



# Fall Product Program 2024 Troop Guide

## What is the Fall Product Program?

This program is an integral part of a Girl Scout's journey toward leadership allowing participants to practice skills as:

**People skills**  
**Goal Setting**  
**Business Ethics**  
**Decision Making**  
**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!

## Important Dates!

Early access for Troop Volunteers	9/23/2024
Troop Leader/FP Manager Training	9/23/2024
Program Begins!	10/01/2024
Last Day for in-person orders	11/03/2024
Family deadline for entering in-person orders into M2OS	11/03/2024
All money due to troop	11/05/2024
Deadline for Troop to enter or edit order card items	11/05/2024
Deadline for SU edits to order card items	11/06/2024
Last day for ALL online sales	11/07/2024
Council ACH	11/08/2024
Last day for girls/troops to make reward choices	11/10/2024
Delivery of nut/chocolate items to SU volunteers	12/04-12/06
Girl Delivery should be complete!	12/13/2024

## Getting Started! -VOLUNTEERS-

1. Follow the link sent to your email address the week of 9/22/2024 to access the M2OS site. If you haven't received your email by the end of the week, contact M2 Customer Service.
2. Fill out a Fall Product Program Troop Agreement and have an updated ACH form on file.
3. Complete gslpg Fall PP training on gsLearn and/or attend the ZOOM/In-Person training for volunteers on 9/23
4. Have caregivers complete the online permission form.
5. Hand out order cards to girls.
6. Create your volunteer Avatar!
7. Launch the PAEC (parent/adult email campaign) to the girls in your Troop.
8. Join our Product Program Facebook page.

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

## Personalized Patches & Rewards!

In the fall, Girl Scouts 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 16+ emails, share your site and sell \$400 in total sales
  - **Volunteers:** Create your avatar, launch PAEC and reach \$1700 in total Troop sales!
- 
- Check out the back of the nut/candy order card to see all the great rewards participants can earn this season!
  - When participants launch their online account, they can track progress and select rewards as they earn them!

## Participation Options

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	In-Person	<ul style="list-style-type: none"> <li>Participants collect money from customers at time of the order.</li> <li>Family/Troop enters orders into M2OS by the appropriate deadline</li> <li>Participants turn in money to Troop</li> </ul>	Delivered by participating Girl Scouts to customers	15%
	Online Girl-Delivered	<ul style="list-style-type: none"> <li>Girl Scouts create their personalized storefront in M2OS and send emails to friends and family</li> <li>Customers pay online and participants deliver products</li> <li>Orders are automatically credited to the participants in M2OS</li> </ul>	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 11/03/2024 to cancel)</i>	15%
	<u>Direct Shipped</u>	<ul style="list-style-type: none"> <li>Girl Scouts 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 participants 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>	15%
Magazines & More	<u>Online Only</u>	<ul style="list-style-type: none"> <li>Girl Scouts 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 participants in M2OS</li> </ul>	Shipped directly to the customer <i>(6-8 weeks standard delivery timeframe after order processing)</i>	15%

## Earn Customized Patches



### Fall Patch

To earn:

1. Create your avatar
2. Send 16+ emails
3. Share your site
4. Sell \$400 in total sales
5. Choose your background & your avatar design!

\*Troop Leaders earn for PAEC launch & \$1700 in total troop sales!

### Cookie Program Crossover Patch

To earn:

1. Fall Criteria: Create your avatar & sent 16+ emails
2. 2025 Cookie Program: Sell 425+ boxes of cookies



## Care to Share

- Care to Share is a great way for customers to give back to the community through donations of products.
- Our council's Care to Share items will be donated to Operation Gratitude through our Care to Share program. For each \$7 donation, veterans and active-duty service members, both at home and abroad, will be sent one can of candy/nuts.
- Donations are credited to the participant's sales & troops receive 15% in proceeds per donation sold. Girl Scouts earn the Care to Share patch by receiving 5 or more donations.

# 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 9/27 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 [info@gsllpg.org](mailto:info@gsllpg.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 11/08. 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 Scout 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.

## 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](http://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 10/1. 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 11/3. 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. (November 4 - November 5, 11:59PM EST 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.

## 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](http://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 of October 1.

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](http://www.gsnutsandmags.com/admin), and participating accounts are accessed at: [www.gsnutsandmags.com/gslpg](http://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 which is November 3.

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

### GSLPG


[info@gslpg.org](mailto:info@gslpg.org)  
[gslpg.org](http://gslpg.org)  
800-960-2093

### M2 Customer Service

[question@gsnutsandmags.com](mailto:question@gsnutsandmags.com)  
800-372-8520

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

girl scouts 

 M2 Media