops or troops that changed banks or accounts will need to contact the product program team to have their troop's bank account information added into the M2 online platform by Oct. 21. If GSWCF does not receive new/updated bank account information by this date, and the troop earned the initial bonus, earnings will be deposited into the SU bank account.

See below for instructions on verifying troop banking information.

- Click the Banking & Payments link.
- Click "View ACH" to review your banking info.
- Review your bank name, routing number and account number.
- Email info@gswcf.org to make corrections.



Step 3: Send email blast to girls/caregivers inviting them to set up their online storefront.

You can add or edit the email addresses of the caregivers in your troop via Parent and Guardian Email Blast. Doing so triggers an email to caregivers that includes a link to M2 so they and their girl(s) can get started.

- Click "Parent and Adult Email Blast" link.
- Any girl/caregiver names and email addresses pre-loaded by GSWCF product department will show here.
- Click "Add Contacts" and either upload or manually enter emails.
- Click "Update" and email will be sent to girls/caregivers with link to participate.
- Click "Send and Close" to launch your email.

Note—email addresses entered before the start of the Sweets & Treats Fall Product Program will not be sent until campaign launch date of Sept. 28.

Step 4: Add paper order card orders into M2.

Caregivers should be encouraged to enter their girl's paper order card orders into the M2 system during the sale. The deadline for troops to enter all orders is 11:59 p.m. on Oct. 21. Troop fall product managers should only enter order card orders not entered by parents into the M2 system.

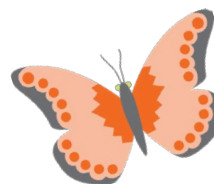
- To add girl orders from the troop dashboard, choose "Paper Order Entry."
- Click the pink pencil icon next to the girl's name.
- Enter her nut and chocolate items by variety from her order card.
- Click "Update."
- Since order information is automatically transferred, there is no submit button.



Step 5: Select troop delivery date/time/location.

Troops who have girl delivery and/or paper order card order must choose a date/time/location to pick up nut and chocolate items.

- Click "Manage Troops & Girl Scouts."
- Click on "+" sign next to troop number.
- Click "Product Pickup."
- Select desired pick-up location, date and time.
- Click "Save and Continue."



IMPORTANT: Once a troop pick-up location, date and time is submitted, it cannot be changed by the troop. The system may allow you to change it, but it does not transmit the change to council and no change is made with the delivery agent.

Step 6: Enter girl payments.

Record payments received from girls/caregivers in your troop. Recording this information helps you if you find girls/caregivers falling behind in making payments. It's better to address this issue immediately than waiting until long after the sale has ended.

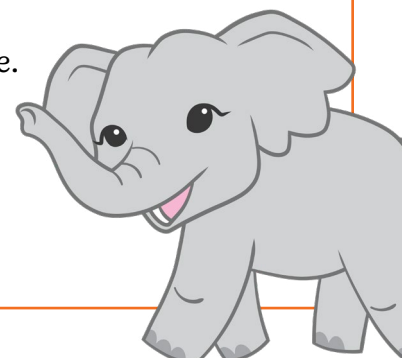
- Click "Banking and Payments."
- Under "Girl Scout Payments" section.
- Click "Add Girl Scout Payment."
- Select specific girl name and record amount.
- Click "Record Payment."



Step 7: Verify or enter girl rewards.

Rewards are automatically calculated. Caregivers, girls and troop fall product managers may view to verify rewards earned online in the M2 system. If there are choices or size options, these selections should be finalized in the M2 system by 11:59 p.m. on Oct. 22.

- Click on the "Rewards" link from your dashboard and you will see a screen where you can "Manage Earners."
- Select a girl from your list of girls to see what rewards she has earned to date.
- For reward levels with options, make the selection here and click "Update."
- If there are no changes to be made, click "Cancel."



How to Pick Up Nuts and Chocolates

Nuts and chocolates pick-up occurs Nov. 8-11

Troops must choose a delivery location and time slot in the M2 system by Oct. 21. If you do not choose a location, one will be chosen for you based on times and locations with availability. Please note: troops should only choose a date, time and location if they have in-person or girl delivered chocolate and nut sales.

