

2017 Fall Product Program FAQs

1. Why is the Fall Product Program an online-only, direct ship sale?

After careful consideration following Hurricane Harvey, including assessing the effects of the storm on our Girl Scout families, the Council decided the 2017 Fall Product Program will be an online-only, direct ship sale.

This decision was made to ensure girls and troops counting on funds earned through the program could still participate without placing additional pressure on a large percentage of families in our Council.

2. What does that mean for me? My troops were not impacted by Harvey.

Making the 2017 Fall Product Program an online-only, direct ship sales means:

Participation is simpler. Girls and their parent or guardian can sign up to participate online starting Friday, Sept. 22, and girls can immediately customize their personal site with their goals and begin sending emails to friends and family. If girls can't begin the sale on Friday, Sept. 22, they can continue to join the program at a time convenient to them before Nov. 30.

Troop Fall Product Managers (TFPMs) will not be required to take any trainings since it is an online-only sale. Product Sales staff and volunteers will provide webinars throughout the program to help TFPM's along the way. Find details at gssjc.org/fallproduct. TFPMs will also not be required to complete a position description. Troop fall product managers will not need to declare their role in the membership system.

3. I am concerned that my Girl Scouts will lose their personal touch if they can't go door-to-door.

Girls can still add a personal touch by:

- Visiting their customers in-person, showing them some of the available products from their order card and asking customers to visit their online storefront to place orders. All girls will have business cards with their personal URL available to them so customers can place orders and ship to an address of their choice. These cards will be available for print from the M2OS site beginning September 22. There is also a full-page flyer to print if girls prefer.
- Girls can also call or talk to customers to describe their sale and let them know that they will be receiving an email with a link to their online store where they can place their order and ship directly to an address of their choice.

4. Can members of my troop apply for financial assistance if they are not participating in the Fall Product Program?

Yes. For this 2017-2018 membership year only, GSSJC is also waiving the requirement of participating in the Fall Product Program in order to receive financial assistance.

5. What about the shipping costs? I'm going to lose customers because they won't want to pay to ship their orders.

We knew shipping costs would be a concern to troops, so we made the decision to subsidize shipping costs for 2017. This will allow customers to pay less for shipping for online nut and candy orders. A chart of our subsidized shipping costs can be found online on the Fall Products page of our website. The subsidized shipping is a result of a generous donation from Ashdon Farms (GSSJC's nut and candy vendor) and GSSJC's operating funds.

Also, an added benefit of the online sale for 2017 is that troops will earn \$3 for each magazine subscription sold instead of \$2. You can find a list of additional benefits at gssjc.org/fallproduct.

6. If my troop doesn't earn enough funds from the Fall Product Program, can I participate in another money-earning opportunity?

Requests for participation in additional money-earning opportunities outside official Council opportunities will be reviewed on a case-by-case basis.

7. Why are these changes being made to the 2017 Fall Product Program?

The decision to make this year's program an online-only, direct ship sale was a difficult one due to Hurricane Harvey. We know a large percentage of our Girl Scout family are still recovering from Hurricane Harvey. We want to ensure girls and troops counting on funds earned through this program could still participate without adding pressure to families still recovering from the storm.

8. What are the dates of the 2017 Fall Product Program?

The Fall Product Program begins on September 22 and ends on November 30. If girls can't begin the sale on Friday, Sept. 22, they can continue to join the program at a time convenient to them before Nov. 30.

9. How much are troop proceeds?

Troop proceeds for nuts and candy will remain at 25% of the retail price. Also, as an added benefit, troops will earn \$3 for each magazine subscription sold instead of \$2.

10. How will my troop receive their proceeds in an online-only, direct ship sale?

Troops will receive proceeds via an ACH deposit to their troop account. Troops with current ACH forms on file will not need to complete a new form. New troops or troops whose banking information has changed (new account, new signors) will need to complete a new form. ACH forms (O-655) can be found in the forms section of the Council website.

11. Will parents need to complete a Parent Permission and Responsibility Form?

Not for the 2017 Fall Product Program. However, the 2017-2018 Parent Permission and Responsibility form is a dual-purpose form and can be used for the 2018 Cookie Program.

12. Can girls whose parent/guardian have a debt to Council participate in the 2017 Fall Product Program?

Any registered girl member can participate, including girls whose parent/guardian have a debt to Council.

13. With some libraries being closed, are there suggestions for other places that can assist with online and print needs?

Many businesses within the community that offer free Wi-Fi, including local restaurants, fast-food locations, coffee shops and nail salons. The M2OS is mobile optimized and most smart phones or tablets with an internet connection and a web browser can access the site to create an account, send emails, and track sales.

14. Will the online store offer more items than what is listed on the order card?

Yes, there are more items to choose from online. There is a total of 32 items in the online store, including a special Nut Lover's gift box. More gift items will be available during the Cyber week sale on November 27 – 30.

15. Can an order be shipped to multiple addresses?

No. Each delivery address must be a separate order.

16. Is there an option for customers to purchase nuts to donate (Project Thank You)?

Unfortunately, no. Ashdon Farms could not make the programming change to the system while councils are in season.

17. Will the girls be able to use social media to post a link to their storefront?

Girls can use their parent/guardian's social media sites to promote their storefront as long as the site doesn't allow PayPal or online credit card acceptance. The social media site must be set to restrict access to only friends and family (e.g. Facebook) and not to social media sites open to anyone (e.g. Craigslist or e-Bay). Girls should only share their link to people they know in real life.

18. How will my troop volunteer gain access to M2OS and Nut-E?

The Council will upload one volunteer per troop. The same volunteer will be given access to the M2 site and Nut-E.

The volunteer will receive an email with their login and password from the Product Sales Department for Nut-E. The only action a troop volunteer needs to take in Nut-E is to view reports. The G-2 Recognitions report and a T-2 Nuts Candy and Mags report for end of year financial reporting are the most important.

The volunteer will receive an email from M2OS inviting them to access the site. They will create their own login and password.

Even with changes to the 2017 Fall Product Program, participating in the Fall Product Program is still a great way to help troops get a head start on funding their activities for the year and replenish troops funds used for Hurricane Harvey relief service projects or earn funds for service projects completed in future.

Join the Product Sales Operations Team for an important webinar for troop leadership team members on Wednesday, September 20 at 7 - 8 p.m. Register at <https://attendee.gotowebinar.com/register/2252543468906437122>

Encourage girls and parent/guardians to join us on either Tuesday, September 19 or Thursday, September 28 for a webinar designed just for them.

September 19

7 – 9 p.m.

Register at: <https://attendee.gotowebinar.com/register/5545876561818017539>

or

September 28, 2017

7 – 9 p.m.

Register at: <https://attendee.gotowebinar.com/register/6360696042724795138>

