



# 2025 FALL PRODUCT PROGRAM VOLUNTEER MANUAL



## QUESTIONS?

### Service Unit Product Manager

Your local volunteer fall product manager.

Name \_\_\_\_\_ Email \_\_\_\_\_ Phone Number \_\_\_\_\_

### M2 Customer Service

M2 system, product, and order tracking  
1.800.372.8520 or [Support.GSNutsAndMags.com](mailto:Support.GSNutsAndMags.com)

### Girl Scouts of Southern Appalachians

Member Services can be reached at 800.474.1912 or email [Info@GirlScoutCSA.org](mailto:Info@GirlScoutCSA.org)

**Sept. 12**  
M2 Troop  
Access

**Sept. 19**  
Program  
Begins

**Oct. 5**  
In-Person  
Orders  
Close

**Oct. 22**  
Online  
Orders  
Close

**Nov. 26**  
Money  
Due

# PERKS



## REWARDS



- Kick off the new Girl Scouting year with some extra troop funds:
  - ▶ 14% on all items.
  - ▶ C/S/A level troops can opt-out of rewards to earn an additional 1%
  - ▶ Troops who have a \$350+ PGA during 2025 FP will earn an additional \$0.02 during Cookies 2026
- Minimal time investment and no inventory management
- Choice of in-person, online-only, or both
- Practice the 5 skills: goal setting, money management, decision making, people skills, and business ethics
- Girl Scouts earn themed rewards and Candy Cash to fund future adventures.

## Troop Proceeds Example

\$500 in product sold x 14%  
= \$70.00 troop proceeds

Total troop proceeds  
per girl = \$170.00

x 10 girls in a troop

= \$700 troop proceeds



# PRODUCTS



## BarkBox

Boxes come with one or more dog toys as well as one canister of Berry Trios BARK + Girl Scouts dog treats. **NEW for 2025:** 3 new mini-BarkBoxes will be added. Flat rate shipping—pay \$5 for one or \$10 for 2+.

## Personalized Products

High quality stationery, note pads, and photo frames! Customers can be creative and customize colors, fonts, names, and more.

## Tervis Tumblers

Tervis® provides a wide selection of premium insulated tumblers and water bottles, ranging from top sellers to your favorite MLB®, NFL®, and collegiate sports teams and more.

## Magazines

Customers can purchase or renew their favorite magazines online.

## Nuts and Chocolate

16 varieties of nuts and chocolate are available for girl delivery and an even larger selection is available online.

## NEW! Candles

This great addition to our product lineup includes *8 unique scents*.

## PRODUCT DETAILS



# GETTING STARTED



## 1. Attend your Service Unit's Troop Fall Product Training

To prepare for the fall product program, a troop fall product manager from each troop is required to attend Fall Product training. Troops who do not attend in-person training can also watch 2025 Fall Product Troop Training on gsLearn.

Troops will receive the following materials (also available on our website) from the service unit fall product manager:

### **Troops (1 per troop):**

- Volunteer manual

### **Girl Scouts (1 per girl):**

- Order cards
- Parent Agreement Form
- Money envelope



## 2. Review the Troop Roster

Troop co-leaders should access their most current troop roster through myGS on the Girl Scouts of Southern Appalachians website. Please ensure all girls are registered for the 2025-26 membership year. Only registered Girl Scouts can participate.

## 3. Host Family Meeting

Once you have all your information, your next step will be to schedule your troop's fall product program parent meeting.



- Educate girls and parents on the fall product program.
  - ▶ Discuss the parent financial responsibility.
  - ▶ Troop goals – what are your troop's annual plans and goals?
  - ▶ Girl goals – each Girl Scout should set her own goals based on plans for the year.
- Hand out the materials to each girl.
- Set important dates and clearly communicate deadlines to parents.
  - ▶ Money turn-in dates.
  - ▶ Order cards turn in date.
- Encourage girls and parents to participate online.
  - ▶ With online sales, you won't have to collect money. All sales are done by credit card.
  - ▶ Girls can see how they are doing and keep track of their sales.
  - ▶ Girls can see the rewards as they earn them.





