

THANK YOU!

Thank you for showing our Girl Scouts how to be **BRAVE. FIERCE. FUN!** in the 2025 Fall Product Program, Gifts & Goodies, formerly the MagNut program.

Your hard work and dedication help girls have new adventures and lifechanging opportunities. Thank you so much from the product program team for all you do to make the fall product program a success.



PLEASE NOTE: The information in this guide, program materials, and training are as up-to-date as possible at the time of publishing. However, as guidelines and information change leading up to and through the program, updates will be communicated through M2, Gifts & Goodies News, text messages, and gswpa.org.

Use this guide as a supplement to the 2025 Troop Gifts & Goodies Program Troop Guide.

Council Communications

As the service unit fall product manager (SUFPM), you are responsible for coordinating the Gifts & Goodies program for the troops in your service unit and are the first contact for troop support.

We'll communicate updates to you through the following channels:

- Gifts & Goodies News (council e-newsletter found on VolComms)
- Email
- Text messaging (optional): Important date reminders will be sent to SUFPMs and troop fall product managers (TFPMs) via text message when you opt in. For SUFPMs, text SUFPM25 to 800-248-3355. TFPMs can opt in by texting TFPM25 to 800-248-3355.
- · gswpa.org

You're responsible for reading and following the content provided in these communications.

Questions?

M2 customer service representatives are ready and waiting to answer your M2-related program and product questions!

Contact: question@gsnutsandmags.com or 800-372-8520.

Contact council's customer care at 800-248-3355 or fallproduct@gswpa.org.

When contacting us, please clearly identify the service unit and/or troop number in question.

Establish Your Gifts & Goodies Team

Recruit service unit helpers early! Team members can help with distributing girl materials and rewards, delivery, and more. *Remember:* Some tasks require helpers to be registered and approved volunteers.

Program Materials

NEW THIS YEAR:

- The service unit, troop, and family guides have gone digital! You'll find these guides on our website.
- There is a troop quick-start guide and calendar printed on the large troop envelope.
- Service unit fall product manager and troop fall product manager agreements are to be acknowledged when logging in to M2.
- Caregiver permission forms are digital! Caregivers are asked to acknowledge participation responsibilities when creating their Girl Scout's online store. Paper caregiver permission forms are available at gswpa.org for girls not using the M2 system.

You'll receive Gifts & Goodies program girl materials from M2 in mid-August for distribution to troops within the service unit. Disseminate the girl program materials according to the 2026 roster—one per registered girl, please.

- · Paper order card
- M2 online setup flyer (for girls/caregivers)
- · Money envelope

Do you need extra materials? Select items are available to download from our website.

For materials not available from the website, please contact customer care at 800-248-3355 or fallproduct@gswpa.org.



TRAINING

Council Training

Council provides a live SUFPM virtual training in September. If you're unable to attend the live training, a recorded version will be available.

Train Your Troops

As the SUFPM, you coordinate the Gifts & Goodies program at the local level. Training the troops in your service unit is an integral responsibility of the SUFPM role. When troops feel informed and supported, they'll be ready and eager to participate!

You should become familiar with all topics presented in the Gifts & Goodies Program Troop and Family Guides and facilitate training to guide the troops. Troop training should be scheduled in the few weeks leading up to the start of the Gifts & Goodies program. At the meeting, explain the key points from the Gifts & Goodies Program Troop Guide without reading it word-for-word. Make sure troop leaders understand their role and review the key dates.

Topics in your training should include (but are not limited to):

- How/when troops should contact you (Do you prefer email, texts, or phone calls? Do you not want to be called after a certain time?)
- Troop fall product manager role (Troop fall product managers should have identified themselves in this role in their MyGS profile.)
- Family meeting
- · Importance of setting troop and individual goals
- How the Gifts & Goodies program benefits girls
- Proceeds (including the Additional Proceeds Option, and Gifts & Goodies/cookie program participation tie-in to earn additional cookie program proceeds)
- Operation: Sweet Appreciation
- Important dates
- M2
- Placing the troop order
- Rewards
- Delivery—including online girl-delivery option orders
- ACH (form and process), including the required Bank Account Information and ACH Electronic Debit/Credit Authorization Form
- Outstanding caregiver balance



PARTICIPATION

Encourage Participation

As a service unit fall product manager, you're tasked to advocate for troop and girl participation in the program. It's important that troop leaders understand that girls and their families are the ones to decide whether or not to participate. **Troop leaders should not be making that decision for them.**

- √ Review the benefits to troops and girls when they participate in the program and the ways in which girls can sell products.
- ✓ Remind troops that the girls choose the way they want to participate. Girls can sell online, in person, or both!
- ✓ You'll also want to review the donation aspect of the program.
- ✓ Encourage troop leaders to appoint another registered and approved troop volunteer to help as the troop fall product manager. This helps take the pressure off the leaders and keeps other volunteers actively engaged with the troop.
- Explain to troop leaders that unregistered caregivers can still help by picking up products at delivery, sorting products into individual girl orders, and receiving and sorting rewards into individual girl rewards.
- Encourage troops to sit down with their girls and set goals. Have troops share any previously established goals that may spark ideas for newer troop leaders. Have troops encourage their girls and their families to set individual goals as well. Deciding on goals will help to motivate the troops and girls to have an amazing Girl Scout experience.

