

2024 MagNut Program Service Unit Guide

Thank you for showing our Girl Scouts how to *Embrace Possibility* in the 2024 MagNut program. Your hard work and dedication helps girls have new adventures and life-changing opportunities. Thanks so much from the product program team for all you do to make the Girl Scout MagNut program a success.

Communications

MagNut News: A digital newsletter with updates and reminders posted at gswpa.org/magnutnews. Service unit MagNut managers (SUMMs) and troop MagNut managers (TMMs) in the M2 system will be notified of new postings via email.

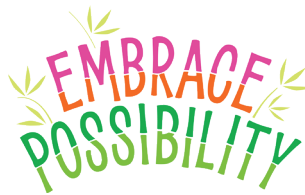
Text Messages: Important date reminders will be sent to SUMMs and TMMs via text message when you opt in. For SUMMs, text SUMM24 to 800-248-3355. TMMs can opt in by texting TMM24 to 800-248-3355.

PLEASE NOTE: The information in this guide is as up-to-date as possible at the time of printing. However, if guidelines and information change leading up to and through the program, we will use MagNut News to communicate updates.

Materials Checklist

Troop materials are shipped to you. You should receive and pack in the large envelopes the following materials for each troop in the service unit:

- » One *MagNut Program Troop Guide*
- » Girl materials (one per girl registered for 2024-2025):
 - *MagNut Program Family Guide*
 - Paper order card
 - M2 online setup flyer
 - Money envelope



Select items are available to download from our website. Email magnut@gswpa.org for additional materials.

Troop Training

- » Facilitate a troop training for the TMMs and troop leaders in your service unit.
- » Review the topics outlined in the *MagNut Program Troop Guide* and service-unit-specific information.
- » Pass out the following:
 - The troop and girl materials presorted in the large envelopes.
 - *Troop MagNut Manager Agreement* to be reviewed and signed (retain with service unit records until Sept. 30, 2025.)

Getting Started in M2

- » You'll receive an email link on Sept. 17 to access the M2 site.
- » Once your account is set up, you can access your SUMM account by going to gsnutsandmags.com/gswpa. Click the "VISIT ADMIN SITE."
- » To add a TMM or update a TMM's password and/or contact info, go to the service unit *Dashboard* and click on *Manage Admin User*:
 - To add: Choose *Add User*.
 - To edit: Click on their name and update information.
 - To reset password: Click on the + before their name.

Important Dates:

Aug./Sept.

- Train the troops in the service unit.
- Collect signed *Troop MagNut Manager Agreements*. (Retain with service unit records until Sept. 30, 2025.)

Sept. 17

Volunteers have access to M2.

Oct. 1

MagNut program begins!

- Order taking begins.
- Online storefronts go live!
- Girls can send emails to family and friends.
- Enter service unit delivery location and reward shipping address info in M2.



Oct. 21 by 11:59 p.m.

Caregivers enter in-person nut and candy orders.

Oct. 22-Oct. 23 by 11:59 p.m.

Troops enter in-person nut and candy orders.

Oct. 23 by 11:59 p.m.

Service unit deadline to make edits to troop orders. There is no submit button.

Oct. 24 at 11:59 p.m.

Online girl-delivery orders end.

Nov. 13-16

Nut and candy orders are delivered to service units.

Dec. 1 at 11:59 p.m.

Online shipped sales end.

Dec. 5

ACH Adjustment Request Form due (if needed).

Dec. 8 by 11:59 p.m.

Reward selections due.

Dec. 12

ACH sweep processed.

January

- Rewards are delivered to service units.
- Distribute rewards to troops.

Jan. 31

Deadline to report any reward issues.

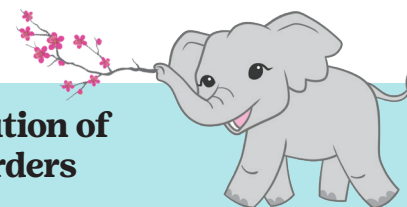


M2 customer service representatives are ready and waiting to answer your MagNut program questions!

question@gsnutsandmags.com
800-372-8520
We're happy to help!

girl scouts
western pennsylvania

Service Unit MagNut Manager Responsibilities



Avatar Patches

Service unit MagNut managers can earn avatar patches too! Creating your personalized avatar is fun!

To earn a personalized avatar patch:

- » Troops in the service unit must participate in the MagNut program.
- » Create your avatar in the M2 site.
- » Enter your shipping address in the M2 system if you want to receive the patch. If you don't want the patch, please leave this blank.



