

FALL PRODUCT PROGRAM 2025 SERVICE UNIT GUIDE

IMPORTANT DATES!

Early access for Troop Volunteers	Sept 3, 2025
Program Begins!	Sept 10, 2025
Last Day for in-person & online girl-delivered ordering	Oct 14, 2025
Family deadline for entering in-person orders into M2OS	Oct 14, 2025
Deadline for Troops to enter or edit order card items	Oct 15, 2025
Deadline for Service Units to enter or edit order card items	Oct 16, 2025
Last day for direct ship nuts and magazine orders	Oct 21, 2025
Last day for girls/troops to make rewards choices	Oct 30, 2025
Delivery of nut/chocolate items to SU volunteers	Nov 4-9, 2025
Council ACH	Nov 7, 2025



GETTING STARTED!

-Volunteers-

1. Follow the link sent to your email address the week of September 3, 2025, to access the M2OS site. If you haven't received your email by the end of the week or contact M2 Customer Service.
2. Complete M2OS system training.
3. Create your volunteer Avatar!

CUSTOMIZED PATCH

All Service Unit Fall Program Advisors earn a complimentary personalized patch for all their hard work in supporting their troops throughout the program!



FALL RESOURCES

Additional resources are available online at www.gsnorcal.org. Fall Product Materials will be available online.

- ✓ Troop Guide
- ✓ Service Unit Guide
- ✓ M2 Girl Scout Information flyer

Girl Scout Materials will be available for pickup at Fall Summit (Aug 22nd, 2025) or provided by your Volunteer Support Manager.



SERVICE UNIT FALL PRODUCT PROGRAM ADVISOR RESPONSIBILITIES

Step 1: Set Up in M2

As a SUFPA, you will receive an email invitation to set up your administrative level access to the M2 online system. Click the link included in the email to set your password. Once you set up your account, you can access it by going to <http://www.gsnutsandmags.com/gsnorcal> and clicking the volunteer button. Be sure to create your avatar!

- Under the Manage Troop tab, review your troops. If you have any missing troops, contact Membership Support
- Upon logging in to the M2 system, the Troop Fall Product Program Chair (TFPPC) will watch a short training video. The video must be watched to access the system.
 - There are two ways adults/caregivers can launch an online account for their Girl Scout:
 - The TFPPC can launch the Parent/Adult Email Campaign which contains the participant's link to get started
 - TFPPCs can also instruct the caregivers to go directly to www.gsnutsandmags.com/gsnorcal

Step 2: Review Girl Scout/Troop Order/Order Submission

- Caregivers will enter Girl Scout orders from the nut/chocolate order card in the M2 Online system during the sale or by Oct. 14, 2025, by 11:59 PM PST. Do NOT enter products that were ordered online by customers for Girl Scout delivery.
- All online orders are automatically tabulated by the M2 system.
- Remind TFPPC they must enter any nut/chocolate orders not entered by caregivers in the M2 system by Oct 15, 2025, at 11:59PM PST.
- To add Participant orders
 - From the dashboard click Paper Order Entry.
 - Click the PLUS sign next to the participant's name and select EDIT PAPER ORDERS from the menu.
 - Enter her total number of nut/chocolate items by variety from the order card.
- Rewards are automatically calculated. Caregiver deadline for final rewards choices is by Oct. 30, 2025, at 11:59PM PST.
- Personalized patches will be mailed directly to the Girl Scout using the address entered by caregivers in the M2 system and take 8 to 10 weeks to arrive.

Step 3: Provide Delivery Information for Products and Rewards

- Be certain to enter your service unit's location for nut/chocolate and reward delivery no later than Sept. 29, 2025.
- Product delivery locations are your choice. Ensure you have approval if using a church, business or any public place. Post Office Boxes are not an acceptable delivery address.
- Nut/chocolate items will be delivered Nov. 4 – 9, 2025. An adult must be present to accept this order. Delivery times will be set up by the delivery agent and you will be notified by phone and/or email of your delivery time window. Please see pg. 3 for more details.
- Be certain to include any information that will be helpful to the delivery agent such as the name of the business, if applicable, or if there is a preferred entrance for the location.
- Rewards will ship to the address you enter in the M2 system and will arrive in early December.
- Note your rewards delivery address can be different than product delivery address. You do not need someone present for the reward delivery.

