

**girl scouts**   
of western new york

**ASHDON FARMS™**

 M2 Media

**2023 FALL PRODUCT  
PROGRAM FAMILY  
TRAINING**



The Program itself is a learning experience



Troops use money earned from the program participate in fun adventures like travel and camp



Troops use money earned to give back to their community



The program helps fund the entire Girl Scout Experience

**What is Product Program?**

**Why should troops participate?**

**Why should girls participate?**

# What girls say they love about participating in Product Programs



Setting and reaching their goals



Social interaction with friends, family and customers



Earning recognitions and credits towards Girl Scout Activities

# Meet Our Vendors!



- Founded in 1921, Ashdon Farms has been working with Girl Scout Councils since 1996
- Ashdon Farms produces nuts and candy for our council as well as many national retailers.



- Founded in 2004, M2 has been working with Girl Scout Councils since 2013
- M2 offers top magazine subscriptions, easy renewals for your favorite magazines, Tervis mugs and the vendor software for all participating GS councils.

# Theme and Mascot

# OWN YOUR magic

## All About Ocelots



**Scientific Name:** Leopardus Pardalis

**Length:** 2.2 – 3.3 feet

**Tail length:** 10 – 18 inches

**Weight:** 18 – 34 pounds

**Gestation Period:** 79 – 82 days

**Diet:** They are carnivores that mostly prey on mammals, reptiles, birds, fish, and crustaceans. Their largest prey items include large rodents, armadillos, sloths, monkeys, hoofed animals.

**Characteristics:** Has gray to golden brown fur. Their brown spots and patches are bordered by black on their sides. Their spots can come in many patterns. It has two to three stripes on its cheeks and four to five horizontal stripes on its neck and chest.



### Interesting Facts:

- Ocelots live in rainforests
- Ocelots are picky eaters
- Ocelots are nocturnal
- Ocelot's coats are unique (no two ocelots have the same markings)



# Product Updates



## New Online Order options

Tervis Tumblers



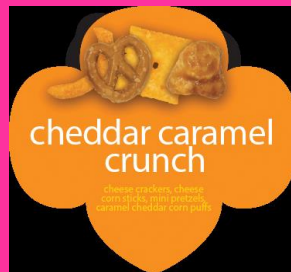
Girl Scout themed Bark Box

# Product Updates



## New order card options

Girl Scout Memory Box Tin  
Milk Chocolate Mint Treasures  
\*order card, online girl delivered  
or direct ship



Cheddar Caramel Crunch

# OPERATION GRATITUDE



## CARE TO SHARE

Customer makes purchase to support Operation Gratitude

Orders can be placed through order card, online girl delivered or direct ship channels

Products are distributed by council and are not delivered to troops/girls

Troops earn proceeds and girls who sell 5+ Care to Share items earn a special patch and credit towards other rewards







**20+ Emails Sent**  
Own Your Magic Patch



**5+ Magazine Items**  
2023 Patch



**20+ Nut/Candy Items**  
Ocelot Patch



**5+ Nut Donations**  
Care to Share Patch



**150+ Combined Sales**  
Waterproof Die Cut Stickers,  
3x3 in size



**250+ Combined Sales**  
Small Ocelot Plush



**350+ Combined Sales**  
Choice of: Paint By Number on  
Canvas with Oil Pastels OR  
Charm IT! Bracelet and Charm



**450+ Combined Sales**  
Choice of: Large Ocelot Plush OR  
Bluetooth Tower Speaker



**550+ Combined Sales**  
Choice of: Zipper Pouch &  
Color Changing Markers OR  
\$10 Program Reward Card



**750+ Combined Sales**  
Choice of: Cat Wireless Headphones & LED Bike Lights OR  
GSWNY 2025 1-Year Membership



**Create Your Magic Troop Experience Reward**  
Troops who reach who reach \$380 PGA  
by Nov. 12th earn their choice of a  
pizza party-\$5 per participating girl  
and two adults OR adopt an animal  
at the Buffalo or Seneca Park Zoo-  
Visit our website for more information.



