

Corrections:

1. For the Cookie Crossover Personalized Patch ... if a girl did not earn the Fall Product Personalized patch due to not meeting the fall product sales requirement, they can still qualify for the Cookie Crossover Patch if they created an avatar, sent 20+ emails and used the Share My Site feature during the fall product sale. The only “sales” requirement for the crossover patch is to sell 325 packages of cookies. **This was stated correctly in the plan book but shared incorrectly during the Lexington and Erlanger in-person presentations.**
2. The last day for any edits to the paper order cards in the M2 system is November 10th, when Troop Fall Product Managers and Service Unit Fall Product Managers have final access. **The plan book stated there was still access on November 11th, however that is not correct.**

Troop Leader FAQ's

Q: Where can I learn more about this year's Fall Product?

A: You can learn more about this year's Fall Product program by visiting our webpage [here](#), reaching out to product@gswrc.org, or attending an in-person or virtual training this September!

Q: What is new in this year's Fall Product Sale?

A: So many exciting things! We have a new snack, the Sweet Onion Snack Mix, two new tins, added candle selection, new personalized items, and more! Also, our online shopping site has been updated to allow for easier transitions between the different store fronts AND bonus offers will be offered to our customers when they order Nuts & Candy for Direct Ship in order to help boost sales.

Q: We see that the Meal Donations are an option with the rewards this year similar to what was offered with the Cookie Program last year, how will that work?

A: Yes, due to an extremely generous response to this program during the cookie sale, we are again giving girls the option to choose to donate meals at most reward levels. To participate, troops will have to choose the 16% proceed option and NOT opt out of rewards in order to have the choice for meal donations. Any girl who donates meals will qualify for

a philanthropy patch (don't worry, if they do not choose to do so in the Fall Product Sale, they can earn this same patch in the cookie sale). After we tally the donated meals from both the Fall Product Sale and the 2027 Cookie Sale, we will have one celebration ceremony and donate all meals at one time.

Q: I missed the training, and I would like to watch it. Where can I view this?

A: No worries! The virtual training will be uploaded to gsLearn in early September / is available via gsLearn. You can access the most up to date training available there.

Q: Are any of the fall product materials or the sales sites available in Spanish?

A: While the M2 site is not available in Spanish for our girls, they do have the option to send invitations to their customers in Spanish and that will send them to storefronts that are also in Spanish. If the girl does not mark that when sending the invitations, customers can also toggle to a Spanish version themselves when in the store fronts.

Q: I missed the training, but I have a lot of questions. Who can help me?

A: Please reach out to product@gswrc.org for additional support throughout the sale!

Q: I can't find the resources on the website that I'm looking for. Where can I go?

A: Our resources can be found at <https://www.gskentucky.org/en/cookies/fall-product-program1.html>.

Q: Can a girl opt out of giving a customer the option of girl delivery?

A: Yes she can, when setting up her site, she can choose if her link or emails to specific recipients will include that option.

Q: For the Direct Ship Nut/Chocolate Upsell, how does that work and what is offered?

A: When a customer orders nut/chocolate items through the Direct Ship option, they will be prompted for an option to purchase up to 3 different Bonus Items. The purchase of

these items will count toward the girls sales and proceeds. The addition of these items to their cart will NOT increase the shipping cost for the customer. The items that could be offered are: Cranberry Trail Mix, Dill Pickle Peanuts, Sweet Onion Mix, Hot Cajun Crunch and Honey Roasted Peanuts. If any of these items were already in the cart, they will NOT appear as a bonus item.

Q: When are orders due?

A: Parents should enter all paper orders by November 9th.

November 10th, Troop Fall Product Managers and Service Unit Product Managers still have access to make any adjustments or changes needed.

After November 10th, no additional changes can be made for the submission of paper orders for Girl Delivery items. The online store will remain open until November 18th.

Q: When does the online store close?

A: The online store will remain open until November 18th, so be sure to check out the available items before the sale officially ends!

Q: When do the girl delivery items arrive for our customers?

