

# Fall Product Program Troop Guide

## What is the Fall Product Program?

This program is an integral part of a Girl Scout's journey toward leadership. Learning and developing:

- ▲ **Goal Setting**
- ▲ **Teamwork**
- ▲ **Presentation skills**
- ▲ **Customer service**
- ▲ **Money management**

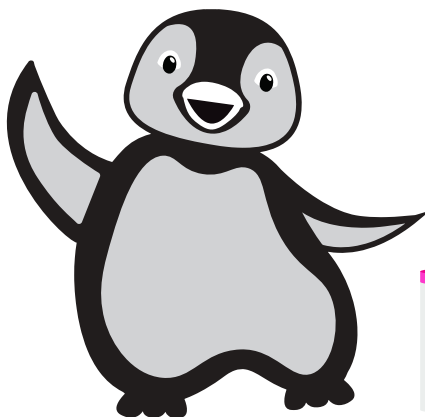
An easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year - don't miss out on all the fun!

## Getting Started Volunteers

- Complete the online Fall Product Manager Agreement.
- Follow the link sent to your email address the week of September 13 to access the M2OS site. Agreements completed after September 13 will be uploaded bi-weekly.
- Complete M2OS system training.
- Create your volunteer Avatar!
- Send access emails to the girls in your Troop.

Access the Troop Fall Product Manager agreement here:

<https://tinyurl.com/fxp89rjm>



## Mark Your Calendar!

September 24  
Program Begins!

October 17  
Last Day for in-person & online girl delivered ordering & direct ship nuts and magazines

October 17  
Family deadline for entering in-person orders into M2OS

October 18  
All money due to Troop

October 22  
Last day for girls/troops to make reward choices

October 22  
Deadline for Troop to enter or edit order card items

November 2  
Council ACH

November 9 -17  
Delivery of nut/chocolate items to Service Area volunteers

## *Cranberry Valley and Adams/Marquette Dates*

Sept. 24 – Oct 17  
Online Program

Nov. 1 - 10  
In-Person Program

Nov. 12 9am  
Deadline for Troop to enter or edit order card items

Nov. 18 -19  
Delivery of nut/chocolate items to Service Area volunteers

November 11  
All money due to Troop

November 23  
Council ACH

## Rewards

In the fall, girls and leaders who create avatars and meet the criteria below will earn a patch with their very own virtual likeness on it!

- Girls: Create your avatar, send 18+ emails, and sell \$275
- Volunteers: Create your avatar, send access emails to the girls in your troop and reach \$600 in total Troop sales!

Check out the back of the order nut/chocolate order card to see all of the great rewards for this season.



## Participation Options

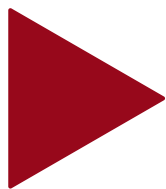
Product	Product	Delivery to Customers	Troop Proceeds*
Nuts/ Chocolate: In-Person	<ul style="list-style-type: none"> <li>• Girls take orders from customers with the nut order card and collect money</li> <li>• Family/Troop enters orders into M2OS by the appropriate deadline</li> <li>• Girls turn in money to Troop</li> </ul>	Delivered by girls to customers	\$1 per item sold
Nuts/ Chocolate: Online Girl Delivered	<ul style="list-style-type: none"> <li>• Girls create their personalized storefront in M2OS and send emails to friends and family</li> <li>• Customers pay online and girls deliver products</li> <li>• Orders are automatically credited to the girl in M2OS</li> </ul>	Delivered by girls to customers <i>(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 customer service by October 17 to cancel)</i>	\$1 per item sold
Nuts/ Chocolate: Direct Shipped	<ul style="list-style-type: none"> <li>• Girls create their personalized storefront in M2OS 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 M2OS</li> </ul>	Shipped directly to the customer <i>(1-2 weeks standard delivery time-frame after order processing. Customers will have option for expedited shipping)</i>	\$1 per item sold
Magazines	<ul style="list-style-type: none"> <li>• Girls create their personalized storefront in M2OS and send emails to friends and family</li> <li>• Customers pay online</li> <li>• Orders are automatically credited to the girl in M2OS</li> </ul>	Shipped directly to the customer <i>(6-8 weeks standard delivery time frame after order processing)</i>	\$3 per item sold

\*Cadettes, Seniors, and Ambassadors may receive an additional \$0.10 in proceeds if place of rewards.

Troops that participate in the 2021 Fall Product Program will receive an additional \$0.03 per package in the 2022 Cookie Program. Troops must have at least three girls selling in the Fall Product Program.

## Volunteer M2OS Access

Volunteers will receive an email invitation from M2 that explains how to access the site and get started.



