

2021 MagNut Program Troop Guide

Welcome to our 2021 MagNut program!

You are creating learning moments through the fun experience of participating in the MagNut program while your Girl Scouts earn startup funds (**15-20% of girls' sales**) for the start of the new Girl Scout year. **Thank you for your time and commitment to provide this opportunity for your troop!**

Getting Started

- ★ **Important:** All existing troops must have a current Bank Account Information and ACH Authorization form on file with GSWPA prior to the start of the 2021 MagNut program. New troops must file the form as soon as the bank account is set up.
- Follow the link sent to your email address the week of Sept. 21 to access the M2 site. If you haven't received an email, contact your service unit MagNut manager (SUMM).
- Once you log into M2, watch a short training video.

Participation Options

Product	Sale Type	Process	Customer Delivery
Nuts & Candy Including OSA donation	In-Person	<ul style="list-style-type: none"> Girls take orders from customers. Family or troop enters orders into M2. Girls collect money from customers at the time of delivery. Girls turn in money to troop. 	Delivered by girls to customers
Nuts, Candy (including OSA donations) & Magazines	Online Shipped	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family. Customers pay online (including shipping as applicable). Orders are automatically credited to the girl in M2. 	Shipped from vendor or magazine company
Nuts & Candy	Online Girl Delivered	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family. Customers pay online for girl delivery. Orders are automatically credited to the girl in M2. Items are included in the troop's MagNut order delivery. 	Delivered by girls to customers

FUNd Bucks

Troops will receive a \$10 FUNd Bucks certificate when they achieve total sales of \$250+. See more details under "Rewards."

Cookie Crossover Bonus Proceeds

Troops can earn additional cookie proceeds during the 2022 Girl Scout Cookie Program by participating in MagNut!

- Troops will earn an extra \$.02 per package of cookies sold when they achieve a per girl average (PGA) of \$185 for the MagNut program and a PGA of 175 cookie packages.
- In addition to the \$.02 bonus above, troops will earn an additional \$.01 per package of cookies sold (for a total bonus of \$.03 per package of cookies) when they achieve a PGA of \$275 for the MagNut program and a PGA of 175 cookie packages.

To Earn the Avatar Personalized Patch:

Girl (see Family Guide)

Troop MagNut Manager:

- Create your avatar.
- NEW: Send out a launch email blast from the dashboard to troop members.
- Achieve \$1,000+ in total troop sales.



2021-2022 Important Dates:

Aug./Sept.

- Volunteers have access to M2 starting **Sept. 21**.
- Attend your service unit's troop MagNut training.
- Receive your troop's MagNut materials.
- Sign/submit the TMM position description to your SUMM.
- Submit new/updated ACH form, if necessary.

Friday, Oct. 1

- MagNut program begins!
- Order taking begins.
- Online storefronts go live.
- Girls send emails to family and friends.

By Monday, Oct. 18

Parents enter in-person nuts & candy orders by 11:59 p.m.

Tuesday, Oct. 19-Wednesday, Oct. 20*

Troops may enter in-person nuts & candy orders starting Oct. 19. Must be complete by Oct. 20 at 11:59 p.m.

*Online direct shipped nuts, candy, and magazine orders continue until Nov. 28 at 11:59 p.m.

Monday, Nov. 8-Thursday, Nov. 11

Nuts & candy delivered.

By Monday, Nov. 15

Submit a new ACH form (if needed).

Sunday, Nov. 28

Online sales end at 11:59 p.m.

Thursday, Dec. 2

Troops submit ACH Adjustment Form (if needed).

Sunday, Dec. 5

Reward selections close at 11:59 p.m.

Thursday, Dec. 9

ACH sweep processed.

By Monday, Dec. 13

Submit any delinquent paperwork.

January

- Rewards will be delivered to service units.
- Promptly distribute rewards to girls.

By Monday, Jan. 31

- Deadline to report reward shortages/errors.
- No merchandise rewards will be available after this date.



M2 customer service representatives are ready and waiting to answer all of your MagNut Program questions!

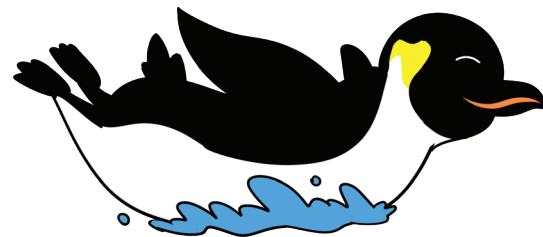
question@gsnutsandmags.com
(800) 372-8520
We're happy to help!

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Troop MagNut Managers (TMM) Instructions

Attend Your Service Unit's MagNut Training

- » Complete and sign your Troop MagNut Manager Agreement.
- » Receive the following materials:
 - *Troop Guide*
 - For the registered girl:
 - » *Family Guide*
 - » In-person order card
 - M2 online setup flyer
 - Money envelope



Communications

MagNut News: Weekly news will be posted at gswpa.org/magnutnews, and SUMMs and TMMs 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 SUMM21 to 800-248-3355. TMMs can opt in by texting TMM21 to 800-248-3355.

