



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. They will learn and develop:

- 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!

Mark Your Calendar!

Early-Access for Troop Volunteers	September 4, 2020
SALE BEGINS! Online & In-Person	September 16, 2020
Last day for in-person & online girl-delivered ordering	October 21, 2020
Family deadline for entering in-person orders into M2OS <u>Online girl-delivered items should not be re-entered</u>	October 21, 2020
Deadline for Troops to enter any missing orders or edit in-person sales	October 22, 2020
Online sales for direct-ship nuts and magazines ends	October 21, 2020
Last day for girls/Troops to make reward choices	October 22, 2020
Delivery of in-person nut/chocolate items to Service Units <u>You will be notified by your SUFPM of pick-up time</u>	November 9-13, 2020
Council ACH Sweep	October 30, 2020

Getting Started! -VOLUNTEERS-

- » Follow the link sent to your email address the week of September 4, 2020 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 Customer Service.
- » Complete M2OS system training.
- » Create your volunteer Avatar!
- » Send access emails to the girls in your Troop.

Rewards!

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

- **Girls:** Create your Avatar, send 15+ emails, and sell 4+ magazines & 24+ nut/chocolate items!
 - **Volunteers:** Create your Avatar and reach \$1200 in total Troop sales!
-
- Check out the back of your nut/candy order card to see all of the great rewards you can earn this season!
 - When you register online, you can track your progress and select rewards as you earn them!

Participation Options:

Product	Sale Type	Money Collection	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate	<u>In-Person</u>	<ul style="list-style-type: none"> Girls collect money from customers (at time of order) Family/Troop enters orders into M2OS by the appropriate deadline Girls turn in money to Troop 	Delivered by girls to customers	10% per item sold
	<u>Online Direct-Ship</u>	<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 	Shipped directly to the customer (1-2 weeks standard delivery time frame after order processing. Customers will have option for expedited shipping)	10% per item sold
	<u>Online Girl-Delivered</u>	<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 	Delivered by girls to customers (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)	10% per item sold
Magazines	<u>Online</u>	<ul style="list-style-type: none"> Girls create their personalized storefront in M2OS and send emails to friends and family Customer pay online Orders are automatically credited to the girl in M2OS 	Shipped directly to the customer (6-8 weeks standard delivery time frame after order processing)	10% per item sold

Care to Share Program

The Care to Share Program is a great way for customers to give back to the community! Girls collect donations (in \$6 increments) and Girl Scouts of Central Indiana takes care of delivering the product! Each donation is credited to the girl's sales and the Troop receives 10% in Troop proceeds per donation sold. Girls earn the Care to Share patch by receiving 5 or more donations.

Girl Scouts of Central Indiana will be making a donation to Gleaners. If a troop wishes to obtain donated nuts to donate to a food pantry of their choice, please contact Elaine Gill at egill@girlscoutsindiana.org



Fall Personalized Patch

To earn:

- » Create your M2 avatar
- » Send 15+ emails
- » Sell 4+ magazines & 24+ nut/candy items
- » Choose your background & whether your avatar wears her Girl Scout uniform or safari outfit!

Girl Scout Cookie Crossover Patch

To earn:

- » Create your M2 avatar in the fall & send 15+ emails
- » Sell 250+ packages of cookies during the 2021 Girl Scout Cookie Program



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 4, 2020, 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.

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 ordering; 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 October 30, 2020. 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 does not turn in money at scheduled time, do not place her order. Contact her parent/guardian 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.

- » 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.
- » 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/gsci. They will then be added automatically to your Troop roster.
- » Girls can launch their accounts on September 16, 2020. 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: October 21, 2020. If they do not enter their orders, you will need to do so through your Volunteer account.

Adding Girl Orders into M2OS:

Troop Leaders must enter any orders not entered by parents into M2OS. Leaders can enter orders through October 22, 2020, 11:59PM, 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 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 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 FP Manager to pick up your Troop's nut/candy items.
- » 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.

Rewards

Girls must make their rewards selections online by October 22, 2020.

- » If a girl does not make her selections, you may do so through the Troop account until October 22, 2020.
- » Any selections not made by October 22, 2020 will automatically default to the first item on the rewards list.
- » Reward deliveries will be coordinated with your Service Unit FP Manager in a similar fashion to products.

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 customer service for additional customer information if necessary for delivery.

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/gsci.

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.

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 Central Indiana

customercare@
girlscoutsindiana.org.
girlscoutsindiana.org
317.924.6800

M2 Customer Service

question@
gsnutsandmags.com
800-372-8520

Ashdon Farms:

800.274.3666

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