If you have not received an email invitation to access the M2OS site by September 22 please visit [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and select "Forgot Password". If you need further assistance, please contact your SA Product Manager or M2 Customer Service.

## First Steps

- ▲ Your access email will prompt you to create a password to access your M2OS Volunteer account. If you are a returning user, you can login using your existing credentials.
- ▲ 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 Guardian Email Blast (PGEB).
- ▲ 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. Any girls not pre-loaded can simply register once the sale begins at: [www.gsnutsandmags.com/gsnwgl](http://www.gsnutsandmags.com/gsnwgl). They will then be added to your Troop roster once council confirms their registration.
- ▲ Girls can launch their accounts beginning on September 24. 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 17. If they do not enter their orders, you will need to do so through your Volunteer account.

## Adding Nut Order Card Items into M2OS:

Troop Leaders must enter any orders not entered by parents into M2OS. Leaders can enter orders for girls from October 11 - October 22, 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 nut/chocolate 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 nut/chocolate 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.

## 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) and Girl Scouts of the Northwestern Great Lakes takes care of delivering the product! Each donation is credited to the girl's sales and the Troop receives \$1 in Troop proceeds per donation sold. Girls earn the Care to Share patch by receiving 4 or more donations.

Girl Scouts of the Northwestern Great Lakes will be donating product to Regional VA Centers.

## Troop Banking

▲ Troops must have a bank account on file with the Council. [Troop Bank Account Information & ACH Authorization Form.](#)

▲ Payment is collected at the time of ordering; customers make checks payable to Girl Scouts.

▲ Deposit all money into your Troop bank account and keep all receipts!

▲ Amount owed to Council will be deducted via an ACH debit on November 2 (November 23 for Cranberry Valley and Adams/Marquette.) Amount due is calculated automatically in M2OS.

▲ Find balance due by clicking the “Banking and Payments” link on your Troop dashboard. You will see an overview of all sales and proceeds information for your Troop. The “Reports” link shows even more detail. View the Troop Orders Report or download your Troop’s delivery ticket and toggle on financial information for another view.



### Tips!

If a girl does not turn in money at scheduled time, do not place her order. Contact her parent/guardian immediately. Keep the Troop Leader informed of all contact attempts and document the information. Orders should not be placed unless payment has been received by the Troop.

Money for all online orders shows as already paid to Council, and final ACH will be adjusted for the Troop to earn proceeds on these sales.

If your Troop decides to accept checks, be sure to have a phone number and driver’s license number listed on the check. We recommend you only take checks from people you know and are comfortable contacting if there is a problem.

## Program Wrap-up

### Products

Remember, all product is automatically submitted for fulfillment! There is no “submit” button!

- Coordinate with your Service Area FP Manager to pick up your Troop’s nut/chocolate items.
- Print a delivery ticket for each girl’s order from your dashboard. After you have delivered the items to each girl, have their parent count/inspect each item and sign the delivery ticket for your records.

### Rewards

Girls must make their rewards selections online by October 22.

- If a girl does not make her selections, you may do so through the Troop account until October 22.
- Any selections not made by October 22 will automatically default to first choice listed.
- Reward deliveries will be coordinated with your service Area FP Manager in a similar fashion to products.

### Deliveries

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

- Girls will receive an online report of orders with email addresses and phone numbers of their customers.
- Participants may contact customer service for additional customer information if necessary for delivery.

## FAQs

Please visit our support site at [support.gsnutandmags.com](http://support.gsnutandmags.com) for more information. Here are a few frequently asked questions as you get started:

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

Girls cannot begin online account registration until the program start date.

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

The parent/guardian (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 the end of parent paper order card entry.

### **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.

Access Volunteer accounts at: [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin)

Access Girl accounts at: [www.gsnutsandmags.com/gsnwgl](http://www.gsnutsandmags.com/gsnwgl)

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

Access emails will not be sent to the participants until the start date of the program.

## Questions?

Service Area Fall Product Manager

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Email: \_\_\_\_\_

Phone: \_\_\_\_\_

For questions regarding M2OS or other general sale questions, contact M2 Customer Support!

M2 Customer Service  
▲ [question@gsnutsandmags.com](mailto:question@gsnutsandmags.com)  
▲ 800-372-8520

For questions regarding specific Council-related details, contact your Service Area or local Council office.

Girl Scouts of the  
Northwestern Great Lakes  
▲ [info@gsnwgl.org](mailto:info@gsnwgl.org)  
▲ 888.747.6945

**We Appreciate You!  
Thank you for being  
an integral part of  
the Fall Product  
Program!**