# 2023 Rewards



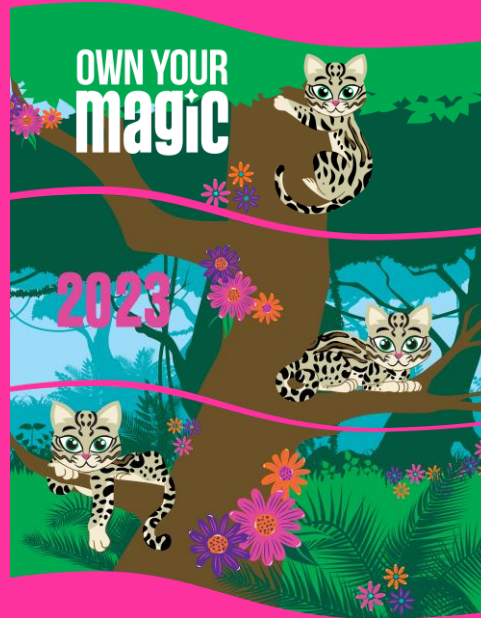
**Create Troop Magic**  
**Reach a \$380+ PGA Troop Sales goal** to  
earn funding for a troop pizza party for  
each participating girl and two adults or  
your troop can Adopt an Animal from the  
Buffalo or Seneca Park Zoo.



GSWNY reserves the right to substitute items as needed. Items pictured may vary due to availability. No returns or exchanges.

# 2023 Patches!

- 20+ emails sent earns Own Your Magic patch
- 5+ magazine, Bark Box or Tervis Mugs sold earns 2023 patch
- 20+ nut/candy items sold earns Ocelot patch



## Personalized Avatar Patch



Girls who sell 5+ Share items earn the Care to Share patch

# Materials for Parents & Girls

## Family Guide

**2023 FALL FAMILY GUIDE**

Thank you for your support of our Fall Product Program. Every Girl Scout can participate - even if their time runs out. The program is open early, late, and continues educational activities along with. We invite girls to use throughout their lives, your network, decision-making, business ethics, social skills and money management.

Your family and friends can stock up on their favorite magazines, delicious chocolate, nuts, and MORE! all while supporting your Girl Scout!

**What's New?**

**Bark Box**  
Each box comes with a custom Paw & Play Bag designed by BAAR and COUSA as well as one container of Berry Treat™ BARK + Girl Scouts dog treats, which are one-of-a-kind. Each box comes packaged in a custom Girl Scouts Mini BarkBox with a Girl Scouts favor.

**Tervis Tumblers**  
Tervis® provides a wide selection of premium insulated tumblers and water bottles, ranging from top sellers to your favorite MUGS, BLEN, and collegiate sports teams and more. All items will be shipped directly to customers.

**New Product!**  
2023 Girl Scout Merit Badge in Film with delicious Mini Treats!

**New Cheddar Caramel Crunch!**  
Cheddar crackers, cheddar corn sticks, Mini pretzels & caramel cheddar core patch!

**girl goal: \$250!**  
Includes order tabling & online sales) can earn the Small Order Patch

**Important Dates:**  
October 12-November 12: Order Taking  
By November 12: Orders flow into M2 system and payment due to troop  
December 2: Delivery of product to Service Units

**OWN YOUR MAGIC**

## M2 Flyer

**Earn rewards for your participation!**  
Check the back of your order receipt and your avatar to learn more about all of the rewards you can earn.

Earn a personalized patch with your name and avatar! See how to earn the patch below.

**Full Personalized Patch**

- Create your avatar
- Send 20+ emails
- Sell \$380+ in total combined sales

**Earn theme patches that fit together!**

- Send 20+ emails
- Sell \$4 magi
- Sell 20+ nuts & chocolate

Go to [www.girlscoutsmags.com/gswr](http://www.girlscoutsmags.com/gswr)

- 1 Login**  
Visit the website Use the QR Code, URL above or click the link from the receipt website. Follow the prompts to participate in the online Fall Product Program.
- 2 Create**  
Build your avatar - customize your avatar, you can create an avatar that looks like you and also record a personalized message for your avatar to deliver to friends and family. Don't miss all of the ways you can earn rewards when you complete various steps along the way!
- 3 Share**  
E-mail friends and family that register will see your goal and how your avatar deliver your special message. Friends and family can easily help you reach your goal when they also register. Don't forget to share with friends not family on social media you can also send them a text with the help of a parent/adult. Please follow current COVID-19 guidelines for online sales and marketing.