Step 4: Delivery of Nuts and Chocolates

- Set a date and time, based on the table on page 3, to set a date and time for your troop to pick up their nuts and chocolates. Be sure to communicate that early and often.
- When setting troop pickup times, ensure you have ample time to sort the items before troops arrive.
- Log into www.gsnutsandmags.com/gsnorcal and click Delivery Tickets from your SU dashboard.
- Print two copies of each troop's delivery ticket to use when sorting orders. Have troops sign one copy at pick-up and retain for your records. Give unsigned copy to troop for their records. Or have them take a photo for their records.
- When reading the delivery ticket, be mindful of cases versus units since troops purchase units and shipments will be packaged both in cases and units. Also remind troops that the delivery ticket will include any product that was ordered online by customers as a Girl Scout delivered item.
- When the delivery agent arrives, review the delivery ticket provided. Count the product carefully and then count again to ensure that you have received exactly the right quantities of each product as shown on the delivery ticket. You should not receive any extras.
- Sign the delivery ticket stating that you have received the products listed. The agent will give you a copy for your records.
- Sort products into troop orders and attach the appropriate delivery ticket to each troop's order.
- When the troops arrive to pick up their products, instruct each troop to count and recount their order before signing the delivery ticket.
- By signing the delivery ticket, the troop agrees to the quantities received as listed on the ticket and will be financially responsible for those.

Step 5: Payment

- Customer payment for nut/chocolate order card sales is collected at time of delivery.
- Troops should decide if they will accept checks as payment. Share this information with Girl Scouts/caregivers.
- Council will electronically withdraw from the troop's bank account the amount owed to the council via the ACH (Automatic Clearing House) bank network on November 7, 2025. Each troop's balance due will be displayed in the M2 system under the "Banking and Payments" link.

THANK YOU FOR BEING A VITAL PART OF THE FALL PRODUCT PROGRAM!

DELIVERY SCHEDULE

Below is the delivery schedule for nuts and chocolates. Please be sure to have an adult available to receive product from the warehouse on the date your SU appears below. The warehouse will call in late October to schedule an exact time for the day, as this will be based on the size of your order.

TUES, NOV 4	WED, NOV 5	THURS, NOV 6	FRI, NOV 7	SAT, NOV 8	SUN, NOV 9
101 - Montgomery Village	103 - Sonoma Valley	106 - Friendly Neighborhood	207 - Vallejo	202 - Twin Sisters	302 - Cresta Blanca
102 - Round Barn	104 - Redwood Empire	108 - Petaluma	324 - Creekside	203 - Napa	604 - Gilroy
107 - Chalk Hill	105 - West Sonoma County	127 - Redwood	328 - Walnut Creek	321 - Diablo Shadows	605 - Mountain View
112 - Mendocino	201 - Benicia	307 - Coyote Hills	362 - San Francisco	322 - Harvest Sands	608 - Los Altos
125 - Eureka	305 - Chabot	308 - Dos Pueblos	387 - Crystal Springs	342 - Richardson Bay	638 - Willow Glen
128 - Eel River	327 - Orinda/Moraga	309 - Crossroads	601 - Palo Alto	345 - Marin Del Centro	326 - Lafayette
133 - Crescent City	347 - Novato	392 - Redwood City	618 - Saratoga	346 - Mission Rafael	332 - San Ramon
142 - Lake County	390 - Diamond Crest	610 - Blossom Hill/Los Gatos	623- S. San Jose	382 - Sister Cities	
206 - Vacaville	393 - South County	640 - Morgan Hill/San Martin		384 - Pacifica/Daly City	
301 - Berkeley/Albany	602 - Evergreen	661 - Downtown San Jose		388 - Coastside	
303 - Oakland	630 - Cupertino	671 - Sunnyvale		625 - Santa Clara	
310 - Alameda	642 - Branham/Almaden				
323 - Las Trampas	643 - North East San Jose	<h3>QUESTIONS?</h3> <p>For questions regarding specific Council-related details, contact your Service Unit or the GSNorCal Entrepreneurship Program Team.</p> <p>Girl Scouts of Northern California info@gsnorcal.org Cookie Hotline: 510.995.2900</p> <p>For questions regarding M2OS or other general sale questions, contact M2 Customer Support!</p> <p>M2 Customer Service support.gsnutsandmags.com 800-372-8520</p>			
329 - West Contra Costa	703 - South Siskiyou				
389 - Mid Peninsula	705 - South Shasta				
708- South Butte	707 - Tehama				
710 - Trinity	735 - North Siskiyou				
715 - Glenn	706 - Intermountain				
717 - Greater Oroville	103 - Sonoma Valley				
718 - Paradise					
722 - Greater Redding					
730 - Chico					

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

girl scouts
 of northern california

M2 Media