



# 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-

- » Follow the link sent to your email address the week of **September 12th** to access the M2OS site. If you haven't received your email by the end of the week, contact your Service Unit Fall Product Manager or Customer Service.
- » Complete M2OS system training.
- » Create your volunteer Avatar!
- » Launch the parent/guardian email blast which will send a link to participate, to all the girls in your troop on Sept 17th!

## Mark Your Calendar!

Early-Access for Troop Volunteers	<i>September 15</i>
<b>PROGRAM BEGINS!</b> Online & In-Person	<i>September 17</i>
Last day for in-person & online girl-delivered ordering	<i>October 18</i>
Family deadline for taking and entering in-person orders into M2OS <i>Online girl-delivered items should not be re-entered</i>	<i>October 18</i>
Deadline for Troop to enter any missing orders or edit order card items	<i>October 18</i>
Deadline for Service Units to enter/edit any order card items	<i>October 20</i>
Delivery of in-person nut/chocolate items to SU <b>You will be notified by SU</b>	<i>November 12</i>
Online sales for direct-ship nuts and magazines ends	<i>November 14</i>
Last day for girls/Troops to make recognition choices	<i>November 15</i>
Delinquent Balance Forms Due	<i>November 15</i>
<b>All monies due must be turned in to Troop. Final Troop bank account deposit due.</b>	<i>November 29</i>
<b>Council ACH Sweep</b>	<i>December 3</i>

## Recognitions!

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 3 magazines and 35 nuts!
- Volunteers: Create your Avatar and reach \$1000 in total Online 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!

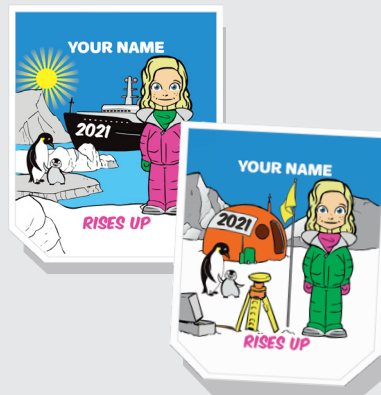
## Participation Options:

Product	Sale Type	Money Collection	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate	<u>In-Person</u>	<ul style="list-style-type: none"> <li>Girls collect money from customers at the 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 per item sold
	<u>Online-Direct Ship</u>	<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 (1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)	\$1 per item sold
	<u>Online-Girl Delivered</u>	<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 (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 18 to cancel)	\$1 per item sold
Magazines	<u>Online</u>	<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 (6-8 weeks standard delivery timeframe after order processing)	\$1 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 \$7 increments) and Girl Scouts of Alaska 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 5 or more donations.

Girl Scouts of Alaska will be making a donation of product to Red Cross of Alaska.



## Girl Scout Cookie Crossover Patch To earn:

- » Create your avatar in the fall & send 18+ emails
- » Sell 275+ packages of cookies during the 2021 Girl Scout Cookie Program

## Fall Personalized Patch To earn:

- » Create your avatar
- » Send 18+ emails
- » Sell 3+ magazines & 35+ nut/candy items
- » Choose your background & whether your avatar wears her Girl Scout Uniform or Snowsuit!



## 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 **September 15th**, please visit [www.gsnutsandmags.com/admin](http://www.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 December 3rd. 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 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/Service Unit 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.

- » 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/gsa](http://www.gsnutsandmags.com/gsa). They will then be added automatically to your Troop roster once council confirms their registration.
- » Girls can launch their accounts on **September 17th**. 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 18th**. 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 cannot enter orders until after the cutoff for girls - **10-18 to 10-19, 11:59PM, AKST 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/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. Please note that rewards could take up to an hour to update after adjustments have been made to products sold.

## Program Wrap Up!

### Products:

**Remember, all items are automatically submitted for fulfillment! There is no "Submit Button"**

- » Coordinate with your SU's Fall Product 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.

### Recognitions:

Girls must make their recognition selections online by **November 15**.

- » If a girl does not make her selections, you may do so through the Troop account until **11-16**.
- » Any selections not made by **11-16** will automatically default to Council's Selection.
- » 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!

- » At the end of the program, participants will receive an email with a link to download a customer report for use when delivering online girl delivered products
- » Participants may contact customer service for additional customer information if necessary for delivery.

## FAQs:

Please visit our support site at: **support.gsnutsandmags.com** for more information.

*Here are a few Frequently Asked Questions as you get started:*

Q: 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. **September 17th!**

Q: I launched the PGEB to send access notifications to the girls in my Troop. The site says, "Queued for Sending". How long does it take to send?

- Access emails will not be sent to the participants until the program start date. **September 17th!**

Q: 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: [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin), and girl accounts are accessed at: [www.gsnutsandmags.com/gsa](http://www.gsnutsandmags.com/gsa).

Q: 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 sale end date. **Oct. 18th**

## 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: \_\_\_\_\_

### Girl Scouts of Alaska

customer@  
girlscoutsalaska.org  
907.248.2250  
800.478.7448

### M2 Customer Service

support@  
gsnutsandmags.com  
800.372.8520



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