MY troop # \_\_\_\_\_

## Order Card

**girlscouts of western new york**

**Share Donation Program**  
Have your supporters join the gift of giving to our Military Troops. No purchase necessary.

Item	Price	Quantity	Total
A Peanut Butter Beans	\$7		
B Bark Chocolate Mint Popcorn	\$7		
C Baked de Leche Orbs	\$5		
D English Butter Tuffins	\$5		
E Dark Chocolate Mint Popcorn	\$7		
F Fresh Mixes	\$7		
G Girl Patch Flavored Peppers	\$7		
H Girl Scout Caramel Cigs v. Ice Kit	\$5		
I Peanut Butter Trail Mix	\$8		
J Chocolate Covered Raisins	\$5		
K Girl Scout Popcorn	\$5		
L Chocolate Covered Almonds	\$9		
M Whole Cashews	\$10		
N Honey Roasted Mixed Nuts	\$12		
O Girl Scout Caramel Crunch	\$5		

**Payment Due at Time of Order**

Quantity purchased and price per unit. **CASH ON DELIVERY**

TOTAL DOLLARS \$ \_\_\_\_\_

# IMPORTANT!



**A Peanut Butter Bears \$7**

Milk chocolate bears with a smooth peanut butter filling. 6oz. Box



**B Deluxe Pecan Clusters \$8**

Roasted pecans covered in caramel and milk chocolate. 5oz. Box



**C Dulce de Leche Owls \$7**

Fresh, milky caramel surrounded by smooth milk chocolate. 5.1oz. Box



**D English Butter Toffee \$8**

Crunchy handcrafted toffee drenched in milk chocolate. 6oz. Box



**E Dark Chocolate Mint Penguins \$7**

Rich dark chocolate penguins bursting with frosty mint. 6oz. Box



**F Fruit Slices \$7**

Fat free! Assorted naturally & artificially fruit flavored chewy candy. 10.5oz. Bag



**G Dill Pickle Flavored Peanuts \$7**

Crunchy peanuts with an irresistible dill pickle flavor. 9oz. Poptop Can



**H Dark Chocolate Caramel Caps w/ Sea Salt \$8**

Dark chocolate covered caramel topped with sea salt. 6oz. Box



**I Peanut Butter Trail Mix \$8**

Peanuts, peanut butter gems, peanut butter mini cups, mini pretzels and cashews. 7oz. Bag



**J Chocolate Covered Raisins \$8**

The plumpst raisins covered in smooth milk chocolate. 10oz. Poptop Can



**K Dark Chocolate Peppermint Pretzels \$8**

Crunchy pretzels coated in rich dark chocolate and sprinkled with peppermint pieces. 6.5oz. Bag



**L Chocolate Covered Almonds \$9**

Crunchy almonds covered in milk chocolate. 10oz. Poptop Can



**M Whole Cashews \$10**

A classic favorite roasted and salted with sea salt.



**N Honey Roasted Mixed Nuts \$12**

Cashews, almonds, peanuts and pecans



**O Mint Treasures w/ Girl Scout Tin \$12**

Creamy milk chocolate with a refreshing mint.



**P Cheddar Caramel Crunch \$8**

Cheese crackers, cheese corn sticks, mini pretzels.

To purchase your...  
 Add QR code here.



**Share Donation Program**  
 Show your appreciation by giving the gift of snacks to our Military Troops. No product selection required.

First Name: \_\_\_\_\_  
 Troop: \_\_\_\_\_  
 Program Start Date: \_\_\_\_\_  
 Deliver to Customers: \_\_\_\_\_  
 www.gswny.org  
 Phone/Email: \_\_\_\_\_

	Peanut Butter Bears	Deluxe Pecan Clusters	Dulce de Leche Owls	English Butter Toffee	Dark Chocolate Mini Penguins	Fruit Slices	Dill Pickle Flavored Peanuts	Dark Choc. Caramel Caps w/ Sea Salt	Peanut Butter Trail Mix	Chocolate Covered Raisins	Dark Chocolate Peppermint Pretzels	Chocolate Covered Almonds	Whole Cashews	Mint Treasures w/ Girl Scout Tin	Honey Roasted Mixed Nuts	Cheddar Caramel Crunch	Operation Gratitude Nut Donation	Amount Sold	Total Number of Items	✓ Paid
	\$7	\$8	\$8	\$7	\$7	\$7	\$8	\$8	\$8	\$8	\$8	\$9	\$10	\$12	\$8	\$8	\$7			
<b>TOTAL</b>	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q			
<b>COST EACH</b>	\$7	\$8	\$8	\$8	\$7	\$7	\$8	\$8	\$8	\$8	\$8	\$9	\$10	\$12	\$8	\$7				
<b>TOTAL \$ AMOUNT SOLD</b>																				

Amount Due at Time of Order

Parents: Review and enter all in-person orders into M2 System

Quality products roasted and packaged by: **ASHDON FARMS**  
 The GIRL SCOUTS® name and mark, and all other associated trademarks and logos, including but not limited to the Trefoil Design, are owned by Girl Scouts of the USA. Ashdon Farms is an official GSUSA licensee.

