

# Product Pick-Up & Selecting Rewards – *for families*

## FALL PRODUCT 2020

### Product Arrival

**Melted Product cannot be returned!** The product will melt if stored in a location that is warmer than 73 degrees. Do not store product in cars or direct sunlight for any length of time, even during cold weather!

- Your troop product manager will pick up all girl ordered product for the troop the week of November 2 – November 6.
- The troop product manager will reach out to you shortly after to schedule pick-up for your Girl Scout's order.
- You will have until close to the end of November to distribute product to customers, collect money when needed, and turn money in to the troop.

### Picking up product:

- Double and triple count to be sure you have received the correct number of products for your girl. You will receive both order card and online girl delivered products.
- **You will be required** to sign a receipt or delivery ticket verifying that you have received the correct number of products.
- **You will be required** to sign a Parent Agreement form before you can pick up product. You can find the Parent Agreement form in the back of your Family Guide.
- Product cannot be returned to the troop, service unit, or council.
- Damaged product may be exchanged at the nearest service center for the same type of product EXCLUDING melted product.
- If a customer wishes to submit a concern or question about product quality, please direct him or her to the M2 Customer Care line.
- If you have not heard from your troop regarding rewards pickup by the middle of December, please reach out to your troop product manager or [info@girlscoutcsa.org](mailto:info@girlscoutcsa.org)



## Girl Rewards Choices

Several of the Fall Product Reward levels require the girls to make a choice between several different rewards.

For instance, if your girl sells 55+ items, she can choose either the Mini Bluetooth Speaker OR the Sloth Socks OR \$10 in Candy Cash.

If she sells 100+ items, she can choose the large plush Sloth OR the Tassel String Lights OR \$25 Candy Cash.

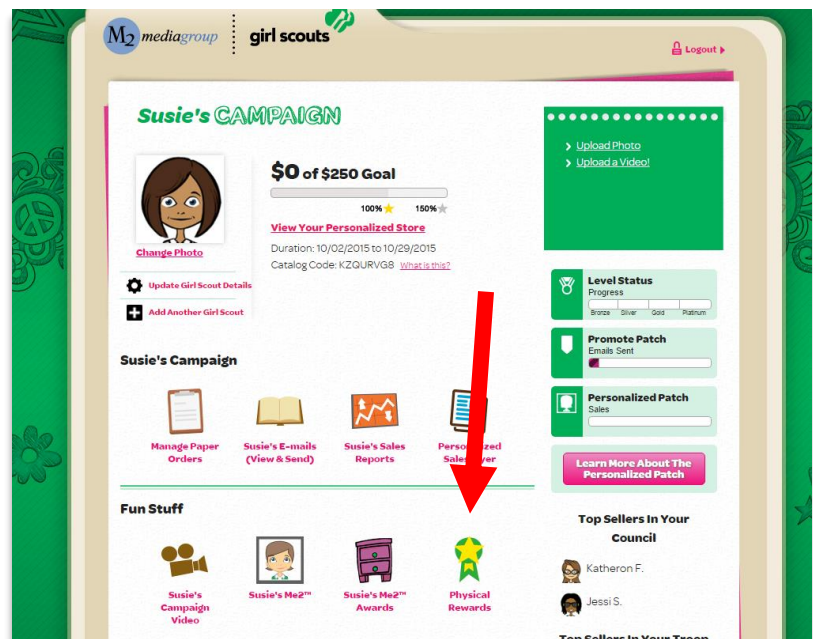
There are additional choices at 65+ sales and 125+ sales.

- Parents and volunteers will be able to make reward choices in M2 until October 29.
- On October 30, if a reward choice has not been made, council staff will make a default selection for the girl.
- Parents/Volunteers also need to submit an address in M2 so the personalized patch can be mailed.

## Selecting Rewards – *by October 29*

To select rewards, log in to your webstore and click the **Physical Rewards** icon on your dashboard.

A box will pop up showing you a list of all rewards that your girl has earned. **If you do not see a box pop up, make certain you do not have pop ups blocked on the website!**



If you are required to make any rewards selections, you will see a drop-down box asking you to make a choice. Select your options for all drop-down boxes, and then click the Update button at the bottom of the window.

**View Earner** ✕

**Emma Hendrickson (Troop 20536)**

If you are selecting a reward with options of a size or additional choices, please make your selection and click update. You will then be able to make the additional choice.

**Rewards Earned**

Reward	Options
Stand Tall Patch Stand Tall Patch	
16" Plush Giraffe AND Goal Getter Patch Goal Getter Patch	
Super Seller Nuts Patch Super Seller Nuts Patch	
Jelly Bracelets AND Girls Night Out Drawing Best Friend Jelly Bracelets Drawing for Girl's Night Out	
Rainbow Lip Gloss AND Phone Wristlet Rainbow Lip Gloss Key Chain Wristlet	
Gel Pens and Fuzzy Peace Journal OR \$10 Candy Cash	Reward --Select Reward--
\$15 Candy Cash OR Keep Calm T-shirt	Reward --Select Reward--

**Cancel** **Update**

If your Girl Scout has earned the Personalized Patch, make certain you have submitted your address so the patch will be mailed directly to you! You were asked to enter your address during registration, but you can enter it now if you skipped this step previously. Click on "Update Girl Scout Details" just under the Avatar picture on your Dashboard. Enter a nickname in the first field if applicable.

- Under Campaign Options, in the drop-down box you will choose what name to print on the Personalized Patch. The available options are: First Name, Nickname, or Initials. You will also see an option to choose your Girl Scout's patch background.
- Enter your complete Shipping Address and click the Update button at the bottom.