## Volunteer Personalized Patch

As the troop fall product manager, you can create your own personalized patch to display on your volunteer vest!

When you create your avatar and your troop sells \$1.00 during the fall product program, you'll receive your free personalized patch in the mail.

## 4. Verify Troop Info in M2

<https://www.gsnutsandmags.com/gscsa>

The M2 online system (M2) is where girls, parents and troops will send emails, enter orders, track sales and select rewards.

1. Log in to M2 via registration email sent on **September 12** and review your troop's contact information. This is the person who will receive all fall product program communications for the troop.
2. Verify your troop roster. Only registered Girl Scouts can participate. Newly registered Girl Scouts will be uploaded weekly throughout the program.
3. Verify your troop bank account is visible in M2. If bank info is not visible, submit the Troop Agreement Form.
4. **Send the girl launch email to give girls access to their online stores.** Launch email will schedule to send on September 19.

## 5. Review Resources

### Girl Scouts of Southern Appalachians Website

[www.girlscoutcsa.org/FallProduct](http://www.girlscoutcsa.org/FallProduct)

- PDF of Order Card
- M2 Help Videos
- Parent Agreement Form
- Shipping Rates
- M2 flyer with Product Champion Info



### M2 Website

<https://www.gsnutsandmags.com/gscsa>

- Enter and/or manage your troops orders
- Order nuts, magazines, and more
- Create avatar
- View reports and delivery tickets







# TAKING ORDERS

## Order Card/In-Person Orders

The order card offers customers nut/chocolate items that a girl will deliver in-person once received by their troop. Customer orders are tracked on the order card by name, number of items being purchased and payments made. Payment should be collected at the time of order. Parents must enter orders in M2 prior to October 5.

## Online Orders

M2 allows girls to sell safely online to family and friends with creativity and flair. Through her personalized store, she will be able to:

- Send emails that contain a direct link to shop on her personalized store
- Share her shopping link via text message or Facebook (personal sites only)
- Track goals
- View and select rewards
- Create a themed avatar



## Benefits of Online Orders

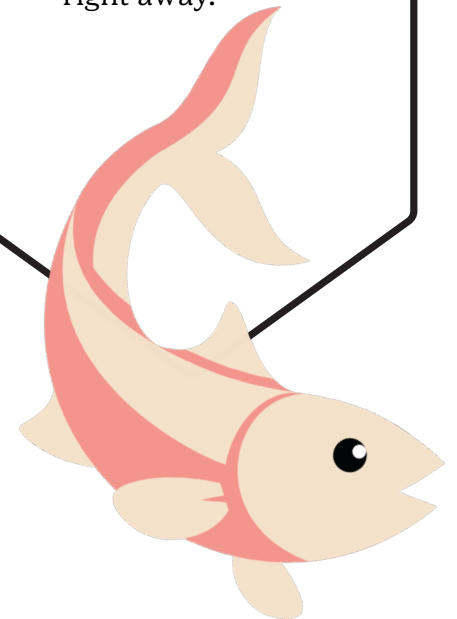
- Credit card payments - no need to handle cash.
- Magazines, Bark Box, personalized product, and Tervis Tumblers online only.
- Expanded product line-up.
- Choice of girl delivery or shipped.
- Orders are shipped right away.



## Care to Share

Girl Scouts love to give back! Ask customers to donate to our “Care to Share” program to give nuts to local organizations throughout our council.

- Collect 6 nut donations in \$8 increments to earn the Care to Share patch.
- Place donations on the order card or online.
- Collect funds.
- Care to Share items placed through the order card will be delivered directly to the troop to distribute to their local community. Items donated through the website will be donated by the council.