# Ways to participate

<b>In-Person</b>	<b>Direct Shipped</b>
<ul style="list-style-type: none"><li>• Girls ask friends and family to purchase items from the order card</li><li>• Product is paid for when order is placed</li></ul>	<ul style="list-style-type: none"><li>• Girls share link to the magazine and nut and candy stores</li><li>• Customers select items and pay online</li></ul>
<b>Online Girl Delivered</b>	<b>The magic happens when...</b>
<ul style="list-style-type: none"><li>• Customers pay online with a credit card for the same products offered on the in-person order card</li><li>• Orders and payment automatically show in the M2OS system</li></ul>	<ul style="list-style-type: none"><li>• Girl Scouts set their goals</li><li>• Design their program by choosing how they want to participate</li><li>• Earn rewards and help their troop fund fun activities</li></ul>



# Registering Their Account: First Time Participants

The screenshot shows the 'Register An Account' page for Girl Scouts of Greater LA. The title is 'Register An Account Girl Scouts of Greater LA (Council Testing)'. Step 1 is highlighted: 'Please enter your zip code for us to verify that you are registering to support the correct Girl Scout Council.' There is a text input field for 'Your Zip Code' with a 'Check' button next to it. At the top right, there are fields for 'Email' and 'Password' with a 'Go' button.

Enter zip code to ensure girls are on the correct council webpage



The screenshot shows the 'Register An Account' page for Girl Scouts of Greater LA. Step 2 is highlighted: 'Your Account Details'. It includes fields for 'Parent or Guardian's First Name', 'Parent or Guardian's Last Name', 'Parent or Guardian's Email', and 'Parent or Guardian's Phone'. There are also fields for 'Confirm Email' and 'Password'. A 'Register' button is at the bottom. A note states: 'Please provide the Password in a safe format. Passwords must be at least 8 characters in length and contain at least 3 characters from the following: uppercase letters, lowercase letters, and digits.'

Enter girl information and set a secure password



The screenshot shows the 'Register An Account' page for Girl Scouts of Greater LA. Step 3 is highlighted: 'Select Troop or Group #'. It includes a text input field for 'Enter Troop or Group #' and a 'Choose Girl Scout' dropdown menu. There is a video player showing 'People Skills'. A note states: 'It is important to set goals. The amount shown below will earn you the personalized patch but you can increase it if you need additional money to achieve your goals.'

Select Troop Number or "I don't know/see my Troop/Group"

# PARTICIPANT PLATFORM SET-UP

Confirm Email Address

Confirm Troop Number

Set Goals

Build Their Avatar

Include Video

The screenshot shows the login page for Girl Scouts of Greater Chicago and Northwest Indiana. At the top, there is a navigation bar with the Girl Scouts logo, a 'Media' icon, and links for 'Participant Login', 'Volunteer Login', and 'Español'. Below the navigation bar, the organization's name is displayed. There are two main sections: 'Girls and Parents/Adults' with a photo of three girls and buttons for 'LOGIN' and 'CREATE AN ACCOUNT'; and 'Troop Leaders or Volunteers' with a photo of a woman and a 'VISIT ADMIN SITE' button. A 'Welcome!' message follows, thanking users for participating and listing three bullet points: 'Create your avatar', 'Earn rewards (your avatar can too!)', and 'Invite friends and family to visit your personalized site'. To the right of the text is an illustration of three diverse girls. At the bottom, there is a footer with small text about trademarks and copyright, and icons for 'Contact Us', 'Privacy Policy', and 'Terms & Conditions'.

The screenshot shows the 'Update Izzy's Avatar' page. At the top, there is a navigation bar with the Girl Scouts logo, a 'Media' icon, and the text 'Girl Scouts of Alaska'. Below the navigation bar, there is a home icon and the page title 'Update Izzy's Avatar'. The main section is titled 'Build Your Avatar' and includes a sub-header 'Create an avatar that reflects your personality!'. Below this, there is a yellow callout box that says 'Check out the new uniform and official apparel options that will be available in select councils stores and online at girlscoutshop.com'. The central part of the page features a 3D avatar of a girl with dark skin and hair, wearing a white shirt and a green skirt. To the right of the avatar is a control panel with a table of options for customizing the avatar. The table has columns for 'Face', 'Hair', 'Body', and 'Clothing'. Under 'Clothing', there are rows for 'Top', 'Bottom', 'Socks', 'Shoes', and 'Accessories', each with left and right arrow buttons. Below the avatar and control panel, there is a section titled 'Add Your Avatar's Voice' with a text area for a personalized message and an 'UPLOAD AN AUDIO FILE' button. At the bottom, there is a 'PREVIEW' button.