1. Under “Product Management” section on dashboard, click “Delivery Tickets.”
2. Under “Troop Tickets by Troop” section, select your troop number.
3. Click “Create Ticket,” and print PDF copy of ticket.
4. Once you select your date, time and location, do not make any changes to the delivery date, time or location. **The system may appear to allow you to make a change, however, the change is not transmitted to council.** If you would like to request a change, contact info@gswcf.org. Changes cannot be guaranteed because of scheduling needs, but we will do our best to accommodate.

Tips for Picking Up Products

- Ensure vehicle trunk/seats are clean and **free of trash and pets**. Avoid smoking when picking up, transporting and storing products.
- **Verify product counts before signing the delivery agent’s copy of the delivery ticket.** Errors cannot be fixed once you leave the delivery location. Ask the delivery agent to slow down with counting, if needed.
- **Do not have you vehicle loaded until you have verified all items.** Guarantee items are loaded in your vehicle.
- Once products are picked up, go straight home and unload your vehicle.
- Keep all products out of the sun and be mindful of storing them in hot places such as garages and cars. Do you know the melting point for chocolates? It’s lower than you think! Even a quick trip to the store with product left in your car can damage the product.
- Do not store products in your vehicle, especially for long periods of time to avoid melting and theft. **Melted products CANNOT be returned, exchanged or sold. They become your personal property and you are responsible for payment.**
- If product is not picked up at the chosen date/time/location, all items are returned to our distributor’s warehouse. Troops will have to make arrangements with council to pick up at a later date.

Distribution of fall products to girls/caregivers

After picking up orders, distribute to girls immediately.

1. Set up a time and place (your home is the best location).
2. Pre-stage each girl’s order to speed up the process.
3. Fill out an itemized receipt in advance and have it ready when the girl and her caregiver arrive.
4. Encourage caregivers to count all items before **signing the itemized receipt**. Remember to include any Project Thank You orders from the paper order card.

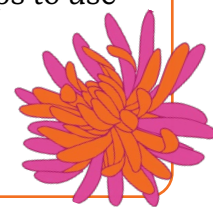
The troop fall product manager becomes fully responsible for all products signed for without proof of caregiver pick up. **Ensure that caregivers sign an itemized receipt when they pick up products.**



Service Unit (SU) Product Manager Checklist

Pre-Sale Checklist

- ❑ Sign the online SU Product Manager Agreement available through gsLearn (unless you attend one of the live sessions).
- ❑ Complete SU level product manager information session. Available beginning Aug. 14.
 - This year, those who attend the SU information sessions have a choice to attend one of two live in-person sessions, a live virtual session or a recorded session available on gsLearn.
- ❑ Communicate with troops the options for troop level fall product training.
- ❑ Log into M2 system, create an avatar, and ensure all active troops are listed.
- ❑ Invite Juliette Girl Scouts to participate in Sweets & Treats Fall Product Program.
- ❑ Remind troops about credit card payment options for customers and caregiver payments.
- ❑ Remind troops about the troop bonus and how troops can earn up to \$10 per girl when each girl completes the following in the M2 system by the dates outlined:
 - Register her account AND send 18+ unique customer emails by Oct. 7 to earn \$5.
 - Complete the above tasks AND sell 5 online items by Oct. 11 to earn \$5.
- ❑ Pre-stage troop materials for pick-up by troops who complete training:
 - Order card (1 per girl)
 - Money envelope (5 per troop)
 - M2 quick start flyer (1 per girl)
 - Caregiver permission form (1 per girl) – remind troops this is the last year for paper permission forms. Encourage troops to use the online [form](#).
 - Receipt pages (3 per troop)
 - Large envelope (1 per troop)



During Sale Checklist

- ❑ Remind troop product manager to log into M2 system, create avatar, and double check girl roster.
- ❑ Ensure troops have verified troop banking information.
- ❑ Verify all troops entered girl order card orders by deadline.
- ❑ Verify all troops with paper order card and/or girl delivery orders have chosen delivery date/time/location.
- ❑ Communicate with troops on regular basis: important dates, reminders, etc.
- ❑ Encourage leaders to attend Sweets & Treats Fall Product Program online chats, which offer in the moment learning and an opportunity for questions. The online chats are perfect for new troops or troops with questions.

