

# Magazine & Snack Program 2022 Troop Guide

## What is the Magazine & Snack Program?

The Magazine & Snack Program (MSP) helps Girl Scouts build the 5 essential business skills; Goal Setting, Money Management, Decision Making, Business Ethics, People Skills.

An easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year - don't miss out on all the fun!

## Troops earn 20% on all items sold!

**Remember troops that met the Spring Renewal deadlines can earn an additional \$0.03 per package in the Cookie Program if they reach a minimum of \$35 per registered girl average in MSP!**

### Getting Started! -VOLUNTEERS-

- » Emails to Troop MSP Managers begin August 26 with a link to access the M2 website. We uploaded the email that you provided on the Manager Agreement.
- » Make sure your troop roster is accurate.
- » Create your volunteer Avatar!
- » Send access emails to the girls in your troop.
- » Contact Customer Care if you have any questions with the above tasks.

## Mark Your Calendar!

|           |  |
|-----------|--|
| Aug 26    | Access for Troop Volunteers  |
| Sept 2    | Program Begins! Online & In-Person   |
| Oct 2     | Last day for in-person ordering  |
| Oct 2     | Deadline for girls/caregivers to enter in-person orders into M2<br><u>Online girl-delivered items should not be re-entered</u> |
| Oct 3 - 5 | Timeframe for Troop Manager to enter last minute orders, online girl-delivery ends Oct 5                                       |
| Oct 7     | Deadline for Council to enter/edit any in-person sales   |
| Nov 3 - 5 | Delivery of in-person snack items to Service Unit Distribution Managers  |
| Nov 18    | Program Ends! Online sales for direct-ship snacks and magazines ends   |
| Nov 28    | Last day for girls/troops to make reward choices   |
| Nov 28    | All monies due must be turned in to troop. Final troop bank account deposit due.   |
| Nov 28    | Outstanding Balance Reports Due  |
| Dec 5     | Council ACH Begins   |
| Dec 12    | Pathway Passes Uploaded  |
| Feb       | Delivery of rewards to Service Unit Distribution Managers  |

Check out the personalized patches and how to earn them!



### MSP Personalized Patch

Girls can earn this patch by:

- » Creating their own avatar
- » Sending 5+ emails
- » Selling \$250+ in total sales



### Troop MSP Managers!

You are eligible to earn this patch if you create your avatar and have 50% of your troop participate in MSP!  
(One per troop, Primary MSP Mgr only, 50% based off of girls registered by Oct 31)



### Girl Scout Cookie Crossover Patch

Girls can earn this patch by:

- » Creating their avatar in the fall & sending 18+ emails
- » Selling \$75 in Total Sales during MSP
- » Selling 150+ packages of cookies during the 2023 Girl Scout Cookie Program

## Participation Options:

| Product   | Sale Type             | Money Collection  | Delivery to Customers  |
|-----------|-----------------------|---|--|
| Snacks    | In-Person             | <ul style="list-style-type: none"> <li>• Girl/caregiver enters orders into M2 by October 2</li> <li>• Girls collect money from customers <u>at time of product delivery</u></li> <li>• Girls turn in money to troop by November 28</li> </ul>   | Delivered by girls to customers  |
|           | Online Girl-Delivered | <ul style="list-style-type: none"> <li>• Girls create their personalized storefront in M2 and send emails to friends and family</li> <li>• Customers pay online for girl-delivery</li> <li>• Orders must be placed by October 5 for this option</li> <li>• Orders are automatically credited to the girl in M2</li> </ul> | Delivered by girls to customers (If a girl/family receives an online order from a customer where they will not be able to deliver the items in person, they will need to contact M2's customer service by October 9 to cancel) |
|           | Online Direct- Ship   | <ul style="list-style-type: none"> <li>• Girls create their personalized storefront in M2 and send emails to friends and family</li> <li>• Customers pay online, including the cost of shipping</li> <li>• Orders are automatically credited to the girl in M2</li> </ul>   | Shipped directly to the customer (1-2 weeks standard delivery timeframe after order processing. Customers will have the option for expedited shipping)   |
| Magazines | Online                | <ul style="list-style-type: none"> <li>• Girls create their personalized storefront in M2 and send emails to friends and family</li> <li>• Customer pay online</li> <li>• Orders are automatically credited to the girl in M2</li> </ul>  | Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)  |

## Care to Share Program

The Care to Share Program is a great way for customers to give back to the community! Girls collect donations (in \$6 increments) in the Care 2 Share column on the order card and GSNEO takes care of delivering the product! Each donation is credited to the girl's sales and the troop earns the same 20% profit per item. Girls earn the Care to Share patch for 10 or more Care 2 Share orders.

Girl Scouts of Northeast Ohio will be making a donation of nuts to deployed military troops around the world!



In 2021, GSNEO sent 3,576 cans of nuts to deployed military around the world!

# Volunteer M2 Access - In Depth

Volunteers will receive an email from M2 that explains how to access the site and get started. This email will be sent August 26 or once your Manager Agreement has been received and processed. If you have not received an email invitation to access the M2 site within 3 days of submitting your Manager Agreement after August 26, please contact Customer Care.

## Beginning August 26:

- » Your access email will prompt you to create a password to access your M2 Volunteer account. If you are a returning user, you can login using your existing credentials.