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

Access the M2 Site

- » Receive a launch email on Sept. 21 to access the M2 MagNut program. If not received, contact your SUMM.
- » Listen to a short training video in its entirety before you can proceed further.
- » Once account is set up, go to gsnutsandmags.com/admin (This is different from the parent/girl link.) You'll have access to your Troop Dashboard where you can:
 - create your avatar.
 - NEW: send a launch email to your girls beginning Oct. 1.
 - enter/verify in-person orders.
 - enter/verify reward choices.
 - view reports.
 - view total sales, proceeds, and balances due (by clicking Banking and Payments).

Hold a Parent Meeting—Have Fun!

- » Visit gswpa.org to find fun ideas to engage parents and girls using our MagNut program theme “Rise Up” and our mascot, the emperor penguin.
- » **Important reminders for parents:**
 - Registered girls will receive a launch email on Oct. 1 to access M2 or go to gsnutsandmags.com/gswpa to create their account.
 - On Oct. 1 girls can begin sending emails to their friends and families and taking in-person orders.
 - **Parents can enter their girls in-person nuts & candy orders and enter their girl's reward selections.**
 - **Online girl-delivered orders (for local customers):** Local customers can opt to order and pay for their nuts & candy online but have their order Girl-Scout delivered. These orders will automatically be included with the girl's order in M2 and DO NOT need to be entered by the parent or troop. The girl will receive the order with her in-person nuts & candy orders and will need to deliver them to the customer.

Selecting the Rewards Opt-Out Option

- » This option is available only to Girl Scout Junior, Cadette, Senior, and Ambassador troops who agree and sign the Proceeds Opt-Out Form (available at gswpa.org).
- » The troop will earn an extra 5 percent in proceeds in lieu of rewards. (Girls will receive all earned patches.)
- » Prior to order entry, select “opt-out” on the troop dashboard in the M2 site.
 - **PLEASE NOTE:** Once you opt-out, you cannot reverse this to opt back in.

Girl Information in M2

- » Council will continually upload girl information into the M2 site for all registered girls.
 - **If a girl is not listed in your troop, verify she is registered and in the correct troop for the 2021-2022 year.**
 - Contact Customer Care at 800-248-3355 with questions.
 - Any girls not uploaded can simply go to gsnutsandmags.com/gswpa or go to the link on gswpa.org once the sale begins. They will automatically be added to the troop roster in M2.
 - **Please note:** A girl is not permitted to participate in the MagNut program if the family has any outstanding council and/or troop debt.

Entering Girl Orders Into M2

- » Parents may enter their girl's in-person nuts & candy orders into the M2 site during the sale. Deadline for parents to enter all in-person nuts & candy orders is Monday, Oct. 18. at 11:59 p.m.
 - **Do not enter online girl-delivered orders.** Orders are automatically credited to the girl's order in M2.
- » The troop MagNut manager enters any in-person orders not entered by the parents into M2 from Oct. 19-20 by 11:59 p.m.
- » To enter orders, go to the troop dashboard:
 - Choose Paper Order Entry.
 - Click the pencil next to the girl's name.
 - Enter her total nuts & candy items by variety from her order card only.
 - Please note: There is **no submit** button. Orders are transmitted for fulfillment automatically after the lockout date.

Pick-Up of Nuts & Candy

- » Your SUMM will provide a date, time, and location to pick up the troop's orders between Nov. 8-11.
- » SUMMs will have two copies of your troop's delivery ticket. You'll sign both copies which confirms that you have counted and agreed on the number of products that you have received. You are responsible for what you sign for on the receipt!
- » Print out two copies of the girl delivery ticket for each girl and have the parent sign both copies. One copy is given to the parent and one is to be retained with the troop.

Damaged and Additional Product

- » A limited supply of tins and nuts & candy will be available at designated offices to replace damaged items after all council deliveries are made. Please contact Customer Care at customer care@gswpa.org or 800-248-3355 for availability.
- » Damaged item must be returned to GSWPA to get a replacement.
- » No exchanges or returns can be made on non-damaged items.

Rewards

- » Rewards are automatically calculated.
 - If there are choices, these selections must be finalized in M2 by Sunday, Dec. 5 by 11:59 p.m.
- » Parents, girls, and TMMs can visit the M2 site to view the rewards earned.
- » Rewards will ship to your SUMM in January. Your SUMM will contact you with pick-up time and location.
- » The deadline to report any reward shortages or errors is Monday, Jan. 31. After the end of January, merchandise rewards will not be available.

FUNd Bucks

Troops will receive a \$10 FUNd Bucks certificate when they achieve total sales of \$250+. FUNd Bucks can be used as payment for:

- » council-sponsored programs and camps
- » purchases at GSWPA shops and camp trading posts
- » annual Girl Scout membership

FUNd Bucks are not doubled for camp.

