



Fall Product Program 2023 Troop Guide



Getting Started! VOLUNTEERS

1. Follow the link sent to your email address the week of September 24 to access the M2OS site. If you haven't received your email by 9/25, contact M2 Customer Service
2. Fill out a Fall Product Program Troop Agreement
3. Complete gslpg Fall PP training on gsLearn and/or attend the ZOOM live training for volunteers and caregivers on 9/25.
4. Have caregivers complete the online permission form
5. Hand out order cards to girls
6. Check out the back of the nut/candy order card to see all the great rewards participants can earn this season!

For resources and training invites:
<https://www.gslpg.org/en/cookies/fall-product-program.html>

What is the Fall Product Program?

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



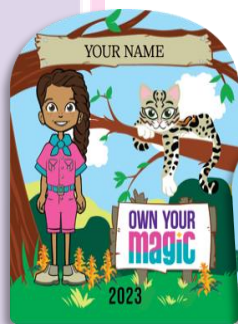
An easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year - don't miss out on all the fun!

Important Dates!

Early access for Troop Volunteers	September 25
Program Begins!	OCTOBER 2
Last Day for girls to take in-person (Paper Order Card) orders	November 5
Family deadline for entering in-person orders into M2OS	November 5
All money due to Troop	November 5
Deadline for Troop to enter or Edit order card items	November 8
Deadline for Service Unit edits to order card items	November 9
ALL online sales end	November 9
Council ACH	November 9
Last day for girls/troops to make reward choices	November 10
Delivery of nut/chocolate items to SU Volunteers	November 27-December 1



When participants launch their online account, they can track progress and select rewards as they earn them!



Earn Customized Patches

Fall Patch:

- Create your avatar
 - Send 16+ emails
 - Sell \$375 in total sales
 - Use the *Share My Site* function
- *Troop Leaders earn one for \$1500 in troop sales and by activating the PAEC!

Cookie Crossover Patch

- Fall Program Criteria: Create your avatar & send 16+ emails
- 2024 Cookie Program Criteria: Sell 375+ packages of cookies



PARTICIPATION OPTIONS

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	In-Person	<ul style="list-style-type: none"> • Participants collect money from customers (specify whether at time of delivery or initial order) • Family/Troop enters orders into M2OS by the appropriate deadline • Participants turn in money to Troop 	Delivered by participating Girl Scouts to customers	15%
	Online Girl-Delivered	<ul style="list-style-type: none"> • Girl Scouts create their personalized storefront in M2OS and send emails to friends and family • Customers pay online and participants deliver products • Orders are automatically credited to the participants in M2OS 	Delivered by participants to customers <i>(If a Girl Scout/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 November 8, to cancel)</i>	15%
	Direct Shipped	<ul style="list-style-type: none"> • Girl Scouts create their personalized storefront in M2OS and send emails to friends and family • Customers pay online, including the cost of shipping • Orders are automatically credited to the participants in M2OS 	Shipped directly to the customer <i>(1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)</i>	15%
Magazines & More	Online Only	<ul style="list-style-type: none"> • Girl Scouts create their personalized storefront in M2OS and send emails to friends and family • Customers pay online • Orders are automatically credited to the participants in M2OS 	Shipped directly to the customer <i>(6-8 weeks standard delivery timeframe for magazines after order processing)</i>	15%

Care to Share

- *Care to Share* is a great way for customers to give through donations of products.
- Our council's *Care to Share* items will be donated to our military and first responders through Operation Gratitude, operationgratitude.com. For each \$7 donation they will receive one can of nuts/candy.
- Donations are credited to the participant's sales and troops receive the proceeds. Girl Scouts earn the *Care to Share* patch by receiving 5 or more donations.



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 9/25 please visit www.gsnutsandmags.com/admin and select "Forgot Password." If you need further assistance, please contact M2 Customer Service.

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, November 5. You will have access November 6-8 only.

- ⇒ Choose Paper Order Entry from your dashboard.
- ⇒ Click the Girl Scouts 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.

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 Adult Email Campaign (PAEC).
- ⇒ You will be able to see a list of pre-uploaded girls. *Don't worry if not all Girl Scouts show up on this list at the beginning of the sale. Any participants not pre-loaded can simply register once the sale begins at: www.gsnutsandmags.com/gslpg. They will then be added to your Troop roster once council confirms their registration.*
- ⇒ Girl Scouts can launch their accounts beginning on October 2. Please note that the system will not accept any early participant activity; participants must wait until the sale launch date.
- ⇒ Participants can enter their own paper orders into their accounts through November 5. If they do not enter their orders, you will need to do so through your Volunteer account between November 6-8.

Troop Banking

1. Troops must have a bank account. Contact info@gslpg.org for additional details or assistance.
2. Payment is collected at the time of ordering; make checks payable to your 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 November 9. 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.

Extra Information

If a Girl Scout does not turn in money at scheduled time, do not place her order. Contact the 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. Troops with only online sales will receive reimbursement for proceeds from the council.

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 Unit FP Manager to pick up your Troop’s nut/candy items.
- ⇒ Print a delivery ticket for each participant’s order from your dashboard. After you have delivered the items to each Girl Scout, have their parent count/inspect each item and sign the delivery ticket for your records.

Rewards

Girl Scouts must make their rewards selections online by November 10.

- ⇒ If a participant does not make their selections, you may do so through the Troop account until November 10.
- ⇒ Any selections not made by November 10 will automatically default to a standard item.
- ⇒ Reward deliveries will be coordinated with your Service Unit FP Manager in a similar fashion to products.

Deliveries

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

- ⇒ Participants/Parents/Adults will receive an online report of orders with email addresses and phone numbers of their customers.
- ⇒ Participants may contact M2 customer service for additional customer information if necessary for delivery.

FAQs

Please visit our support site at support.gsnutandmags.com for more information.

Here are a few frequently asked questions as you get started:

Q: My Girl Scouts are attempting to register and get a “Campaign is Currently Unavailable” message.

- Girl Scouts cannot begin online account registration until the program start date.

Q: I entered the email addresses to send access notifications to the Girl Scouts 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.

Q: I am a Volunteer and have a Girl Scout participating. Can I use the same email address for my Volunteer and Participating 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, and participating accounts are accessed at: www.gsnutsandmags.com/gslpg.

Q: One of my Girl Scouts 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.

Questions?

For questions regarding specific Council-related details, contact your Service Unit Fall Product Manager or the Council office.

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

Service Unit Fall Product Manager

Name: _____

Email: _____

Phone: _____

M2 Customer Service

support.gsnutsandmags.com

800-372-8520

Girl Scouts of Louisiana - Pines to the Gulf

info@gslpg.org

gslpg.org

800-960-2093

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