

2023 Fall Product Program **Troop Guide**

1. 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



People Skills



Decision Making



Business Ethics



Money Management

This program is an easy and fun way to earn startup funds for a new troop year.

2. Getting Started! Volunteers

- ☐ Follow the link sent to your email address on September 27 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 M2 Customer Service.*

- ☐ Complete M2OS system training.
- ☐ Create your volunteer Me2 Avatar!
- ☐ Send access emails to the girls in your troop.

3. Mark Your Calendars!

- ☐ Early Access for troop volunteers. September 27

- ☐ Sale begins! Online & In-Person. October 6

- ☐ Last Day for in-person girl delivered ordering, and deadline for families to turn in paper order cards to troop and in-person orders to M2OS. October 22

- ☐ Deadline for troops to enter any missing orders or edit in-person sales. October 25

- ☐ Deadline for service units to enter/edit any in-person sales. October 26

- ☐ Delivery of in-person nut/chocolate items to service units. November 13-15

- ☐ Online sales for direct-ship snacks and magazines ends. November 26

- ☐ Last day to deliver product. All money due must be turned in to the troop. November 26

- ☐ Last day for girls/troops to make reward choices. November 28

- ☐ Problems Collection Forms (PCF's) due. November 28

- ☐ Council ACH Sweep. December 6

4. 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 18+ emails, and sell \$350 in combined items!

Volunteers (up to 2 per troop): Send access emails to girls in your troop, create your Me2 Avatar and reach a troop Per Girl Average (PGA) of \$350 combined items!

Check out the back of your nut/candy order card to see all of the great rewards girls can earn this season!

When girls register online, they can track their progress and select rewards as they earn them!

New this year!

Customers will have the option to purchase an online exclusive Girl Scout BarkBox and various Tervis Tumblers. **Each BarkBox and tumbler sold will count as a magazine towards girl rewards.** These items will be available to be online shipped only and are subject to availability. Please see your Service Unit Product Manager for more information.

5. Participation Options

Product	Sale Type	Money Collection	Delivery to Customer	Troop Proceeds
Nuts & Chocolate	In-Person	Girls collect money from customers at time of delivery Family/troop enters orders into M2OS by the appropriate deadline Girls turn in money to troop	Delivered by girls to customers by November 26 Follow guidelines for appropriate safe delivery methods found on www.girlscoutstoday.org	25% or 28% of total sales are available to Cadette, Senior, and Ambassador troops who opt out of receiving a reward
	Online Direct-Ship	Girls 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 girl in M2OS	Shipped directly to the customer 1-2 weeks standard delivery timeframe after order processing Customers will have option for expedited shipping	25% or 28% of total sales are available to Cadette, Senior, and Ambassador troops who opt out of receiving a reward
	Online Girl-Delivered	Girls create their personalized storefront in M2OS and send emails to friends and family Customers pay online for girl delivery Orders are automatically credited to the girl in M2OS	Delivered by girls to customers by November 26 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 25 to cancel Follow guidelines for appropriate safe delivery methods found on www.girlscoutstoday.org	25% or 28% of total sales are available to Cadette, Senior, and Ambassador troops who opt out of receiving a reward
Magazines and other online exclusive products	Online	Girls create their personalized storefront in M2OS and send emails to friends and family Customers pay online Orders are automatically credited to the girl in M2OS	Shipped directly to the customer 6-8 weeks standard delivery timeframe after order processing	25% or 28% of total sales are available to Cadette, Senior, and Ambassador troops who opt out of receiving a reward

6. Care to Share

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 Eastern Iowa and Western Illinois takes care of delivering the product!

Each donation is credited to the girl's sales and the troop receives 25% (or 28% for opt-out troops) profit per donation sold.

Girls earn the Care to Share patch by receiving 6 or more donations.

Girl Scouts of Eastern Iowa and Western Illinois will be making a donation of product to local military organizations.

Troop Incentive

Troops will earn a money pouch if *every* participating girl in the troop completes the following:

- Launch online store
- Send 18 emails
- Has at least one online sale

Girl Scout Cookie Crossover Patch

To earn...

- Create your M2 avatar, send 18+ emails, and sell 10+ online units during the Fall Product Program
- Sell 250+ packages of cookies during the 2024 Girl Scout Cookie Program

7. 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 27, please visit www.gsnutsandmags.com/admin and select "Forgot Password". If you need further assistance, please contact your Service Unit Product Manager or M2 Customer Service.

- 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: www.gsnutsandmags.com/gseiwi. They will then be added automatically to your troop roster.
- Girls can launch their accounts on October 6. 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 through October 22. If they do not enter their orders, you will need to do so through your Volunteer account by October 25.
- Click on the plus sign next to your troop in the M2OS system to order extra product. If you decide to assign these products to girls later, you must do so before the reward deadline of November 28. Find more information on girlscoutstoday.org. These snacks cannot be returned to council.

8. 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 - October 23-25, 10:59 PM, CST 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.

Helpful Tips

1. Only order the exact number of nut/candy items sold, as product cannot be returned to council.
2. Rewards are automatically calculated. Please note that rewards will take 1-2 hours to update after adjustments have been made to products sold.

9. Troop Banking

- 1. Troops must have a bank account.** Contact your local Girl Scout 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 6.** 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.

Finance Tips

1. If a girl does not turn in money at scheduled time, contact the parent/guardian immediately. Fill out a Problem Collection Form (PCF) no later than November 28 found on www.girlscoutstoday.org. **Only PCF's submitted with a signed permission form and receipts will be accepted.** Do not pay the past due amount with troop proceeds.
2. 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.
3. Troops can set up an online option to accept payments (such as the Clover credit card app, Paypal, or Venmo). Troops are responsible for any fees associated with these accounts. Customers will make checks out to the troop.

10. After Sale Wrap-Up

Products	Rewards	Deliveries
<p>Remember, all product is automatically submitted for fulfillment! There is no “submit” button!</p> <ul style="list-style-type: none"> <input type="checkbox"/> Coordinate with your Service Unit Product Manager to pick up your troop’s nut/candy items. <input type="checkbox"/> 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. 	<p>Girls must make their rewards selections online by November 28.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If a girl does not make her selections, you may do so through the troop account until November 28. <input type="checkbox"/> Reward deliveries will be coordinated with your Service Unit Product Manager in a similar fashion to products. <input type="checkbox"/> Rewards will arrive to Service Units in January. 	<p>Troops should make sure their girls coordinate delivery of product with their customers. Happy customers equal return customers!</p> <ul style="list-style-type: none"> <input type="checkbox"/> Girls will receive an online report of orders with email addresses and phone numbers of their customers. <input type="checkbox"/> Participants may contact M2 Customer Service for additional customer information if necessary for delivery. <p>Follow guidelines for appropriate safe delivery methods found on www.girlscoutstoday.org</p>

11. 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.

Can we order extra product to hold booth sales?

Yes! Go to paper orders and choose extras. Those products will be delivered with the rest of your order and you will need to assign them to girls.

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, and girl accounts are accessed at: www.gsnutsandmags.com/gseiwi.

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.

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.

12. Questions?

For questions regarding specific council-related details, contact your Service Unit or local Girl Scout 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 Eastern Iowa and Western Illinois

www.girlscoutstoday.org

info@girlscoutstoday.org

800-798-0833

M2 Customer Service

question@gsnutsandmags.com

800-372-8520