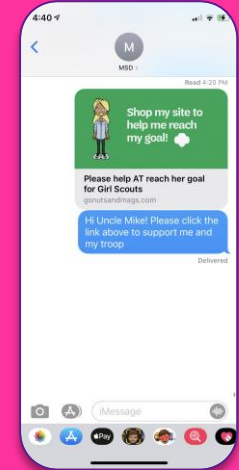
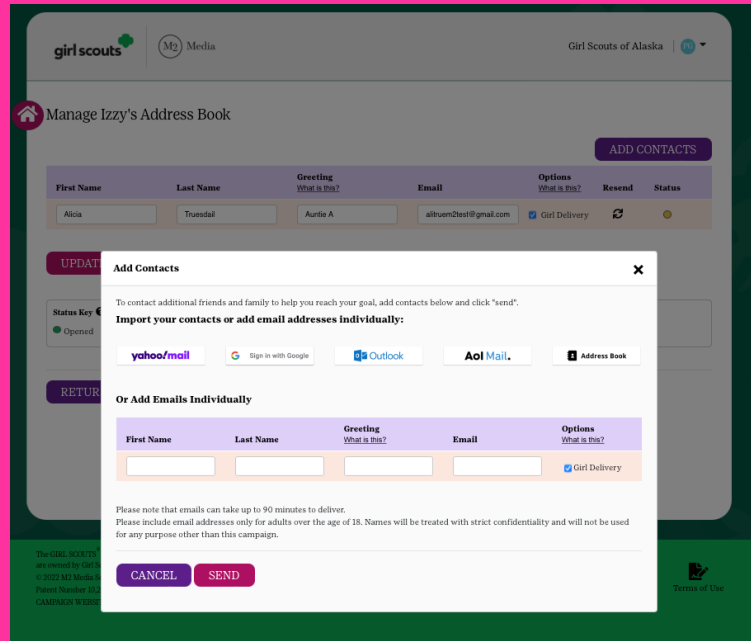
# TOOLS TO RUN THEIR BUSINESS

Send emails to friends and family

Share My Site through social media and texting

Printable business cards

Door hangers with QR codes





# PARTICIPANTS DASHBOARD

Emails/social media/texts

Girl's avatar room with virtual rewards & troop photo

Manage nut card order entry

Select rewards

Sales reports

The screenshot displays a user interface for a Girl Scout participant named Jane. At the top, the 'girl scouts' logo and 'M2 Media' branding are visible, along with the location 'Girl Scouts of Southern Nevada' and a user profile icon. The main section is titled 'Jane's Dashboard' and features a progress bar for a '\$50 of \$500 goal' with a '100%' indicator and a '150%' target. A 'Change Photo' button is next to Jane's avatar. Below the progress bar, there are links to 'Update Girl Scout Details' and 'Add another Girl Scout', along with campaign duration and unique code information. A 'Shop your Personalized Site' button is prominently displayed. The dashboard is organized into several sections: 'Naomi's Campaign' with icons for 'Manage Paper Orders', 'Jane's Emails (View & Send)', 'Jane's Sales Reports', 'Personalized Door Hanger', 'Business Cards', and 'Jane's Campaign Video'; 'Fun Stuff' with icons for 'Personalized Patch', 'Jane's Avatar', 'Jane's Avatar Awards', and 'Physical Rewards'; and 'Parent or Guardian's Information' with icons for 'Share My Site', 'Your Girl Scout(s)', 'Add Another Participant', and 'Update Profile'. On the right side, there are three vertical panels: 'Level Status Progress' showing a bar chart for Bronze, Silver, Gold, and Platinum; 'Promote Patch Emails Sent' with a progress bar; and 'Personalized Patch Sales' with a bar chart and 'Additional requirements' like 'Earn the promote patch'. A 'Learn more about the Personalized Patch' button is located below these panels. At the bottom right, a 'Top Sellers in Your Troop' section lists 'Naomi A.' and 'Nabhyu'. The footer contains the Girl Scouts logo, copyright information for M2 Media Services, LLC, and links for 'Contact Us', 'Privacy Policy', and 'Terms & Conditions'.

