

# 2023 FALL PRODUCT PROGRAM SERVICE UNIT PRODUCT CHAIR GUIDE

THIS GUIDE CONTAINS IMPORTANT DETAILS JUST FOR SERVICE UNIT PRODUCT CHAIRS (SUPCS).  
BE SURE TO REVIEW THE FULL 2023 FALL PRODUCT PROGRAM KIT FOR FULL PROGRAM INFORMATION.



IN-PERSON SALES: SEPTEMBER 29 - OCTOBER 22  
GIRL DELIVERY SALES: SEPTEMBER 29 - OCTOBER 24  
ONLINE DIRECT SHIP SALES: SEPTEMBER 29 - OCTOBER 27

## SUPC RESPONSIBILITIES

- On The Bridge ([gsgibridge.com/fallprogram](https://gsgibridge.com/fallprogram)), fill out the Service Unit Product Chair Agreement. This helps us get you set up in the M2 system, the online hub for the Fall Product Program and adds you to our weekly Shout Out! newsletter.
- Be a resource for troops and Juliettes by attending a live training or watching a recording. Resources specific to SUPCs are available on The Bridge.
- Support troops by being a mentor during the program. You can help answer questions and find resources they may need.
- Support Juliettes (Girl Scouts participating individually) as a local point of contact.
- Many Juliette families will opt to enter orders and rewards online themselves; however, if they need extra support, it is your role to facilitate order collection at the end of the program, enter information into the M2 system, and get product to them during delivery. We will notify you of any Juliettes requesting assistance managing the program. (Juliettes are in the M2 system with troop numbers that start with 99.) Secure a delivery station for the product and rewards to be delivered and picked up. Delivery station information should be entered by October 22.
- Oversee delivery of product in early November. You will get a phone call from our delivery partner with your delivery date and time for nuts and candy delivery. Rewards will be mailed directly to you for distribution by January 2024.
- When the product arrives, you'll need to sort and contact each troop and Juliette to arrange pickups. It's important to keep a receipt for each volunteer and parent/guardian who picks up from you. You will also need to sort and distribute reward items when they arrive.

## IMPORTANT DATES

**SEPTEMBER:** Schedule a fun kickoff with troops and families in your area to show them the benefits of participating in this simple program! Be sure to tell them about the great rewards—you can even request sample nuts and candy from a Girl Scouts of Greater Iowa (GSGI) Leadership Center near you, and rally patches for everyone who attends! Visit [gsgibridge.com/fallprogram](https://gsgibridge.com/fallprogram) to fill out the SU Rally Request Form.

**WEEK OF SEPTEMBER 11:** Materials start arriving to troops and Juliettes.

**SEPTEMBER 21:** Attend the virtual live Fall Product Program training from 6:00 - 7:00 p.m., focusing

on learning specifics in the program and offering a platform for you to ask any questions you have. Specialized pre-recorded training for specific roles and finance management will also be available on The Bridge! ([gsgibridge.com/fallprogram](https://gsgibridge.com/fallprogram))

**SEPTEMBER 22:** Email invitations sent to all registered volunteers with directions to access the online M2 system. Log in and watch a short system training video, then create your own custom avatar! As a SUPC, you can receive your custom avatar on a patch—you just need to design your avatar and provide your address information in the system.

**SEPTEMBER 29:** Troop Product Managers (TPMs) can send the parent/guardian launch email in the M2 system, inviting Girl Scouts to access their M2 account. **Order card and online sales begin!**

**SEPTEMBER 30:** Email invitations sent to all registered Girl Scouts who have not logged into their M2 account yet with directions to get started.

**OCTOBER 22:** In-person sales end. Last day to enter delivery station info for nuts and candy. You can also submit your delivery station information when you fill out your Service Unit Product Chair Agreement and we can enter it for you!

**OCTOBER 24:** Online Girl Delivery sales end. All Nut Order Card nuts and candy orders must be entered into the M2 system.

**OCTOBER 27:** Online magazine and direct ship nut orders end.

**OCTOBER 30:** All Reward Orders must be entered in the M2 system.

**NOVEMBER 8-13:** Nuts and candy delivered to each service unit, then to troops.

**JANUARY 2024:** Rewards for all the Girl Scouts in the service unit are shipped directly to you to distribute to troops and Juliettes as soon as possible.

## WRAPPING UP THE PROGRAM

### PRODUCT DELIVERY

Orders are often reasonably sized and can be delivered to your home. However, larger service units may need an off-site location to accept and sort the product for their troops and Juliettes. By October 22, you must enter your service unit's location for delivery of nuts and candy in the M2 system.

