

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. She will be learning and developing:

- ◆ Goal Setting
- ◆ Decision Making
- ◆ Money Management
- ◆ People Skills
- ◆ Business Ethics

It's an easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year and support your council, too—don't miss out on all the fun!

Mark Your Calendar!

Attend your service unit training & schedule your parent meeting **before** distributing materials to your troop

Online Magazines and Nut/Candy Sale Starts	Sept. 1
SALE BEGINS! In-person using the paper order card	Oct. 1
Girl orders due to Troop Leader	Oct. 16
Girl deadline for entering in-person orders into M2OS <i>Online girl-delivered items should not be re-entered</i>	Oct. 17
Deadline for troops to enter any missing orders or edit girl delivery sales	Oct. 18
Deadline for service units to enter/edit any in-person sales	Oct. 19
Delivery of in-person nut/candy items and coupon books to service units* <i>You will be notified by your SUFPM of pickup time</i>	Nov. 7-9
SALE ENDS! Last day for opt-out options	Nov. 15
All monies due must be turned in to troop bank account	Nov. 19
Council ACH withdrawl	Nov. 24
Last day for girls/troops to make reward choices	Nov. 29

*Due to the unpredictability of hurricane season the dates above may change.

Getting Started! -VOLUNTEERS-

- » Follow the link sent to your MYGS email address the week of August 24 to access the M2OS site. If you haven't received your email by the end of the week, contact your Service Unit Fall Product Program Manager or M2 Customer Service.
- » Complete M2OS system training and attend your service unit training.
- » Sign the online position description.
- » Create your volunteer Me2 Avatar!
- » Send access emails to the girls in your troop.
- » Hold a parent meeting to set troop goals and collect Girl permission forms before distributing materials.
- » Only registered Girl Scouts can participate.

Rewards!

In the fall, girls 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 15+ emails and reach \$300 in total 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/Candy, Coupon Books, Care Packages	In-Person	<ul style="list-style-type: none"> • 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	\$1 per item sold \$4 per care package sold \$7 per coupon book sold
Nuts/Candy	Online Direct-Ship	<ul style="list-style-type: none"> • 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)	\$1 per item sold
Nuts/Candy, Care Packages	Online Girl-Delivered	<ul style="list-style-type: none"> • 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 (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 16 to cancel)	\$1 per item sold \$4 per care package sold \$7 per coupon book sold
Magazines	Online Direct-Ship	<ul style="list-style-type: none"> • Girls create their personalized storefront in M2OS and send emails to friends and family • Customer 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)	12% per item sold

NEW

Hometown Heroes Program

The Hometown Heroes Program is a great way for customers to give back to the community! Girls collect \$20 donations and their troop takes care of packaging and delivering the product! Each donation is credited to the girl's sales and the troop receives \$4 in troop proceeds per donation sold. Girls earn the Care to Share patch by receiving one or more donations. Our council's goal is for troops to deliver 2,500 care packages to Hometown Heroes!

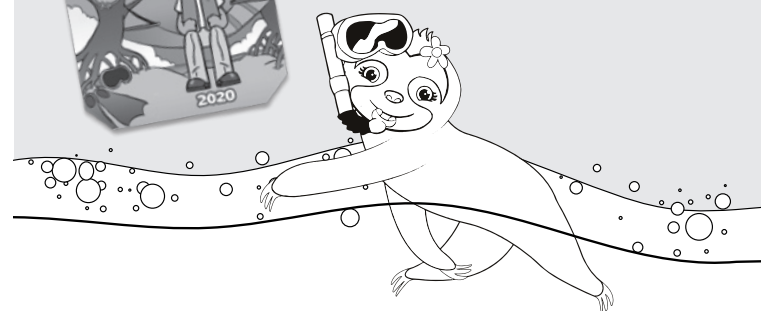
Each troop will be tasked to **DISCOVER** who they want to honor, **CONNECT** with family and friends to gain their support, and **TAKE ACTION** by packaging and delivering their donations.



Fall Personalized Patch

To earn:

- » Create your Me2 avatar
- » Send 15+ emails
- » Reach \$300 in total sales
- » Choose your background & whether your avatar wears her Girl Scout Uniform or Safari outfit!



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 1, please visit www.gsnutsandmags.com/admin and select “Forgot Password”. If you need further assistance, please contact your Service Unit Fall Product Program Manager or M2 Customer Service.

Troop Banking

1. Troops must have a bank account. Contact fallproduct@gssef.org for additional details or assistance.
2. Troops are responsible for the banking information in M2OS. Additionally, a complete authorization form for ACH must be filed with GSSEF. *The form is available at gssef.org under Forms.*
3. Payment is collected upon product delivery; make checks payable to the troop.
4. Deposit all money into your troop bank account frequently and keep all receipts!
5. Amount owed to GSSEF will be deducted via an ACH withdrawal on Nov. 24. Amount due is calculated automatically in M2OS.
6. 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!

Online sales begin September 1. Send out emails and encourage family and friends to choose the ‘girl delivery’ option. They can pay online for their favorite nuts and renew their magazines easily. The girl delivery option has 15 varieties to choose from, without shipping fees!

All magazine orders or renewals are processed online - stay tuned for 2 for 1 specials when the season starts!

We suggest that troops not take checks over \$200. 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.

All money collected is due into your troop bank account by November 19. The ACH withdrawal will be done by GSSEF on November 24.

2021 Cookie orders will not be processed for troops with an outstanding FP balance.

Girls will not receive rewards if their Troop has an outstanding FP balance.

- » Your access email will prompt you to create a password to access your M2OS Volunteer account.
- » 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/gssef. They will then be added automatically to your troop roster.
- » Girls can launch their accounts on Sept. 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. 17. 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. 17, 11:59 p.m., 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. Please note that 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 FPP Manager to pick up your troop’s nut/candy, coupon book, and care package 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.
- » Always issue a receipt when handing out items to the girls or accepting payment from parents.

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 be chosen by the system.
- » Reward deliveries will be coordinated with your Service Unit FPP 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.
- » Care packages should be delivered by troops to their chosen organization. Take pictures and post them using #GSSEFHOMETOWNHEROES.

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

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 by October 15, 2020.

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 Program Manager

Name: _____

Email: _____

Phone: _____

Girl Scouts of Southeast Florida

fallproduct@
gssef.org
561-427-0177

M2 Customer Service

question@
gsnutsandmags.com
800-372-8520

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