# GIRL DELIVERED OPTION

- Opt In is the default
- To Opt Out: unselect the Girl Delivery box

The screenshot shows the 'Manage Izzy's Address Book' interface. At the top, there are logos for 'girlscouts' and 'M2 Media', and the text 'Girl Scouts of Alaska'. Below this is a header for 'Manage Izzy's Address Book' with an 'ADD CONTACTS' button. A table lists existing contacts with columns for First Name, Last Name, Greeting, Email, Options, Resend, and Status. One contact is listed: Alicia Truesdal, Greeting: Aunty A, Email: altruem2test@gmail.com, Options: Girl Delivery (checked), Resend: refresh icon, Status: yellow circle.

The 'Add Contacts' modal is open, showing instructions: 'To contact additional friends and family to help you reach your goal, add contacts below and click "send".' It offers two ways to add contacts: 'Import your contacts or add email addresses individually:' and 'Or Add Emails Individually'. The first method includes buttons for 'yahoo/mail', 'Sign in with Google', 'Outlook', 'Aol Mail.', and 'Address Book'. The second method is a table with columns: First Name, Last Name, Greeting (What is this?), Email, and Options (What is this?). The 'Options' column has a 'Girl Delivery' checkbox which is circled in red. Below the table, there is a note: 'Please note that emails can take up to 90 minutes to deliver. Please include email addresses only for adults over the age of 18. Names will be treated with strict confidentiality and will not be used for any purpose other than this campaign.' At the bottom of the modal are 'CANCEL' and 'SEND' buttons.

# Online Shopping Sites

Supporters select their desired product line

Nuts & Chocolates have two options: Girl Delivered or Direct Ship

The screenshot shows the top navigation bar with the Girl Scouts logo and 'M2 Media' on the left, and a 'View in Español' link on the right. The main heading is 'How You Can Support Me'. Below this are three product categories, each with an image, a title, a short description, and a 'SHOP MY SITE' button:

- Magazines:** Visit my magazine site to purchase your favorite magazines.
- Nuts and Chocolates:** Visit my nuts and chocolates site to purchase your favorite treats and snacks.
- Tumblers:** Visit my Tervis® Tumblers site to purchase premium, insulated tumblers and water bottles.

The screenshot shows the top navigation bar with 'girl scouts of alaska' and 'M2 Media' on the left, and 'View in Español' on the right. The main heading is 'Welcome to Izzy's Nut and Chocolate Store'. Below this are two shipping options, each with an icon, a title, a short description, and a button:

- SAVE SHIPPING COSTS:** I would like to purchase nuts and chocolates and coordinate with Izzy to pick up the products in person. There will be no shipping charges and I will pay for my order now by credit card. (Perfect for people who live close to Izzy)
- CONVENIENCE:** I prefer the convenience of paying by credit card and having products shipped directly to me. I understand that shipping charges apply. (Additional products available for this option)

# ENTERING ORDER CARD AND REWARD ITEMS

- Parents/guardians enter only the total of each item from their nut order card into the M2OS system.
- These nut card totals will be added to the girls online sales. Online orders and payments are automatically credited in M2OS (including Girl Delivered)
- Make reward selections where needed

M2 mediagroup | girl scouts

## Manage Paper Orders

### Nut Orders

Please enter the total number of items by product from your in person nut order card so the total number of items is

Product	Price	Quantity	Total
A Fruit Slices	\$6.00	8	\$48.00
B Peanut Butter Monkeys	\$5.00	12	\$60.00
C Dark Chocolate Sea Salt Caramels	\$5.00	50	\$250.00
		<b>70</b>	<b>\$358.00</b>

#### View Earner

Maddie Gilli (Troop 20000)

If you are selecting a reward with options of a size or additional choices, please make your selection and click update. You will then be able to make the additional choice.

##### Rewards Earned

Reward	Options
Ready Set Glow Patch Ready, Set, Glow Patch	
Explore your dreams patch Explore Your Dreams Patch	
Bunny Plush Large Bunny	

Cancel Update



## Reports



All Sales

Online Magazines

Online Nuts

Paper Sales

Special Reports

Online Nuts Girl Delivered

Council Report > Service Unit Report > Troop Report > **Girl Scout Report**

All Sales : Current Campaign

### Girl Scout Report - Izzy Cole

(Number of Emails Sent: 1)

Range:

Current Campaign

[Search Tools](#)

	Qty	Total
Online Magazines	0	\$0.00
Online Nuts	0	\$0.00
Nut Order Card	27	\$147.00
<b>Total Sales</b>	<b>27</b>	<b>\$147.00</b>

#### Online Magazines

Supporter	Product	Price	Qty	Sales
No supporter sales exist for the Girl Scout.				