# MONEY MANAGEMENT

Instilling good business ethics in girls, families and volunteers is a key aspect of the program.

**Money must be:**

- Collected from the customer at the time of order.
- Collected from Girl Scouts on a weekly basis.
- Deposited into troop bank account weekly.



## Just-in-Time: Money Management

**Product Theft Forms** - If the troop has been unsuccessful in collecting funds due from parents, the troop may submit the Product Theft form. This form is due by November 26.

For more information regarding Product Theft forms and general Fall Product money management, scan the QR code or visit [www.girlscoutcsa.org/FallProduct](http://www.girlscoutcsa.org/FallProduct).



## Council ACH Payment Process - November 26

Troops are required to participate in the ACH process for council payment.

1. Submit a Troop Agreement form for the 2025-2026 Product seasons.
2. Council will upload troop bank information into the M2 system.
3. Watch for reminder emails from M2 about payment.
4. Ensure the amount due is available prior to the ACH withdrawal date.
5. After the ACH has taken place, verify the amount withdrawn by reviewing your bank statement.

Troops not providing this information can jeopardize the troop's financial standing and their ability to participate in council product programs.

**All funds are due in full to council on November 26. If your troop does not have a bank account, payment in full is due to your local Leadership Center by November 26. Contact us at 800-474-1912 or email [Info@GirlScoutCSA.org](mailto:Info@GirlScoutCSA.org) for instructions and more information.**



# END OF PROGRAM CHECKLIST

- Remind all parents to total each product at the bottom of the order card and enter totals in M2 by October 5 at 11:59 PM CT.
- Collect nut/chocolate order cards from each girl. Verify the quantities and rewards choices are entered correctly in M2. Be sure to save the order cards to give back to the girls at delivery time! Note: Online sales are automatically calculated.
- Collect all money due—count the money with the parent present and issue receipt. Verify the parent gave the correct amount owed via M2.
- Deposit all money into your troop authorized bank account. To determine the troop's amount due to council, see the "Troop Summary/Amount Due" dashboard on M2.
- All money must be turned in with order cards. If not, fill out a Product Theft form by November 26.




## Product and Reward Distribution

Each service unit has a different way they coordinate deliveries. Watch for communication from your service unit fall product manager for when and how product and rewards will be picked up.

- Be prepared for your product pick up and know what items you will be receiving by using M2 delivery tickets. You will receive exactly what your troop sold. No extras.
- Count and recount! Make sure you have all your items listed on your delivery ticket.
- Sign and get a receipt for product received.
- Sort and distribute product to girls as quickly as possible so they can deliver to customers.
- Return order cards to girls in your troop when they pick up product.
- Report damaged product by December 13 to your service unit FPM.
- When rewards are delivered, follow the same process above, reporting any damaged rewards by December 13.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<div><div>2025 FALL PRODUCT PROGRAM CALENDAR</div></div>					SEPTEMBER 12: Volunteers gain access to M2 site.	13
14	15	16	17	18	19: All paperwork due. Program begins.	20
21	22	23	24	25	26	27
28	29	30	OCTOBER 1: \$0.01 test ACH	2	3	4
5: Order Card ends. Caregiver Order Card deadline.	6-8: Troop order card edits begin Oct. 6 and end Oct. 8 at 11:59pm.			9-10: SU access to edit/enter girl orders starts Oct. 9; deadline to complete is Oct. 10 at 11:59pm.		11
6-22: Direct shipped products and magazine sales will be available through online store front.						
12	13	14	15	16	17	18
19	20	21	22: Last day to select reward choices in M2.	23	24	25
26	27-31: Product delivery.					NOVEMBER 1
						1-15: Girl
2	3	4	5	6	7	8
delivery.						
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26: Deposit all funds. Product Theft Forms due.	27	28	29
30	DECEMBER 1: Final ACH.		<div><div>BRAVE. FUN!</div></div>			

**Brave. FUN!**  
**Fierce.**

