

# 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 funds for your troop activities at the beginning of the Girl Scout year and support your council, too.

## Mark Your Calendar!

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

Online and in-person sale begins!	Sept. 1
Girl orders due to Troop Leader	Oct. 15
Girl deadline for entering in-person orders into the online sale site, M2OS. <u>Online girl-delivered items should not be re-entered</u>	Oct. 15
Deadline for troops to enter any missing orders or edit girl delivery sales	Oct. 16
Deadline for service units to enter/edit any in-person sales	Oct. 17
Delivery of in-person nut/candy items and coupon books to service units* <i>You will be notified by your SUPSC of pickup time</i>	Nov. 4-7
SALE ENDS! Last day to opt out of rewards	Nov. 15
All monies due must be deposited to troop bank account	Nov. 18
Last day for girls/troops to make reward choices in M2OS.	Nov. 20
Council ACH withdrawl	Nov. 21

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

## Getting Started! —VOLUNTEERS—

- » Follow the link sent to your MYGS email address beginning August 25 to access the M2OS site. If you haven't received your email by August 29, contact your Service Unit Product Sale Coordinator or M2Media Customer Service.
- » Complete M2OS system training and attend your service unit training.
- » Create your volunteer Me2 Avatar!
- » **Send access emails to the girls in your troop in M2OS.**
- » Hold a parent meeting to set troop goals and collect girl permission forms before distributing materials.
- » Only Girl Scouts registered for MY23 can participate.

## Troop Opt Out Options

Junior level Girl Scouts and higher may choose to opt out of Girl Rewards and earn more funds. It must be a troop decision and applies to all girls in the troop. Opt out deadline is November 15. Opt out troops will earn the following:

- \$1.25 per nut and candy item sold
- \$7.50 per SaveAround Coupon book sold
- 13% of the sales price for every magazine subscription
- \$3.75 for every Community Care to Share package sold

*\*Girls will still receive all of the patches they earned and can participate in the Top Seller event if earned*

# NEW in 2022:

Your girl can earn her GSSEF Cookie Crossover Patch by:

- Earning her Fall personalized Avatar Patch during the 2022 Fall Product Program.
- Selling 400+ boxes of cookies during the 2023 Cookie Sale.



## Participation Options:

Product	Sale Type	Money Collection	Delivery to Customers	Troop Proceeds
Nuts/Candy, Coupon Books, Care Packages	<u>In-Person</u>	<ul style="list-style-type: none"> <li>• Girls collect money from customers at 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	\$1.15 per item sold  \$3.75 per care package sold  \$7 per coupon book sold
Nuts/Candy	<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 <i>(1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)</i>	\$1.15 per item sold
Nuts/Candy, Care Packages	<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 choose girl delivery</li> <li>• Orders are automatically credited to the girl in M2OS</li> </ul>	Delivered by girls to customers <i>(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 15 to cancel)</i>	\$1.15 per item sold  \$3.75 per care package sold  \$7 per coupon book sold
Magazines	<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>• Customer pay online</li> <li>• Orders are automatically credited to the girl in M2OS</li> </ul>	Shipped directly to the customer <i>(6-8 weeks standard delivery timeframe after order processing)</i>	12% per item sold

## Community Care to Share Program

The Community Care to Share Program is a great way for customers to give back to the community! Girls collect \$20 donations and take care of packaging and delivering the product! Each donation is credited to the girl's sales and the troop receives \$3.75 in troop proceeds per donation sold. Girls earn the Care to Share patch by receiving two or more donations. Our council's goal is for troops to deliver **1,500 care packages** to Community Care to Share Heroes!

## Volunteer M2OS Access – In Depth

Volunteers will receive an email invitation from M2Media that explains how to access the site and get started. If you have not received an email invitation to access the online sale site, M2OS, by August 29, please visit [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and select “Forgot Password”. You must be a registered member to participate. If you need further assistance, please contact your Service Unit Product Sale Coordinator or M2Media Customer Service.



## Troop Banking

1. **Troops must have a bank account.** Contact [fallproduct@gssef.org](mailto:fallproduct@gssef.org) for additional details or assistance.
2. Troops are responsible for entering their banking information in M2OS. Also, a completed ACH authorization form must be filed with GSSEF. The form is available at [www.gssef.org](http://www.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. 21. 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!

The Fall Product Program begins September 1. Send out 22+ emails, earn the 2022 year patch and encourage family and friends to choose the ‘girl delivery’ option. They can pay online for their favorite items 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.

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 18. The ACH withdrawal will be done by GSSEF on November 21.

2023 Cookie orders will not be processed for troops with an outstanding Fall Product balance.

Girls will not receive rewards if their troop has an outstanding Fall Product balance.

- » Your email invitation will prompt you to create a password to access your M2OS Volunteer account.
- » You will be asked 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 members of 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](http://www.gsnutsandmags.com/gssef). They will then be added automatically to your troop roster.
- » Girls can launch their online 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. 15. If they do not enter their orders, you will need to do so through your volunteer account.
- » Troops must submit their paper orders for all girls by Oct. 16.

## 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. 15, 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 troop leader cutoff date: October 16, 11:59 p.m., EST.

## Tips!

Only order the exact number of nut/candy items sold, as product cannot be returned to GSSEF.

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 Product Sale Coordinator 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 each girl has received their items, have their parent count/inspect each item and sign the delivery ticket for your records.
- » Always issue a receipt when handing out items or accepting payment from parents/guardians.

## Rewards

Girls/troops must make rewards selections online by Nov. 20.

- » Opt out deadline is Nov. 15.
- » Any selections not made by Nov. 20 will automatically be chosen by the system.
- » Reward deliveries will be coordinated with your Service Unit Product Sale Coordinator with an estimated delivery between January-March 2023.

## 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 M2Media customer service for additional customer information if necessary for delivery.
- » Care packages should be delivered to their chosen organization. Take pictures and post them using #GSSEFCaretoShare.

## 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 (Sept. 1, 2022).

I entered the email addresses to send access notifications to the girls in my troop, but they haven’t sent and 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 (Sept. 1, 2022).

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/gssef](http://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, 2022 or the troop will be charged.

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 GSSEF.

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

### **Service Unit Product Sale Coordinator**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

### **Girl Scouts of Southeast Florida**

fallproduct@

gssef.org

561-427-0177

### **M2Media Customer Service**

support.

gsnutsandmags.com

800-372-8520

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

