

Fall Product Program Frequently Asked Questions

Do NEW Girl Scouts have to wait until Oct. 1 to begin selling?

NO!! If girls are registered for the 2021-2022 Girl Scout Membership Year, they CAN participate in the Fall Product Program starting on Wed., Sept. 1.

When do we take orders?

Girls can begin taking orders on Wed., Sept. 1. Girl orders can be entered and updated online between Wed., Sept. 1 and Sat., Oct. 9. M2 will close on Sat., Oct. 9 at 10:59 p.m. to Troop Nut Managers. **No late orders will be accepted online—please email customercare@girlscouts-swtx.org if you missed the order deadline.**

Can girls sell candy and nuts on the Internet?

YES! Nuts, candies, and even magazines can be sold through the girl's virtual storefront. Just have the participating girl and her guardian visit www.girlscoutmagazines.com/gsswtx on or after Wed., Sept. 1 to set up her virtual storefront.

What do I do if a parent places an order after the order deadline?

All troop orders are due online by 10:59 p.m. on Sat., Oct. 9. Late orders will not be accepted. Unlike the cookie program, extra product is not available to fill late orders or re-orders.

Can we hold a booth sale?

No, booth sales are not part of the Fall Product Program.

When will we get product?

Products will be delivered to your Community Nut Manager (CNM) Fri., Oct. 22 or Sat., Oct. 23. Check with your CNM to schedule your pick-up time.

Can product be returned to my CNM or to council?

No, nut and candy orders are not returnable. Product CANNOT be returned to your troop, CNM, or council.

What do I do if product is delivered damaged or melted?

Contact the Product Program department immediately. Usually, damaged products can be exchanged.

What if a parent does not pick up their order?

All product should be picked up by Tues., Oct. 26. Any products that parents do not pick up, should be sold or re-distributed to girls in your troops. If you need additional assistance make plans early to reach out to your CNM and council, we cannot help you at the end of the program, and because this is a fast program, you cannot wait for parents who do not meet your deadlines.

Are credit cards accepted?

Yes, if an order is placed online on the girl's virtual storefront OR if the troop utilizes the Square device (fees may NOT be passed onto the customer!!).

When is money collected?

- If orders are made in person, on the girl's order card, money is collected from customers upon delivery of the product.
- Operation Care to Share donations are accepted at the time of the donation—during the order-taking period (Sept. 1-Oct. 9).

When are council proceeds due?

ALL money must be deposited into your troop bank account or council no later than Tues., Nov. 9 as the ACH sweep will be processed on Thurs., Nov. 11.

How do girls participating individually earn recognitions?

All girls participating in the Fall Product Program have the opportunity to earn the same recognitions, whether they participate in a troop or by themselves. Individual girls will turn in **ALL** money to council. The girl can then apply for funds from the program to use towards their Girl Scout Leadership Experience. Refer to the IRG Fund Usage Guide on the Fall Product Program webpage for more information on IRG funds.

What do I do if a parent does not turn in money on time?

If a parent does not get you the money due by your deadline to deposit into the bank, complete the Delinquent Account Report included on p. 16-17 in the TNM Companion. Remember, you should complete the ACH Adjustment Form if you have any Delinquent Account Reports (if any parent/guardian fails to pay by your deadline).

When do we get our recognitions?

- Pick up rewards from your CNM in late November/early December.
- Nut Bucks will be emailed directly to girls/parents in December/early January.
- **Personalized patches are mailed directly from M2 Media to the girl's parent/guardian.**
- Super Sister patches are ordered by council and will be distributed to the CNMs as soon as they arrive.
- Community Top Seller T-Shirts will be sent directly to the girls when they are ready.
- Reward event RSVPs will be emailed directly to girls/parents in December/early January.

What do I do if I or someone else has Fall Product Program questions or comments that I cannot find an answer to?

Call your CNM first. If you still have questions or do not receive a response from your CNM in a timely manner (give them at least 24-48 hours), then contact the Product Program department by emailing customercare@girlscouts-swtx.org.

When contacting your CNM or council, please include:

- Troop Number
- Girl/Parent Name
- Good contact phone number
- Any and all applicable info for the issue or concern