

Fall Product Program Frequently Asked Questions

What are the program dates?

- October 16 - November 13, 2023
- Girl Scouts send emails to customers to shop online. Customers order and pay online. Products can be delivered directly to the customer or by in-person delivery.

What are Girl Scouts selling?

- Nuts, chocolates, candy, and magazines

Is anything delivered in-person?

- Customers can choose to have nuts, chocolates, or magazines shipped directly to them, or they can select from a group of nut and chocolate products that Girl Scouts can deliver. Payment is collected at the time the order is placed online.

Where do Girl Scouts sign up?

- Guardians and Troop Leaders will receive an email with the link from M2. They will follow the link to access their M2 account and then the Girl Scouts will be ready to participate.

Are there any incentives or rewards for participating?

- Yes, the Girl Scouts recognitions are listed on the back of the M2 flyer or on the GSTOP website.
- Troop Leaders can also receive a personalized avatar patch with their avatar when they send access emails to the participants in their Troop using the parent/adult campaign and when the troop sells \$1,100 worth of items.

What if a Troop Leader does not know who is registered in the Troop?

- Look at your Troop roster in the VTK or get assistance from GSTOP Customer Care at customercare@gs-top.org

What if a Troop Leader has questions about the online platform?

- They should contact their Service Unit Fall Product Chair or M2 Customer Service at 1-800-372-8520.

What do new Troops need to have before participating in fall program?

- New Troops must have two non-related registered adults with Criminal Background Check completed, one of them having completed the new leader learning path training, and have at least five girls registered in the Troop.
- Troop needs to be in the process of opening a bank account and have one adult volunteer to take the Troop Fall Product training through GSTOP or online. Contact your Service Unit Fall Product Chair for questions or help.

Who may participate?

- All Girl Scouts registered in the current membership year beginning on October 1, 2023, may participate in the program. The Parent/Guardian Permission Agreement for each girl will be part of the M2 girl dashboard set up. Girl Scouts/Troops with Outstanding Balances from previous years' programs may not participate until the debt is paid to GSTOP.

When will product be delivered to Service Units?

- Product will be delivered via Mega Drop to Service Units the first week in December. Service Units will then get product to troops and troops to Girl Scouts so Girl Scouts can deliver to customers the second week in December. *Mega Drop procedures may vary by area. Contact your area Product Program staff for specifics.

When do Girl Scouts and troops receive their recognitions?

- Recognitions should be available for distribution in December

What are troop proceeds this year?

- 18% of the retail price. For example, if a girl sells a \$7 item during the program, she will earn \$1.26 for her troop.