



# 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:

- Goal Setting**
- Teamwork**
- Presentation skills**
- Customer service**
- 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!



## Getting Started!

### -VOLUNTEERS-

1. Follow the link sent to your email address the week of September 11, 2024, to access the M2OS site. If you haven't received your email by the end of the week, contact your Service Unit Fall Product Advisor or Customer Service.
2. Complete M2OS system training.
3. Create your volunteer Avatar!
4. Launch the PAEC (parent/adult email campaign) to the Girl Scouts in your Troop.

## Important Dates!

Early access for Troop Volunteers	Sept 11, 2024
Program Begins!	Sept 18, 2024
Last Day for in-person & online girl delivered ordering	Oct 15, 2024
Family deadline for entering in-person orders into M2OS	Oct 15, 2024
All money for paper orders due to Troop	Oct 15, 2024
Deadline for Troop to enter or edit order card items	Oct 16, 2024
Deadline for SU edits to order card items	Oct 17, 2024
Last day for direct ship nuts and magazine orders	Oct 29, 2024
Last day for Girl Scouts/troops to make reward choices	Oct 31, 2024
Delivery of nut/chocolate items to SU volunteers	Nov 5-10, 2024
Council ACH	Nov 8, 2024

### TROOP PROCEEDS

Troop proceeds are automatically calculated by the M2 system. Troops can view the total amount earned by selecting the **Banking and Payments** link from their troop dashboards. Troop proceeds are 20% of total sales.

Troops may elect to opt out of rewards to earn an additional 3%. **This is a girl-led decision—not an adult decision.**

# Participation Options

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	<b>In-Person</b>	<ul style="list-style-type: none"> <li>Participants collect money from customers at the time of collecting 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	20%
	<b>Online Girl-Delivered</b>	<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 Oct. 15, 2024, to cancel)</i>	20%
	<b><u>Direct Shipped</u></b>	<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>	20%
<b>Magazines &amp; More</b>	<b><u>Online</u></b>	<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>	20%

## Earn Customized Patches



### Fall Patch

To earn:

1. Create your avatar
2. Send 18+ emails
3. Sell \$450 in total sales
4. Choose your background & your avatar design!

\*Troop Leaders earns for \$1800 in total troop sales!

## Cookie Program Crossover Patch

To earn:

1. Fall Criteria: Create your avatar & sent 25+ emails
2. 2025 Cookie Program: Sell 255+ packages of Girl Scout 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 the organization, Hometown Heroes, through our Care to Share program.
- Donations are credited to the participant's sales & troops receive 20% proceeds per donation sold. Girl Scouts earn the Care to Share patch by receiving **five** 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 Sept. 11, 2024 please visit [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and select “Forgot Password.” If you need further assistance, please contact your SU Fall Product Advisor or M2 Customer Service.

## Troop Banking

1. Troops must have a bank account. Contact our GSNorCal Council office 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 Nov. 8, 2024. 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 their caregiver immediately. Keep the Troop 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 Girl Scouts. *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/gsnorcal](http://www.gsnutsandmags.com/gsnorcal). They will then be added to your Troop roster once council confirms their registration.
- ⇒ **Girl Scouts can launch their accounts beginning on Sept 18, 2024. 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 Oct. 15, 2024. 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 caregivers into M2OS. Leaders cannot enter orders until after the cutoff for Girl Scouts. Troops may enter orders until Oct. 16 at 11:59PM.

- ⇒ 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

# Program Wrap-up

## Products

Remember, all product is automatically submitted for fulfillment! There is no “submit” button!

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

## Rewards

Girl Scouts must make their rewards selections online by Oct. 31, 2024 at 11:59PM.

- ⇒ Any selections not made by Oct. 31, 2024 at 11:59PM will automatically default to Council Credit.
- ⇒ Reward deliveries will be coordinated with your Service Unit Fall Product Program Advisor 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 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.

## 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.

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/gsnorcal](http://www.gsnutsandmags.com/gsnorcal).

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 caregiver (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 caregiver paper order card entry.

## Questions?

For questions regarding specific Council-related details, contact your Service Unit or the GSNorCal Entrepreneurship Program Team.

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

### Service Unit Fall Product Advisor

Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_

### Girl Scouts of Northern California

[info@gsnorcal.org](mailto:info@gsnorcal.org)

Cookie Hotline:  
510.995.2900

### 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