Post-Sale Checklist

- ❑ Remind troops to deposit all funds into troop bank account prior to ACH sweep date.
- ❑ Remind troops to verify all girl rewards have been chosen by deadline.
- ❑ Once rewards are delivered (early December 2024), count and confirm all items received.
- ❑ Complete this [form](#) to report any missing reward items within 10 days of receiving rewards.
- ❑ Distribute rewards to troops as soon as they are verified. Ensure troops count and sign for rewards.
- ❑ Download and/or print the following reports:
 - Troop Reward Delivery Tickets PDF or Excel report (provides information on rewards earned for each troop).
 - Troop Products & Financials Excel report (provides financial information to include troop proceeds).
- ❑ Remind troop to submit outstanding caregivers by Dec. 3. Use this [form](#) to submit outstanding caregivers.

Money Matters

Troops have two ways to collect credit card payments at no cost to the troop. Customer payments should go through the Clover Go App. Troops also have the option to collect parent payments through a partnership with Cheddar Up.

Clover Go

Clover Go is an app that allows troops to set girls up (with caregiver's assistance) to accept credit card payments directly from customers. Clover Go customer payments go directly into the troop bank account. Clover Go is not to be used to collect caregiver payments.

Clover Go is only allowed for customer payment use during the product program seasons of September to March. Authorized dates for Girl Scout Sweets & Treats are **Sept. 28 -Dec. 6**. GSWCF pays all fees associated with Clover Go for product program customer purchases during product seasons. In order for GSWCF to continue doing so, troops who abuse the system will be charged all the fees associated with the transaction(s) plus an administrative fee.

Troops who used Clover Go during a previous product season can view the 'Experienced Clover Refresher' training located in gsLearn. Troops access gsLearn through MYGS Account. Troops new to using Clover Go are required to take 'New Clover Go training' accessible through gsLearn. An onboarding link to Clover will be provided once the 'New Clover Go Training' has been completed.

Cheddar Up

Cheddar Up is an easy online tool for troops to collect payments from caregivers. Cheddar Up is free for troops to use, and convenience fees associated with processing the payment can be passed on to the caregiver.

Troops create an online collection form to make it easier to collect payments from caregivers. Money collected from caregivers via Cheddar Up is transferred into the troop's bank account by the troop leader.

Check out [Online Payments \(gswcf.org\)](https://www.gswcf.org/online-payments) for information on how to sign your troop up for Cheddar Up.

ACH Sweeps

GSWCF conducts Automated Clearing House (ACH) sweeps, a network for electronic payments either to debit or credit a troop's bank account for funds due for product programs. GSWCF will conduct an ACH sweep for the full amount due to council on Dec. 6. If a troop is owed a refund, an ACH deposit will be conducted on Dec. 6 into the troop account. All troops must have a troop bank account to participate in any Product Program.

New troops who are in the process of opening their troop bank account must contact the product program team by Oct. 21 with their banking info to be updated for the ACH. This is required for the Troop Bonus payment.

Additional Money Matters Information

1. Caregivers must fill out and sign the Caregiver Permission & Responsibility [form](#) for every participating girl. (See Caregiver Permission & Responsibility Form information in the Getting Started section for more information.)
2. Do not give sales materials/products to a girl if the caregiver has not signed a **Caregiver Permission & Responsibility form**.
3. Customers who order via the paper order card pay when the product is delivered. Customers who order online, prepay for all items ordered.
4. Girls/caregivers should never be asked to pay for product when picking it up from the troop. Exceptions may be considered if there is a prior history of outstanding parent debt. In this case, contact the product program department at info@gswcf.org.