Individually Registered (Indie) Girl Scouts

- » When an Indie Girl Scout registers on the M2 site, she'll select *Troop Not Found*. Council will then create the Indie Girl Scout's troop number.
- » Indie Girl Scout caregivers enter their Girl Scout's in-person nut and candy orders into the M2 site by Oct. 21, or SUMMs can enter Indie Girl Scouts' in-person nut and candy orders into the M2 site by Oct. 23 at 11:59 p.m.
- » Notify Indie Girl Scout caregivers of the date, time, and location to pick up their nut, candy, and reward items.
- » Verify the Indie Girl Scout has paid the total sales amount, including proceeds, to council prior to distributing reward items.
- » Indie Girl Scouts receive Indie Girl Scout Program Rewards instead of proceeds. Council will email Program Rewards and redemption instructions directly to Indie Girl Scouts.

Delivery Information for Product/Rewards

Product Delivery Site Information

- » Locate and secure a delivery site location for product. Delivery is Nov. 13-16.
- » Enter delivery site information on the M2 site admin set-up page by Oct. 1 at 11:59 p.m.
- » Once the delivery agent completes their schedule, council will enter the delivery date and approximate time on M2.

Rewards Shipping Address

- » Enter a shipping address on the M2 online site. This can be a different individual/address than the product delivery.
- » Rewards will be shipped to the address entered in M2. Shipments are expected in January.
- » Count all rewards and compare to the packing list and M2 *Troop Reward Report* prior to sorting them for troop pickup. For any discrepancies or damages, contact council customer care at 800-248-3355 or magnut@gswpa.org, by Jan. 31.
- » Girl Scout Bucks and redemption instructions will be emailed directly to girls.
- » Troops can earn FUNd Bucks. Check out the *MagNut Program Troop Guide* for details. FUNd Bucks will be emailed to troops.

Delivery/Distribution of Nut and Candy Orders

Service Unit Delivery

- » You or a designated volunteer must be present when the delivery agent arrives. Delivery is by the piece, not the case.
- » Online girl-delivered orders will be included in the delivery.
- » Once you and the delivery driver count and verify the order, sign the delivery ticket. In the event of a delivery shortage, make sure it's noted on the delivery ticket before signing.

Troop Distribution

- » **Prior to delivery:** Notify troops of the location, date, and pick-up time. (Pro tip: Have an alternate time and location available for missed pickups.) Print two copies of each troop's/Indie Girl Scout's delivery ticket.
- » **On the day of delivery:** Once you and the TMM or Indie Girl Scout caregiver count and verify the troop's/girl's order, the TMM or Indie Girl Scout caregiver and you will sign both copies of the delivery ticket. The TMM or Indie Girl Scout caregiver will keep one copy and you will retain the other copy until Sept. 30, 2025.
- » The troop or Indie Girl Scout caregiver is financially responsible for all items on the signed delivery ticket.

Financials

- » **Important:** All troops are required to have a Bank Account Information and ACH Electronic Debit/Credit Authorization form on file. As a service unit MagNut manager, verify all* troops have a bank account displayed in M2. (Only council can enter this information.) Encourage troops without banking information in M2 to submit this form so they can fully participate in product programs.

**Newly-formed troops without an established bank account will need to communicate with you and the service unit finance manager to let you know they intend to participate in the MagNut program. Because money from the product programs should never be deposited in a personal account, the troop must work with the service unit finance manager. MagNut money must be deposited in the service unit account. The service unit will send a check to Girl Scouts Western Pennsylvania for the amount owed to council. Once the troop account is established, the service unit will forward a check to the troop for the troop's MagNut proceeds.*

To verify all troops have ACH information submitted to council, go to *Reports/Special Reports/Troop Products & Financials*. In the last column, see *Troop Bank Account Added (YES/NO)*.

- » About a week after the ACH sweep, verify that each troop's balance due to council is \$0. If there's an outstanding balance, follow up with the troop for an explanation/payment. (The troop should send a check to council for any outstanding balances not attributed to a caregiver outstanding balance.) If the troop has a caregiver who hasn't paid, verify the troop has filed all the required caregiver outstanding balance paperwork with council.
- » **Do not distribute rewards to troops with an outstanding balance** unless the outstanding balance is the result of a caregiver outstanding balance and the proper paperwork has been filed. Continue to contact troops with outstanding balances (not attributed to a caregiver outstanding balance) to encourage payment.