#### Online Nuts

Supporter	Product	Price	Qty	Sales
No supporter sales exist for the Girl Scout.				

#### Nut Order Card

Product	Price	Qty	Sales
Dark Chocolate Sea Salt Caramels	\$5.00	9	\$45.00
Fruit Slices	\$6.00	12	\$72.00
Peanut Butter Monkeys	\$5.00	6	\$30.00
<b>Total</b>		<b>27</b>	<b>\$147.00</b>

# REPORTS

- Reports broken out by sales categories
- View all Girl Delivered items sold online by customer to see which products to deliver

# Be safe online!



Parents/Guardians review with their girls:

- [Internet Safety Pledge](#)
- [Online Activity Check Points](#)

# Forms & Resources!

[Parent/Guardian Permission Form](#)

[GSWNY Fall Resources](#)

[M2 Homepage](#)



# Important Dates

Program begins  
Girls receive launch email and can begin taking orders and sending emails

**Oct. 13**

Last day for parent to enter Girl orders and reward choices in M2OS  
Payment due to troop leader

**Nov. 12**

All nuts and candy should be delivered to customers

**By Dec. 16**

**Nov. 12**

Direct Ship for online ordering ends

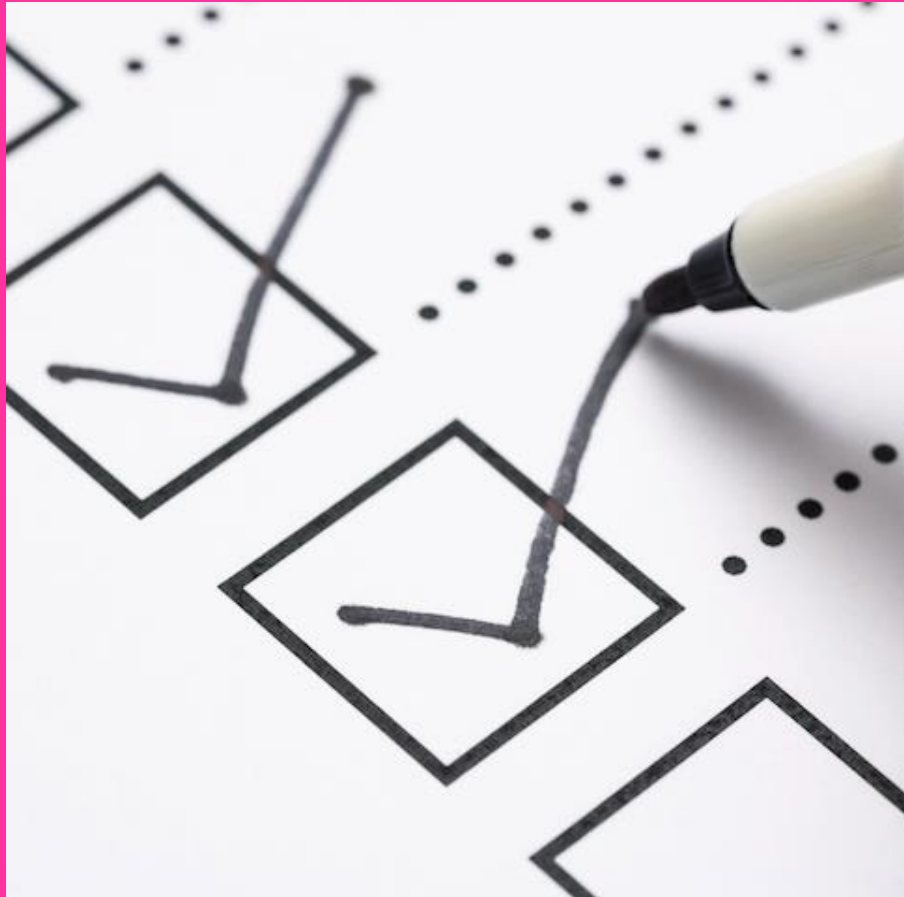
**Dec. 2**

Product Delivered to Service Unit for distribution to troops and Girl Scouts





# What's Next?



- Complete the permission to participate form and provide a copy to your leader
- Review the Family Flyer with your Girl Scout
- Gather your email contacts
- Review the online safety pledge with your Girl Scout
- Help your Girl Scout set their goal
- Have fun!