GETTING STARTED IN M2

- · You'll receive an email on Sept. 16 with the link to access the M2 site.
- Once your account is set up, you can access your SUFPM account by going to gsnutsandmags.com/gswpa.
- · Click the VISIT ADMIN SITE.
 - » To add a TFPM or update a TFPM'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 the information.
 - » To reset password: Click on the + before their name.

DELIVERY

SUFPM & Nut and Candy Delivery

DO NOT ENTER OR CHANGE ANY DELIVERY DATES IN M2. SUFPMs can edit delivery location information in M2 until the deadline of Oct. 9. After Oct. 9, all requests for changes are to be emailed to fallproduct@gswpa.org.

If you're new and don't have a mentor, ask us to personally review delivery with you so that you're comfortable with how the day should go.

Secure a Delivery Site

It is the responsibility of the SUFPM to locate and reserve a delivery site. Once you've secured a delivery site location, you'll need to enter the information into M2. If your site has any restrictions, please email fallproduct@gswpa.org as soon as you know so we can let the delivery agent know before the schedule is created!

- ✓ Typically, delivery site locations are fire stations, schools, churches, businesses, and warehouses.
- √ Be sure the delivery site does not have steps because the delivery agent will be using dollies and carts to deliver the product.
- ✓ Planning early helps you select and secure the best possible location for your troops and the delivery agent. Check with the prior service unit fall product manager or ask people in your community for recommendations.

What makes a good delivery site?

- ✓ Try to choose a location that is easily found and central in your service unit.
- ✓ The streets and parking area must be wide/long enough for a semi or large delivery truck to maneuver without backing into yards or off driveways and with no low-hanging power/phone lines.
- ✓ The delivery truck and troops need to be able to get close to the entry door for loading and unloading.
- ✓ The outside entry door should open into the room in which items are stacked rather than having to maneuver up and down stairs or through a maze of hallways.
- √ The room should be large enough to accommodate all products and have enough space to sort and stage the products by troop orders.

Date Conflict

Flexibility is very much appreciated as it takes a lot of planning to get every service unit's product delivered. Creating the delivery schedule involves careful logistical planning. The delivery agent determines the date and time of deliveries. Council will enter the date of your service unit's delivery into M2 as soon as it's made available by the delivery agent.

If the delivery site has a date conflict, please email fallproduct@gswpa.org immediately. Changes to the delivery schedule may not be possible due to labor, equipment, or timing. If the date conflict cannot be rescheduled, you may need to find an alternative delivery site.

If there is a date conflict where you cannot personally be present at delivery, you'll need to appoint another person to receive the delivery in your absence.

Before Delivery

✓ Prepare receipts. Print two copies of each troop's/Indie Girl Scout's delivery ticket. Troops must sign for the products they're picking up at the delivery site.

Recruit Help

Ask for service unit delivery day helpers. Many hands make light work!

Pick-Up Times

You'll make your own schedule with the troops for troop pickup. Most service units schedule all pick-ups on the same day after the service unit delivery is completed while other service units will schedule individual day/times with each troop. As long as all troop pick-ups are completed in a timely manner and the delivery location is available to you, it's up to you!

Notify troops of the location, date, and pick-up time. (Pro tip: Have an alternate time and location available for missed pickups.)

Delivery Day

Be present! A SUFPM representative must be present when the delivery driver arrives and at all times while delivery is conducted.

- Count and verify the service unit has received the correct number of cases/varieties BEFORE the troops arrive for pick-up. The delivery driver will deliver the entire service unit order as a whole and will NOT subdivide it into troop orders.
- 2. Sort and stage the product for **ALL** troop pick-ups **BEFORE** any product leaves the site. This ensures a troop wasn't given too much or is missing items.
- 3. Count and verify with each troop their order and collect their signed receipt.

SUFPM & Money Management

- ✓ Verify every troop's banking information has been entered in M2. 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)*. Encourage troops without details to complete the required form.
- ✓ 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.
- ✓ File caregiver outstanding balance paperwork for any Indie Girl Scouts with an outstanding balance. Note! Indie Girl Scouts pay the total retail sales amount (not just the "Amount you owe council").