No change will be given, and FUNd Bucks will not be replaced if lost.

Personalized Patch

- » M2 will send an email to parents when girls earn the personalized patch. It will automatically be created based on her current avatar at that time and mailed to her address as listed on the M2 site.

Financial Procedures

- » Nuts & candy money is collected at the time of delivery to the customer.
 - No money is to be collected at the time of ordering unless the order is only for in-person Operation: Sweet Appreciation.
- » It's the troop's choice to accept parent or customer checks. Checks must be made out to the troop, not to GSWPA.
- » TMMs should collect all money from girls and deposit it promptly and frequently into their troop checking account.
 - Checks take more time to clear, so deposit promptly to make sure funds are available for the ACH sweep on Dec. 9.
- » Troops retain their proceeds for all sales, including online sales, which are automatically calculated on the troop dashboard and visible in the troop report.
 - Troops earn 15-20 percent of all nuts, candy, and magazine in-person and online orders.

Troop Amount Due to Council

- » Amount due is calculated automatically in M2.
 - Find balance due by clicking the "Banking and Payments" link in your troop dashboard. You will see an overview of all sales and proceeds information for your troop.
 - The "Reports" link shows even more detail. View the "Troop Orders Report."
- » You can also download your Troop's Delivery Ticket and toggle to include financial information.



Financials, Bank Account Information & ACH Authorization

Troop Payment

» All MagNut program payments/refunds will be handled through ACH (Automated Clearing House) debit.

★ IMPORTANT: All existing troops must have a current Bank Account Information and ACH Authorization form on file with GSWPA prior to the start of the 2021 MagNut program. New troops must file the form as soon as their bank account is set up.

» The ACH Sweep will be processed on Thursday, Dec. 9, 2021. "Amount Due to Council" will automatically be deducted from your troop bank account.

• **Have you changed bank accounts or signers?**

• If your troop changed bank accounts or signers since the 2021 cookie program, you must submit a new ACH form (available under Forms at gswpa.org) by Monday, Nov. 15, 2021 with a canceled check from your troop checking account. If a check is not available, please have your bank verify your bank routing and account numbers on the bank's official letterhead.

• **Do you not have enough funds to cover the ACH sweep?**

• A completed ACH Adjustment Request Form (available at gswpa.org under Forms) must be submitted by Thursday, Dec. 2, 2021.

• Any balance due after the ACH sweep must be mailed as a troop check to:

GSWPA, Attn.: Yvonne Colleran, 503 Martindale St., Suite 500, Pittsburgh, PA 15212.

• **Do you have girls who have not paid their balance due?**

• Troops do not pay for a girl's balance due or retain the proceeds from a delinquent girl's sale.

✓ Ensure that an ACH Adjustment Request Form is submitted by Thursday, Dec. 2, 2021.

✓ Submit the following girl delinquency paperwork (including documentation) by Monday, Dec. 13, 2021:

◆ Copy of the debt letter sent to the parent (example at gswpa.org under Forms)

◆ Completed Delinquent MagNut Money form (available at gswpa.org under Forms)

◆ Signed Parent Permission Form

◆ Signed Girl Nuts & Candy Delivery Ticket

• Your troop will be responsible for the balance due if the delinquent forms are not received by Monday, Dec. 13, 2021.

• Do not delay in submitting the delinquent forms to: GSWPA, Attn: Yvonne Colleran, 503 Martindale, St., Suite 500, Pittsburgh, PA 15212.

FAQs

» **My girls are attempting to register in M2 and get a "Campaign is Currently Unavailable" message.**

Girls cannot begin online account registration until Oct. 1 and must be registered Girl Scouts for the 2021-2022 membership year.

» **I entered the email addresses to send the launch emails to the girls in my troop, but they haven't sent. It says, "Queued for Sending." How long does it take to send?**

Launch emails will not be sent to the participants until Oct. 1.

» **I am a volunteer and have a daughter participating. Can I use the same email address for my volunteer and girl accounts?**

Yes! You will be notified upon log in as to which account you are signing on to. Volunteer accounts are accessed at:

www.gsnutsandmags.com/admin, and girl accounts are accessed at: www.gsnutsandmags.com/gswpa.

» **One of my girls received an online girl-delivered order that the family is unable to deliver. How do I remove it?**

The parent/guardian (or customer) will need to contact M2 Customer Service 800-372-8520 to have the order canceled and removed from the system. This cancellation MUST be completed before Oct. 18.

» **My girl received/entered orders that put her over the next reward threshold, but the system isn't showing that she earned the reward.**

The system can take several hours to update the rewards section once additional sales have been received/entered.


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Service Unit # _____

Service Unit MagNut Manager (SUMM): _____

SUMM Email: _____

SUMM Phone: _____