# FAQs

## **How do I reset my password?**

From the login page, click the Forgot Your Password link. Remember that if you are also a parent, you must log into the participant section to manage your Girl Scout's account. If you are also the troop/SU manager, you will need to login to the admin site. You can set up each site to use the same login and password for both!

## **When can a supporter expect a direct ship nut order placed online?**

The supporter will receive a confirmation email of the order and then another email when the order ships with tracking details.

## **When will a participant receive their Personalized Patch?**

The personalized patch will arrive about 8 to 10 weeks after being sent to the patch company for production. On the participant dashboard, you will see an ETA date so you can anticipate when your patch should arrive.

## **What if a participant didn't find their name as they log into the platform?**

That's not a problem! Any Girl Scout who doesn't know their troop number or see their name, can add themselves to the system. After a participant sets up an account, there will be a brief delay while the council confirms their GSUSA membership. Once that task is completed, council will release the participant from the holding tank and their customers will then have access to make purchases.

## **When can I expect my online girl delivery items?**

Because timelines may vary, please have customers inquiring about their online girl delivered items reach out directly to the Girl Scout from whom they purchased for more details."

# Have Questions?

Contact GSWNY Customer Care with all your Program related questions.

M2's Customer Care team is cross-trained to handle tech support, volunteer/participant and customer inquiries

If your troop leader is unable to assist, contact GSWNY Customer Care with all your Program related questions

**CustomerCare@gswny.org**  
**1-888-837-6410**

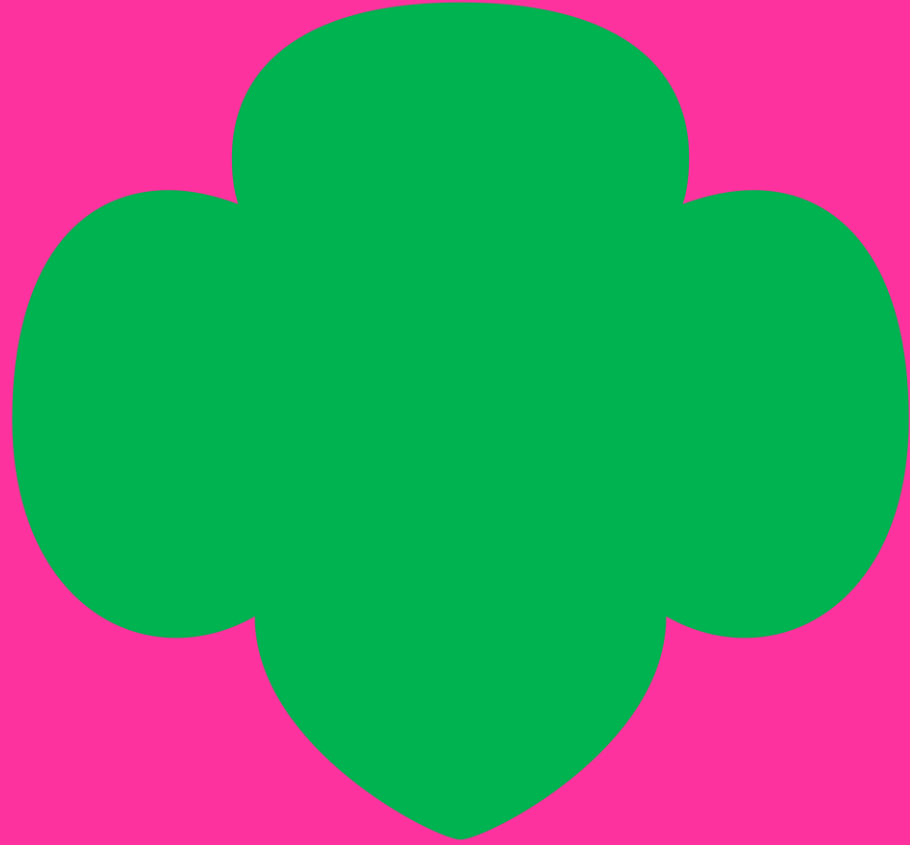


M2 Media Group | girl scouts

Hi!  
Our friendly customer service representatives are ready and waiting to answer all of your Fall Product Program questions!

**support.gsnutsandmags.com**  
**(800)-372-8520**

We're happy to help!



Thank  
you!