Important:

All troops are required to have a **Bank Account Information and ACH Electronic Debit/Credit Authorization form** on file. As a service unit fall product manager, verify that 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 Gifts & Goodies 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. Gifts & Goodies 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 issue a check to the troop for the troop's Gifts & Goodies proceeds.

REWARDS

Avatar Patches

Service unit fall product 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 Gifts & Goodies program.
- Create your avatar in the M2 site.
- Enter your shipping address in M2 if you want to receive the patch. If you don't want the patch, please leave this blank.

Rewards Shipping Address

- Upon logging in to M2 the first time as the SUFPM, you'll be prompted to enter a rewards shipped address. This can be a different individual/address than the product delivery. If you want to skip this step, you can enter in the shipping address by selecting *Manage Service Unit, Troops, and Girl Scouts*. Be sure to click the *Save* button before leaving the page.
- 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 **BEFORE** sorting them for troop pickup. For any discrepancies or damages, contact council customer care at 800-248-3355 or fallproduct@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 Gifts & Goodies Program Troop Guide for details. FUNd Bucks will be emailed to troops.

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.











INDIE GIRL SCOUTS

SUFPMs and Indie Girl Scouts

Individually registered Girl Scouts, known as Indie Girl Scouts, can sell Gifts & Goodies too!

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 in M2 by Oct. 20, or SUFPMs can enter Indie Girl Scouts' in-person nut and candy orders in M2 by Oct. 22 at 11:59 p.m.

- Council provides a pre-recorded general training to Indie Girl Scout caregivers, which you are also encouraged to watch.
- Indie Girl Scouts are set up similarly to a troop in M2.
- Indie Girl Scout caregivers can be included in the train-your-troops meeting or can be trained separately if the caregiver plans to be involved in the Gifts & Goodies program. You may need to act as the Indie Girl Scout "troop" fall product manager if the caregiver is not able or unwilling to access M2.
- Indie Girl Scouts receive a Gifts & Goodies program packet from council or from you.
- If the Indie Girl Scout does not participate in the online facet of the program, collect the signed caregiver permission slip and retain it with your service unit records until December 2026.
- Indie Girl Scouts' orders are delivered with your service unit order (just like a troop). Notify Indie Girl Scout caregivers of the date, time, and location to pick up their nut and candy items.
- Indie Girl Scouts also earn girl rewards. The service unit receives these and distributes them. Junior-Ambassador Indie Girl Scouts can also choose the *Additional Proceeds Option*. Indie Girl Scouts opting out of rewards will receive additional Indie Girl Scout Program Rewards.
- Proceeds are handled by council in the form of Indie Girl Scout Program Rewards. These can be used for Girl Scout memberships, council-sponsored programs and events, and at council shops.
- Payment must be made by check or money order from the caregiver (Girl Scouts Western Pennsylvania does not accept customer checks) for the full retail amount of product (not paid through the M2 system) to Attn: Product Program, Girl Scouts Western Pennsylvania, 612 Locust St., Johnstown, PA 15901 by Dec. 11.
- If the Indie Girl Scout's caregiver has an outstanding balance after Dec. 11, please submit the outstanding balance paperwork.
- Retain all Indie Girl Scout paperwork (signed caregiver permission slip, signed receipts, etc.) until December 2026.



IMPORTANT DATES

AUG./SEPT.

- Service unit fall product managers (SUFPMs) train the troops in the service unit and remind troop fall product managers (TFPMs) to review and approve the TFPM Agreement when they sign in to M2.
- TFPMs attend the Service Unit Gifts & Goodies Training, receive materials, and sign the TFPM Agreement.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
SEPTEMBER 2025		Volunteer access to M2 opens.	17	18	19	20
21	22	23	24	25	26	27
28	29	30				
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OCTOBER 2025			1 Gifts & Goodies Program begins!	2	3	4
5 Deadline to select Additional Proceeds option (Juniors & above)	6	7	8	9	10	11
12	13	14	15	16	17	18
19	In-Person nut & candy orders due in M2 and last day for caregivers/ cutomers to cancel girl delivery orders	Verify or enter girls' in-person orders into M2.	Last day to enter/edit troop in-person orders.	23 Online girl- delivery option ends	24	25
26	27	28	29	30	31	
NOVEMBER 20)25					1
2	3	4	5	6	7	8
9	10	11	12	13 and candy delivery to	14	15
16	17	18	19 Troop consignment	20	21	22
			booths start (optional)			1
23	24	25	26	27	28	29
30						
DECEMBER 2025	1 Online shipped sales end	2	3	4 ACH Adjustment Request Form Due (if needed)	5	6
7	8 Reward selections due	9	10	11 ACH Sweep	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31 Troop consignment booths end			•

JANUARY

Rewards are delivered to service units and SUFPMs distribute rewards to troops.

Jan. 31—Deadline to report any reward issues (shortages/damages, etc.).

