2023 Fall Product Program Troop Guide

What is the Fall Product Program?

This program is an important part of a Girl Scout's journey toward leadership. Allowing participants to practice skills such 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 09/25/2023 to access the M2OS site. If you haven't received your email by the end of the week, contact GSGST Product Program Team at productprogram@gsgst.org
2. Complete M2 system training.
3. Create your volunteer Avatar!
4. Launch the PAEC (parent/adult email campaign) to the Girl Scouts in your Troop.

OWN YOUR magic

Important Dates!

Early access for Troop Volunteers	09/25/2023
Fall Product Program Begins!	10/01/2023
Last Day for in-person & online girl delivered ordering	10/29/2023
Adult/Caregiver deadline for entering in -person orders into M2 system	10/29/2023
Deadline for Troop to enter or edit order card items for participants	10/30/2023
Deadline for SU edits to order card items	10/30/2023
Last day for online orders	11/27/2023
Last day for participants/troops to make reward choices	11/29/2023
Delivery of nut/chocolate items to SU volunteers	11/15/2023-11/17/2023
All money due to Troop /Council ACH	12/06/2023

Personalized Patches & Rewards!

In the fall, Girl Scouts and leaders who create avatars and meet the criteria below will earn a patch with their very own virtual likeness on it!

- Girl Scouts: Create your avatar, send 18+ emails, use the "Share My Site" function in the M2 system to ask friends and family for support and sell $300 in total Fall sales.
- Volunteers: Create Avatar, send PAEC and sell $1,700 in Fall Sales

Check out the back of the nut/candy order card to see all the great rewards participants can earn this season! When participants launch their online account, they can track progress and select rewards as they earn them!

girl scouts of greater south texas

M2 Media

Earn Customized Patches

Fall Patch
To earn:
1. Create your avatar
2. Send 18+ emails
3. Use the "Share My Site" function in the M2 system to ask friends and family for support
4. Sell $300 in total Fall sales

Cookie Program Crossover Patch
To earn:
1. Create your avatar in the M2 system
2. Sell 100+ items in the Fall
3. Use the "Share My Site" function in the M2 system during the Fall Product Program
4. Sell 300+ packages of cookies during the 2024 Girl Scout Cookie Program

PARTICIPATION OPTIONS

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	In-Person	Participants collect money from customers (specify whether at time of delivery or initial order) — Family/Troop enters orders into M2OS by the appropriate deadline — Participants turn in money to Troop	Delivered by participating Girl Scouts to customers	w/ Rewards $0.95 w/o Rewards $1 per item sold
	Online Girl-Delivered	Girl Scouts create their personalized storefront in M2OS and send emails to friends and family — Customers pay online and participants deliver products — Orders are automatically credited to the participants in M2OS	Delivered by participants to customers (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 10/29/2023 to cancel)	w/ Rewards $0.95 w/o Rewards $1 per item sold
	Direct Shipped	Girl Scouts 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 participants in M2OS	Shipped directly to the customer (1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)	w/ Rewards $0.95 w/o Rewards $1 per item sold
Magazines/ other online options	Online	Girl Scouts create their personalized storefront in M2OS and send emails to friends and family — Customers pay online — Orders are automatically credited to the participants in M2OS	Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)	w/ Rewards 15% w/o Rewards 20% per item sold

Care to Share / Thank you Nuts

- 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 Operation Gratitude. For each $7 donation, Military and first responders, both at home and abroad, will be sent one can of candy/nuts.
- Donations are credited to the participant's sales & troops receive proceeds per donation sold.
- Girl Scouts earn the Care to Share patch by selling 3 or more Thank you nuts/ 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 09/25/23 please visit www.gsnutsandmags.com/admin and select "Forgot Password." If you need further assistance, please contact GSGST Product Program team at productprogram@gsgst.org .

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 girls. Don't worry if not all Girl Scouts show up on this list at the beginning of the sale. Any participants not pre-loaded simply contact the Product Program team.

➡ Girl Scouts can launch their accounts beginning on 10/01/23. Please note that the system will not accept any early participant activity; participants must wait until the sale launch date.

➡ Parents/ Caregivers can enter their own paper orders into their accounts up until 10/29/23. If parent do not enter order in time, Troop Leaders must enter all orders by 10/30/2023. NO EXCEPTIONS.

Adding Nut Order Card Items into M2:

Troop Leaders must enter any orders not entered by parents into M2. Leaders have until 10/30/2023 by 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 made to products sold.

Troop Banking

1. Troops must have a bank account. Contact your local Council office for additional details or assistance.
2. Deposit all money into your Troop bank account and keep all receipts!
3. Amount owed to Council will be deducted via an ACH debit on 12/6/23. Amount due is calculated automatically in M2.
4. 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

Extra Information

- If a Girl Scout does not turn in money at scheduled time, contact the parent/guardian immediately. If payment is still not rendered by 11/30/2023, submit Parent Collection form no later than 12/1/2023.
- 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.

Program Wrap-Up

Products:
Remember, all product is automatically submitted for fulfillment! There is no "submit" button!

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

Rewards:
If Troops are choosing to OPT-OUT of Rewards, selection MUST be done by 10/01/2023

Girl Scouts must make their rewards selections online by 11/29/23

- If a participant does not make their selections, you may do so through the Troop account until 11/29/23

- Reward deliveries will be coordinated with your Service Unit FP Manager 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/Parents/Adults will receive an online report of orders with email addresses and phone numbers of their customers.
- Participants may contact the customer directly via email or phone number for additional customer information if necessary for delivery.

FAQs

Please visit our support site at 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, and participating accounts are accessed at: www.gsnutsandmags.com/gsgst.

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 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 end of parent paper order card entry.

Questions?

For questions regarding specific Council-related details, contact your local Council office.
For questions regarding M2 or other general sale questions, contact M2 Customer Support!

Service Unit Fall Product Manager
Name:_____
Email: _____
Phone:_____

Girl Scouts of Greater South Texas
productprogram@gsgst.org
956-299-0960

M2 Customer Service
support.gsnutsandmags.com
800-372-8520

We Appreciate You!

girl scouts
of greater south texas

M2 Media

ASHDON FARMS