

# 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!

## Mark Your Calendar

Early-Access for Troop Volunteers	Sept. 23
SALE BEGINS! Online & In-Person	Oct. 1
Last day for in-person	Oct. 23
Family deadline for entering in-person orders into M2OS. <i>Online girl-delivered items should not be re-entered.</i>	Oct. 24
Deadline for Troops to enter any missing orders or edit in-person sales	Oct. 26
Deadline for online Girl Delivery orders	Oct. 30
Deadline for Service Units to enter/edit any in-person sales	Oct. 30
Delivery of in-person nut/chocolate items to Service Units. <i>You will be notified by your SUFPM of pickup time.</i>	Nov. 12-18 EXTENDED Nov. 19-20 METRO PHX
Online sales for direct-ship nuts/ and magazines ends	Nov. 27
Last day for girls/Troops to make reward choices	Nov. 29
Delinquent Balance Forms Due – T17s	Dec. 11
All monies due must be turned in to Troop. Final Troop bank account deposit due.	Dec. 12
Council ACH Sweep	Dec. 15

## Getting Started for Volunteers!

- Follow the link sent to your email address on Sept. 23 to access the M2OS site. If you haven't received your email by Sept. 25, contact your Service Unit Fall Product Manager or Customer Service.
- Complete M2OS system training.
- Create your volunteer Me2 Avatar!
- Send access emails to the girls in your Troop.

## Rewards

In the fall, girls and leaders who create Me2 avatars and meet the criteria below will earn a patch with their very own virtual likeness on it!

- **Girls:** Create your Me2 Avatar, send 20+ emails, and sell \$450 in combined sales!
  - **Volunteers:** Create your Me2 Avatar, send parent email blasts, and reach \$1500 in total combined troop sales!
- .....
- Check out the back of your nut/candy order card to see all of the great rewards you can earn this season!
  - When you register online, you can track your progress and select rewards as you earn them!

# Participation Options

Product	Sale Type	Money Collection	Delivery to Customers	Troop Proceeds
<b>Nuts/ Chocolate</b>	In-Person	<ul style="list-style-type: none"> <li>Girls collect money from customers at time of delivery</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 on \$1-9. <sup>99</sup> per snack items \$2 on \$10-19. <sup>99</sup> per snack items
	Online Direct-Ship	<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 timeframe after order processing. Customers will have option for expedited shipping)</i>	\$1 on \$1-9. <sup>99</sup> per snack item \$2 on \$10-19. <sup>99</sup> per snack items \$3 on \$20+ per snack items
	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 for girl delivery</li> <li>Orders are automatically credited to the girl in M2OS</li> </ul>	Delivered by girls to customers	\$1 on \$1-9. <sup>99</sup> per snack items \$2 on \$10-19. <sup>99</sup> per snack items
<b>Magazines</b>	Online	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2OS and send emails to friends and family</li> <li>Customer 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 timeframe after order processing)</i>	\$2 per item 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 \$5 increments) and GSACPC 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 15 or more donations.

GSACPC will be making a donation of product to the military through Packages from Home.



## Fall Personalized Patch

### to earn:

- Create your M2 avatar
- Send 20+ emails
- Sell \$450 or more in combined sales
- Choose your background & whether your avatar wears her Girl Scout Uniform or Safari outfit!

## GSACPC Combined Patch

### to earn:

- Participated in the 2022 Cookie Program
- Participates in the 2022 Fall Program



## Volunteer M2OS Access – In Depth

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 Sept. 25, please visit [gsnutsandmags.com/admin](https://gsnutsandmags.com/admin) and select “Forgot Password”. If you need further assistance, please contact your SU Product Manager or M2 Customer Service.

### Troop Banking

1. Troops must have a bank account. Contact your local Council office for additional details or assistance.
2. Payment is collected at the time of delivery; make checks payable to the Troop.
3. Deposit all money into your Troop bank account and keep all receipts!
4. Amount owed to Council will be deducted via an ACH debit on Dec 15. Amount due is calculated automatically in M2OS.
5. 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.

### Tips

If a girl does not turn in money at scheduled time, submit an outstanding parent form by Dec. 11.

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.

- 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 Me2 Avatar, and send access emails to the participants in your Troop.
- 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: [gsnutsandmags.com/gsapc](https://gsnutsandmags.com/gsapc). They will then be added automatically to your Troop roster.
- Girls can launch their accounts on Oct 1. 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: Oct. 24. If they do not enter their orders, you will need to do so through your Volunteer account.

### Adding Girl Orders into M2OS

Troop Leaders must enter any orders not entered by parents into M2OS. Leaders cannot enter orders until after the cutoff for girls – Oct. 24-26, 11:59PM, EST only.

- Choose Paper Order Entry from your dashboard.
- Click the pink pencil next to the girl’s name to edit/enter orders. **DO NOT enter online girl-delivered products.**
- Enter her total nut/candy 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/candy items sold, as product cannot be returned to Council.

Rewards are automatically calculated. Rewards will take 1-2 hours to update after adjustments have been made to products sold.

# After-Sale Wrap Up!

## Products

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

- Coordinate with your Service Unit FP Manager to pick up your Troop’s nut/candy 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 Nov 29.

- If a girl does not make her selections, you may do so through the Troop account until Nov 29.
- Any selections not made by Nov. 29 will automatically default to first reward item on reward card.
- Reward deliveries will be coordinated with your Service Unit 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

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

- *Girls cannot begin online account registration until the sale launch date.*

I entered the email addresses to send access notifications to the girls in my Troop, but they haven’t sent, it says “Queued for Sending”. How long does it take to send?

- *Access emails will not be sent to the participants until the launch date of the sale.*

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. Volunteer accounts are accessed at: [gsnutsandmags.com/admin](http://gsnutsandmags.com/admin), and girl accounts are accessed at: [gsnutsandmags.com/gsacpc](http://gsnutsandmags.com/gsacpc).*

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 canceled and removed from the system. This cancellation MUST be completed before the sale end date.*

My girl received/entered orders that put her over the next reward threshold, but the system isn’t showing that she earned the reward.

- *The system can take 1-2 hours to update the rewards section once additional sales have been received/entered.*

## Questions?

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

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

Service Unit Fall Product Manager

Name \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

**GSACPC**  
[girlscoutsaz.org](http://girlscoutsaz.org)  
productprogram@  
girlscoutsaz.org  
602-452-7030

**M2 Customer Service**  
question@  
gsnutsandmags.com  
800-372-8520

## We Appreciate You!

Thank you for being an integral part of the Fall Product Program!