A: Girl delivery items will arrive right before Thanksgiving. Your Service Unit Fall Product Manager will receive the items and sort them by troop. As soon as they are sorted and ready for pickup, they will contact you. Please be sure to pick them up as soon as practical and distribute them to your troop so they can deliver to their customers in a timely manner.

Q: When do incentives ship?

A: Recognitions for participating girls will begin shipping in January 2027. They will be sent to your Service Unit Fall Product Manager. Once they have the items sorted by troop, they will let you know they are ready for pickup. Be sure to print your Troop's Delivery Ticket for rewards at the end of the sale so you know what items to give to each girl when they come in January.

Parent/Guardian FAQ's

Q: What is new in this year's Fall Product Sale?

A: So many exciting things! We have a new snack, the Sweet Onion Snack Mix, two new tins, added candle selection, new personalized items, and more! Also, our online shopping site has been updated to allow for easier transitions between the different store fronts AND bonus offers will be offered to our customers when they order Nuts & Candy for Direct Ship in order to help boost sales.

Q: For the Direct Ship Nut/Chocolate Upsell, how does that work and what is offered?

A: When a customer orders nut/chocolate items through the Direct Ship option, they will be prompted for an option to purchase up to 3 different Bonus Items. The purchase of these items will count toward the girls sales and proceeds. The addition of these items to their cart will NOT increase the shipping cost for the customer. The items that could be offered are: Cranberry Trail Mix, Dill Pickle Peanuts, Sweet Onion Mix, Hot Cajun Crunch and Honey Roasted Peanuts. If any of these items were already in the cart, they will NOT appear as a bonus item.

Q: We see that the Meal Donations are an option with the rewards this year similar to what was offered with the Cookie Program last year, how will that work?

A: Yes, due to an extremely generous response to this program during the cookie sale, we are again giving girls the option to choose to donate meals at most reward levels. To participate, troops will have to choose the 16% proceed option and NOT opt out of rewards in order to have the choice for meal donations. Any girl who donates meals will qualify for a philanthropy patch (don't worry, if they do not choose to do so in the Fall Product Sale, they can earn this same patch in the cookie sale). After we tally the donated meals from both the Fall Product Sale and the 2027 Cookie Sale, we will have one celebration ceremony and donate all meals at one time.

Q: Help! I am trying to log my Girl Scout into her M2 account. Where can I go to get started?

A: We can help with that! Please start by visiting [this link](#) to either login or create an account. If your girl has sold Fall Product in the past, she should already have an account, and you can reset your password after clicking on "Login."

Q: Are any of the fall product materials or the sales sites available in Spanish?

A: While the M2 site is not available in Spanish for our girls, they do have the option to send invitations to their customers in Spanish and that will send them to storefronts that are also in Spanish. If the girl does not mark that when sending the invitations, customers can also toggle to a Spanish version themselves when in the store fronts.

Q: I have a lot of questions. Who can help me?

A: Please reach out to your troop leader with questions. If they need additional support to answer your questions, they have a Service Unit Fall Product Manager to reach out to our they can reach out to our Product staff at product@gswrc.org for additional support throughout the sale!

Q: When are orders due?

A: Parents should enter all paper orders by November 9th.

November 10th, Troop Fall Product Managers and Service Unit Product Managers still have access to make any adjustments or changes needed.

After November 10th, no additional changes can be made for the submission of paper orders for Girl Delivery items. The online store will remain open until November 18th.

Q: When does the online store close?

A: The online store will remain open until November 18th, so be sure to check out the available items before the sale officially ends!

Q: When does my Girl Scout need to have her choices made for the incentives she would like?

A: November 18th is the final day for parents/guardians to update the reward choices for their Girl Scout on their site. Be sure to check back on November 18th to see if some additional online sales have jumped your Girl Scout to the next reward level.

Q: When do incentives ship?

A: Recognitions for participating girls will begin shipping in January 2027. Your troop leader will let you know when they have received the items and when they plan to distribute them to the girls.