### MATERIALS NEEDED FOR DELIVERY DAY

- ▲ **SERVICE UNIT DELIVERY TICKET:** This will give you the total amount that you should be receiving off the truck. (Print from Product Management > Delivery Tickets in the M2 system)
- ▲ **TROOP DELIVERY TICKETS:** You'll need two copies of each that will be used as receipts. You keep one, and the TPM keeps one. TPMs are asked to bring a copy with them, however it's best for you to have two copies ready.
- ▲ Pens, highlighters, and clipboards, if available. These will make signing orders and noting damages quick and easy.

Be sure to arrive early at your location, around 20 minutes before the scheduled delivery time. It is preferred that a registered Girl Scout Volunteer is present to accept the product delivery. If that is not possible due to schedule conflicts, there must be an adult (18+) present during the delivery.

1. Use the delivery ticket provided by the delivery partner to count product. Count each item before signing the ticket.
2. At the time of delivery, check each case for any obvious damage, and report it to the delivery partner. If a case is damaged on the outside, open and check each item to confirm items are still in sellable condition. If you notice missing or damaged items after the delivery partner has left, report them to Girl Scouts of Greater Iowa ([info@gsiowa.org](mailto:info@gsiowa.org)) the next business day to ensure replacement or credit.
3. Separate orders by troop and Juliette using the Troop Delivery Tickets. Do not allow troops or Juliettes to take the product until all items have been sorted.
4. Both you and the person picking up the product should count the items TWICE before the receipt is signed.
5. Both of you should sign the delivery tickets and each should keep a copy.

### REWARDS DELIVERY

Rewards will start arriving to SUPCs by January 2024. The process for handing out rewards is very similar to nut and candy delivery and pick up.

1. Use the packing slip provided with the shipment to count the items and verify you received everything. Report any missing or damaged items by emailing [info@gsiowa.org](mailto:info@gsiowa.org).
2. Use the Troop Delivery Tickets to separate the reward orders for each troop and Juliette. Sort all orders before you allow anyone to pick up.
3. Both of you should count the items TWICE before the receipt is signed.

## GSGI VIRTUAL FALL PRODUCT PROGRAM KICKOFF

Jumpstart your Fall Product Program with GSGI's Virtual Fall Product Program Kickoff. Join us for the virtual kickoff on September 19 to learn the ins and outs of the Fall Product Program, take a closer look at some of the amazing rewards, meet Ozzie the Ocelot, and discover how you can "Own Your Magic". BONUS: Find out how you can win the giant ocelot stuffed animal! Sign up for free and earn your Fall Product Program Kickoff patch at [girlscoutsiowa.org/events](https://girlscoutsiowa.org/events). Registration is required to receive the Fall Product Program Kickoff patch. The kickoff is a pre-recorded video, and will be available for you to watch with your Girl Scouts after September 19, if you are unable to make the premiere.

## RESOURCES



The Bridge: <i>Trainings, Forms, and Program Kits</i>	Visit <a href="https://gsgibridge.com/fallprogram">gsgibridge.com/fallprogram</a>
Shout Out! newsletter: <i>The best resource for up-to-date information on the Product Programs.</i>	In your inbox every Thursday! If you're not already getting these, sign up at: <a href="https://girlscoutsiowa.org/shoutout">girlscoutsiowa.org/shoutout</a>
M2: <i>The website where you will manage all aspects of product and reward ordering.</i>	<a href="https://gsnutsandmags.com/gsgi">gsnutsandmags.com/gsgi</a>
M2 Customer Care: <i>Your resource for M2 specific questions.</i>	Phone: <a href="tel:800-372-8520">800-372-8520</a> Email: <a href="mailto:question@gsnutsandmags.com">question@gsnutsandmags.com</a>
Official Girl Scouts of Greater Iowa Facebook Leaders Group: <i>Connect with other GSGI Volunteers!</i>	<a href="https://girlscoutsiowa.org/leadersgroup">girlscoutsiowa.org/leadersgroup</a>
Girl Scouts of Greater Iowa (GSGI) Staff	Phone: <a href="tel:800-342-8389">800-342-8389</a> Email: <a href="mailto:info@gsiowa.org">info@gsiowa.org</a>

**ATTENTION!** For the most up-to-date Girl Scout Fall Product Program info be sure to visit [The Bridge \(gsgibridge.com\)](https://gsgibridge.com) and read your weekly Shout Out! newsletter. Need to sign up for the Shout Out! newsletter? Scan this QR code or visit [girlscoutsiowa.org/shoutout](https://girlscoutsiowa.org/shoutout).