5. Troops decide if the troop will accept paper checks from customers and/or caregivers. Communicate this to the caregivers. If accepted, checks should be made out to the troop and deposited into the troop bank account. Troops can restrict the amount of the check that is accepted.
6. Troops accept responsibility for fees associated with checks returned for insufficient funds.
7. Troops are encouraged to have parents pay via money order or Cheddar Up.
8. Keep record of each caregiver's products and payments separately on the itemized receipts.
9. When caregivers pick up nut and chocolate items or turn money into the troop, **ALWAYS** provide them with an itemized receipt for the items/money received **AND** have the caregiver sign the receipt.
10. All money should be deposited into the troop bank account promptly and frequently. This deposit needs to occur in time for the funds to become available for the ACH sweep.
11. Outstanding caregiver paper work must be submitted via the online form to the product program department by **Dec. 3. Due to scheduling, late paperwork cannot be accepted.**
12. Troops must have all funds in the troop bank account by **Dec. 2.** An invoice for the amount of the ACH sweep/refund will be emailed to the troop leader on **Dec. 2.**
13. The ACH sweep from the troop account for the amount due to council, minus outstanding caregiver balances submitted on time, occurs **Dec. 6.** No exceptions will be made.
14. The troop is responsible for any fees associated with declined withdrawals or insufficient funds. Troops authorize GSWCF to repeat electronic (ACH) payments that fail for any reason within **five business days.**
15. Failure to have sufficient funds for the ACH sweep on the scheduled date doesn't grant a troop extension from GSWCF. Unpaid troops will be subject to collection efforts which include collection agencies. The troop will not be allowed to participate in the 2025 Girl Scout Cookie program until their balance is paid in full.
16. If a troop is due a credit, GSWCF will use the banking information provided to credit or return any monies due to the troop on **Dec. 6.**

Outstanding Caregiver Balances

Troop fall product managers must notify caregivers in writing (email, text or mail) of shortages in money. Include due dates for all outstanding funds. If caregiver money is still outstanding at the end of sale, the troop fall product manager must complete the online [Outstanding Balance form](#) and upload pictures of the following:

- receipts signed by caregiver(s) for products received
- copy of receipts for funds paid
- copy of the delinquent notification letter or email
- signed Caregiver Permission & Responsibility form (electronic form will send troop leaders an emailed copy)

These items must be received via the online form no later than **Dec. 3**, in order for GSWCF to send the correct ACH invoice for troop accountability. Please submit even if caregiver says they will pay the troop before the ACH sweep. If caregiver pays troop after submitting, email info@gswcf.org with:

- troop number
- name of caregiver
- amount paid

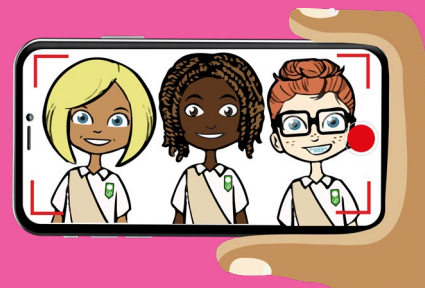


Troop Proceeds

Remember: troop proceeds belong to the entire troop and never become the property of an individual girl.

Troops must have a minimum of five girls registered, with three girls participating and at least one of whom is unrelated to receive proceeds. This is to ensure the council is complying with the tax requirements related to its nonprofit status, specifically ensuring we are not creating individual inurement.

Troops receive **15% of sales** for each item sold in the Sweets & Treats Fall Product Program.



Opt Out

Older girl troops (juniors and up) are eligible to opt-out of rewards, and instead earn an additional 2% in troop proceeds. This choice affects all girls in the eligible troop and must be agreed upon by ALL girls in the troop, not the caregivers.

Individual girls cannot choose to opt-out of rewards.

For eligible troops that choose this option, girls will still earn patches, but none of the rewards.

Opt-Out Form

Troops who wish to opt-out of rewards must complete an opt-out form, which must be signed by every girl in the troop agreeing to opt-out of rewards. Troops must take a picture of the signed opt-out form and send to the service unit fall product manager by Oct. 21. The opt-out form can be found at gswcf.org/fpp.



Tips for Opt-Out Troop Discussions

- Discuss troop budget and troop goals.
- Have girls calculate troop proceeds and how much additional proceed would be earned if they opt-out.
- Explain opt-out decision must be 100% agreed upon by all girls.



Thank you

We're Here For You!

Please contact the product program team if you have questions.

Phone/fax: 813-281-4475 • info@gswcf.org



Kim Buettner

Vice President of Product Programs



Jessica Hadley

Product Program Coordinator



Caeti Howells

Product Program Coordinator



M2's customer service team

Contact M2's customer service team directly with all questions regarding the online platform at support.gsnutsandmags.com or 800-372-8520.



girl scouts 
of west central florida

4610 Eisenhower Blvd. Tampa, FL 33634
800-881-GIRL (4475) • gswcf.org