

2021 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**

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!

3. Mark Your Calendars!

Early Access for Troop Volunteers. September 24

Sale Begins! Online & In-Person. October 1

Last Day for in-person girl delivered ordering. October 17

Family deadline for entering in-person orders into M2OS. October 17

Deadline for families to turn in paper order cards to Troop. October 17

Deadline for Troops to enter any missing orders or edit in-person sales. October 20

Deadline for service units to enter/edit any in-person sales. October 21

Delivery of in-person nut/chocolate items to service units. November 10-12

Online sales for direct-ship snacks and magazines ends. November 21

Last day to deliver product. All money due must be turned in to the Troop. November 21

2. Getting Started! Volunteers

- Follow the link sent to your email address on September 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 Manager or M2 Customer Service.
- Complete M2OS system training.
- Create your volunteer Me2 Avatar!
- Send access emails to the girls in your Troop.

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 \$300 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 25 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!

Last day for girls/Troops to make reward choices. November 23

Problems Collection Forms (PCF's) due. November 23

Council ACH Sweep December 1

5. Participation Options

Product	Sale Type	Money Collection	Delivery to Customer	Troop Proceeds
Nuts & Chocolate	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 	<p>Delivered by girls to customers</p> <p>Follow guidelines for appropriate safe delivery methods found on www.girlscoutstoday.org</p>	<p>25%</p> <p>28% of total sales are available to Cadette, Senior, and Ambassador Troops who opt out of receiving a reward.</p>
	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 	<p>Shipped directly to the customer</p> <p>1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping</p>	<p>25%</p> <p>28% of total sales are available to Cadette, Senior, and Ambassador Troops who opt out of receiving a reward.</p>
	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 	<p>Delivered by girls to customers</p> <p>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 21st to cancel. Follow guidelines for appropriate safe delivery methods found on www.girlscoutstoday.org</p>	<p>25%</p> <p>28% of total sales are available to Cadette, Senior, and Ambassador Troops who opt out of receiving a reward.</p>
Magazines	Online	<ul style="list-style-type: none"> 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 	<p>Shipped directly to the customer</p> <p>6-8 weeks standard delivery timeframe after order processing</p>	<p>25%</p> <p>28% of total sales are available to Cadette, Senior, and Ambassador Troops who opt out of receiving a reward.</p>

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% Troop 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.

Fall Personalized Patch

To earn...

- Create your M2 Avatar
- Send 18+ emails
- \$300 in total sales
- Choose your background & whether your avatar has a harbor view or goes on a research expedition

Girl Scout Cookie Crossover Patch

To earn...

- Create your M2 avatar in the fall and send 18+ emails
- Sell 250+ packages of cookies during the 2022

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 24, please visit www.gsnutsandmags.com/admin and select "Forgot Password". If you need further assistance, please contact your SU 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 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 through October 17. If they do not enter their orders, you will need to do so through your Volunteer account.
- 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 23. 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 18-20, 10:59PM, 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 Council 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 1.** 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.

Helpful 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 23 found on www.girlscoutstoday.org. 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. We recommend that you 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 22</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 23. <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 early 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.

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/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 Council 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



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