TREATS & READS
FAQ FOR VOLUNTEERS

Q: **How do I get Treats & Reads materials for my troop?**
A: You will first want to contact your Neighborhood Fall Product Manager, who is there to support you. If they are out of supplies, or you are unable to reach them, please fill out the Troop Treats & Reads Materials Request.

Q: **Will we be allowed to have booths this fall?**
A: At this time, troop-scheduled Treats & Reads booths are permitted. Please see current booth guidelines and resources.

Q: **Do you have ideas for ways girls can sell this year?**
A Our COVID guide includes ideas and ways girls can safely use their order card, maximize their online M2 participation and handle product delivery.

Q: **Will direct ship prices be lower this year?**
A; Our product program partners, M2 and Ashdon Farms, continually work to get the best shipping rates. The best way for a customer to pay a lower shipping cost is to choose the lower-cost shipping option when making the purchase (there are two shipping options when ordering a chocolate product and the system defaults to the faster/ice option for freshest delivery). There also continues to be the option between Sept. 26-Oct. 18 for the girl to deliver the product.

Q; **Since girls have early access to M2 this year, does that mean they can begin selling early too?**
A: Girls have access on Sept. 24 to set up their online storefront- create their Avatar and upload an audio recording or marketing video. However, she should set up her emails to customers on or after Sept. 26, as that is GO Day, when customers can begin making purchases.

Q: **What are the approved programs/apps for taking payments?**
A: CloverGo is the approved Treats & Reads credit card payment program for girls and troops to collect payment from a **customer**. Cheddar Up is the approved program for a troop to take payments from **girls' families** for things like product program, activity fees and troop dues

Q: **How does CloverGo collect credit card information?**
A: The simplest and free way to process cards using CloverGo is to use the app OCR (optical character reader) to scan a customer's card. Card information can also be keyed in manually as a backup. No card information is ever stored in the app or smart device- it is encrypted when processed. Troops also have the option to purchase a card reader, which is a separate device that works with the app to process cards, and other touchless payment options like Apple Pay.

Q: Can I use CloverGo to take cards when delivering product?

A: Absolutely! The troop volunteer who sets up the troop for CloverGo will just need to input each girl's adult email address during set up so the adult can connect their CloverGo account to the troop's. Once an adult has onboarded to CloverGo and downloaded the app, the individual girl can take payments.

Q: If I had to get a new bank account for my troop, do I have to set up CloverGo again?

A: Yes, if you have new bank account information, you will need to go through the CloverGo set up again. If nothing has changed, you can use the account you used during cookies, but make sure to update your girl list as needed

Q: Whom do I contact if I have technical issues with the M2 system?

A: If you're encountering a system issue, you can contact M2 Customer Care M-Sa, 7am-7pm CST at 800.372.8520 or question@gsnutsandmags.com. They are cross trained to handle tech support as well as volunteer/participant and customer inquiries.

Q: Will product be delivered directly to troops this year?

A: This fall, we will have pre-determined pick up sites in public spaces. The troop fall product manager must select a pickup location and time in the M2 system. Their troop's initial product order will be delivered to that site.

Q: How will product pick up work this fall?

A: If you've picked up troop cookies before, it will be similar. Instead of picking up at your Neighborhood Fall Product Manager's home, you will select a pickup location, date and time in M2. Locations will be spread around the council.

Q: How does the reward opt-out process work this year?

A: As before, C/S/A troops may opt-out of rewards to earn a higher proceeds percentage for both Treats & Reads and Cookies. To opt-out, troops must hold a vote and *a majority* of girls must agree to opt out. Troops are responsible for [keeping the documentation on their opt-out vote](). Once the troop has voted, they should fill out the [Product Programs Opt Out Form]() just one time for the entire year. Remember, for each program, the troop product program manager still needs to select opt out in M2 and eBudde before GO Day per the instructions provided in the product program manager's guide.

Q: To whom do I give order sheets?

A: Girls who take orders on the paper order card can either have their adult enter the orders directly into the M2 system, or they can get the order card to their troop fall product manager by Oct. 18. The troop fall product manager must then manually enter the orders into the M2 system for that girl. All Treats & Reads orders are managed through the M2 system.

Q: How do I find the Treats & Reads trainings in gsLearn?

A: Go to the MyGS link at www.girlscoutsem.org and click on gsLearn. Log in using your membership credentials. Once in gsLearn, click Content Library on the left menu. Then, you can scroll down a bit until you see Fall Product training and CloverGo training. Trainings in gsLearn are only accessible to Girl Scout volunteers.

Q: Can a parent toggle between multiple girl accounts in M2?

A: Yes, if the parent is using the same email address for each of their girls, they can toggle between accounts.

Q: Why are there girls in my troop in M2 that are no longer registered with my troop?
A: Due to the early timing of the Treats & Reads program, all girls from 2019-2020 and 2020-2021 membership years are uploaded. Girls who are no longer in your troop will not affect a troop's PGA or contest eligibility. Those are based on which girls are registered with the troop in our Salesforce membership records for the 2020-2021 membership year.