## Record Password: \_\_\_\_\_

- » You will be prompted to complete certain account information, as applicable - watch a short system training video, enter a mailing address, create your Avatar, and send access emails to the participants in your Troop using the Parent/Adult Email Campaign.
- » You will be able to see a list of pre-uploaded girls. Don't worry if not all girls show up on this list at the beginning of the sale. Contact Customer Care for updates to your roster.
- » Girls can launch their accounts on September 2. Please note that the system will not accept any early participant activity; girls must wait until the sale launch date.
- » Participants can enter their own paper orders into their accounts through October 2. If they do not enter their orders or need to edit, you will need to do so through your Volunteer account after October 2.

## Adding Girl Orders into M2:

Troop Leaders must enter any orders not entered by parents into M2. Leaders cannot enter orders until after the cutoff for girls - October 3 - 5, 11:59PM, EST only.

- » Choose Paper Order Entry from your dashboard.
- » Click the girl's name to edit/enter orders.  
DO NOT enter online girl-delivered products
- » Enter her total snacks items by variety from her order card. Click Update. Make sure the totals match.
- » There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff date.

## Tips!

Only order the exact number of snack items sold, as product cannot be returned to Council.

Rewards are automatically calculated. Please note that rewards could take up to an hour to update after adjustments have been made to products sold.

## Money Matters

1. Troops must have a bank account on file with GSNEO. Contact Customer Care for additional details or assistance
2. Payment is collected at the time of delivery. If you choose to accept checks from known & trusted individuals, they should be made out to the troop. GSNEO is not liable for bounced check fees
3. Deposit all money into your troop bank account and keep receipts for all transactions
4. Add payments to each girl in M2
5. Amount owed to Council will be deducted via ACH debit beginning on December 5. Amount due is calculated automatically in M2
  - Find balance due under the "Banking & Payments" link on the dashboard. You will see an overview of all sales and proceeds info for your troop. For another view, you can select the "Reports" link and select the Troop Orders Report or download the troop's delivery ticket with financial information toggled on.

## Paya Credit Card Program

Your troop can sign up to accept credit cards from customers during MSP! If you sign up now, your account will be good through the 2023 cookie season. Troops using Paya for the program year are charged a \$5 annual fee; this is added to eBudde for the April 2023 cookie debit. Paya is for customers to pay for product, NOT for parents to pay amounts owed to the troop. But parents can use Paya to accept customer payments! Add parents as sub-users on the account and the credit card payments they take from customers will go straight into the troop bank account!

The link to sign up for Paya will be available on the Magazine & Snack Program page at gsneo.org under Troop Resources.

For other parent payment options to the troop besides cash/checks, please explore CheddarUp by contacting Customer Care for more information.

# Sale Reminders!

## Snacks

Remember, all items from the paper order card are automatically submitted for fulfillment once entered! There is no “submit” button!

- » Coordinate with your Service Unit Distribution Manager to pick up your troop’s snack items.
- » To see who your Distribution Manager is, print your troop delivery ticket. The Delivery Site info will show where your snacks are being delivered.
- » Print a delivery ticket for each girl’s order. After you have delivered the items to each girl, have their caregiver count/inspect each item and sign the delivery ticket for your records.
- » This signed ticket will be required by GSNEO if there is a payment issue.

## Deliveries

Troops should make sure their girls coordinate delivery of snacks with their customers. Happy customers equal return customers!

- » Payment for snack items is due at the time of customer delivery.
- » Girls will receive an online report of orders with email addresses and phone numbers of their customers.
- » Got requests for extra snack items? Contact Customer Care for additional snack availability.

## Rewards

Girls must make their rewards selections online by November 28.

- » If a girl does not make her selections, you may do so through the Troop account until November 28.
- » Any selections not made will automatically default to Online Shop Credit.
- » Reward pick up will be coordinated with your Service Unit Distribution Manager in a similar fashion to snack pick up.

## FAQs:

Here are a few Frequently Asked Questions as you get started:

**Q: My girls are attempting to register and get a “Campaign is Currently Unavailable” message.**

- Girls cannot begin online account registration until the sale launch date September 2.

**Q: I entered the email addresses to send access notifications to the girls in my Troop. The site says, “Queued for Sending”. How long does it take to send?**

- Access emails will not be sent to the participants until the program start date September 2.

**Q: 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 login as to which account you are signing on to. Volunteer accounts are accessed at: [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin), and girl accounts are accessed at: [www.gsnutsandmags.com/gsneo](http://www.gsnutsandmags.com/gsneo).

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

- The caregiver (or customer) will need to contact M2 Customer Service to have the order cancelled and removed from the system. This cancellation MUST be completed before Oct 9.

**Q: What do I do if a caregiver does not turn in their money by the due date?**

- After reminders go unanswered, please contact Customer Care for the link to the Outstanding Balance Report. This must be completed and submitted to Council by Nov 28 so that the troop ACH debit can be adjusted. This will protect the troop funds - DO NOT use troop money to pay an outstanding balance from a delinquent caregiver! Even if they plan to pay in the following week - please submit the OBR!

## Questions?

For questions regarding specific Council-related details, contact GSNEO Customer Care at 800.852.4474 or at [customer care@gsneo.org](mailto:customer care@gsneo.org).

Customer Care is available during business hours 8:30 am - 5:00 pm.

Please use Customer Care during business hours. After hours, the Product Sales Hotline is available:

Available Sept 1 - May 31  
8:00 am - 11:00 pm  
440.670.7544  
Call or Text

## M2 Customer Service

Please contact M2 Customer Service for technical questions on the M2 site and for assistance with canceling a Girl Delivery Order.

[support.gsnutsandmags.com](http://support.gsnutsandmags.com)  
800-372-8520

**We Appreciate You!**

Thank you for being an  
integral part of the  
Magazine & Snack Program!

