Fall Product Program Troop Guide

girl scouts
heart of new jersey

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
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!
(everything is due by 11:59 p.m. of printed date unless otherwise noted)

Early-Access for active Troop Volunteers	9/15
Late Night Chat	9/23, 7:30-8:30 p.m.
PROGRAM BEGINS! Online & In-Person	9/22
Troop banking and J, C, S, A opt-outs due in M2OS	10/4
$1 ACH Ping	10/6
Last day for in-person & online ordering	10/24
Family deadline for entering in-person and recognition choices orders into M2OS Online girl-delivered items should not be re-entered	10/24
All monies due to troop from girl orders	10/26
Deadline for Troops to enter any missing orders or edit in-person orders and make recognition choices (can start October 23)	10/26
Late Night Chat	10/26, 7:30-8:30 p.m.
Unpaid Funds Form Due (if applicable)	11/3
ACH Pull (100% council proceeds)	11/8
Delivery of in-person nut/chocolate items and recognitions to Service Units You will be notified by your SUFPPM of pickup time	11/13–11/21

Getting Started!
- **Volunteers** -

» Follow the link sent to your email address the week of September 15th to access the M2OS site. If you haven't received your email by the end of the week, contact your Service Unit Fall Product Program Manager or M2 Customer Support.
» Complete M2OS system training.
» Create your volunteer Me2 Avatar!
» Send access emails to the girls in your Troop.
» **Active** troops will be uploaded to M2OS. Active troops must have two registers and background checked leaders for MY2021.

Recognitions!

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 15+ emails, and get $275 in total orders.

• **Volunteers:** Reach $750 in total Troop orders and send the parent/guardian email blast from your M2 account to welcome parents to the sale.

• Check out the back of your nut/candy order card to see all of the great recognitions you can earn this season!

• When you register online, you can track your progress and select rewards as you earn them!

Opt-Outs

Junior, Cadette, Senior, and Ambassador troops can opt-out of recognitions to receive more troop proceeds. See next page for troop proceeds. Troops will still receive patches.

Participation Options:

Product	Program Type	Money Collection	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate	In-Person	• 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	12.5% on all items (+2.5% for opt-out troops)
	Online Direct-Ship	• 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 timeframe after order processing. Customers will have option for expedited shipping)*	12.5% (+2.5% for opt-out troops)
	Online Girl-Delivered	• 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 24th to cancel)*	12.5% (+2.5% for opt-out troops)
Magazines	Online	• 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 timeframe after order processing)*	12.5% (+2.5% for opt-out troops)

Online Ordering is strongly recommended. This is the safest way for all participants to practice social distancing and contactless payment from both customer to girl/parent, and parent to troop.

Gift of Caring Program

The Gift of Caring Program is a great way for customers to give back to the community! Girls collect donations (in $7 increments) and Girl Scouts Heart of New Jersey takes care of delivering the product! Each donation is credited to the girl's orders and the troop receives 12.5% in troop proceeds per donation sold. Girls earn the Care to Share patch by receiving 5 or more donations.

Girl Scouts Heart of New Jersey will be making a donation of product to Operation Jersey Cares.

Fall Personalized Patch
To earn:
» Create your Me2 avatar
» Send 15+ emails
» Sell $275 in items
» Choose your background & whether your avatar wears her Girl Scout Uniform or Snowsuit outfit!

Girl Scout Cookie Crossover Patch
To earn:
» Create your Me2 avatar in the fall & send 15+ emails
» Sell 175+ packages of cookies during the 2022 Girl Scout Cookie Program

Volunteer M2OS Access - In Depth

Designated Troop Leaders and Troop Fall Product Program Managers 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 15, please visit www.gsnutsandmags.com/admin and select "Forgot Password". If you need further assistance, please contact your SU Fall Product Program Manager or M2 Customer Service. **Only active troops will be uploaded.** Active troops must have two registered and background checked leaders for MY2022.

Troop Banking

1. Troops must have a bank account and enter bank info by October 4.
2. Go to "Banking and Payments" > "Add Troop Bank" > input bank info > click "Save."
3. Payment is collected at time of ordering; make checks payable to the Troop.
4. Deposit all money into your Troop bank account and keep all receipts!
5. Amount owed to Council will be deducted via an ACH pull on November 8. Amount due is calculated automatically in M2OS.
6. Find balance due by clicking the "Banking and Payments" link on your Troop dashboard. You will see an overview of all orders and proceeds info 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!

Promote ONLINE ORDERING to your parents! It's safe, easy, contactless, and you don't need to worry about collecting and exchanging cash or checks. Parents can place ALL of their in-person orders online as a customer using the in-person delivery option when checking out. This must be done by October 24. Since they have already collected all the money, they can put the entire order on their credit or debit card online! This will help us continue to social distance and take necessary safety precautions.

If a girl does not turn in money at scheduled time, contact her parent/guardian immediately. Keep the Service Unit Fall Product Program Manager informed of all contact attempts and document the information. Orders should not be placed unless payment has been received by the Troop. For troops to not be held liable for unpaid parent funds, submit an unpaid funds form to council by November 3rd.

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 orders.

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. Volunteer must be a troop leader or troop fall product program manager in an active troop to gain access.
» 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 program. Any girls not pre-loaded can simply register once the program begins at:** www.gsnutsandmags.com/gshnj. They will then be added automatically to your Troop roster.*****
» Girls can launch their accounts on September 22. Please note that the system will not accept any early participant activity; girls must wait until the program launch date.
» Participants can enter their own paper orders into their accounts through October 24. If they do not enter their orders, you will need to do so through your Volunteer account.

*only girls registered for MY2022 will be able to participate; all others will not be allowed until registered.

Adding Girl Orders into M2OS:

Troop Leaders must enter any orders not entered by parents into M2OS. Leaders cannot enter orders until October 24.
» Choose Paper Order Entry from your dashboard.
» Click the pink pencil next to 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 your troop wants to be financially responsible for, as product cannot be returned to Council.

Recognitions are automatically calculated. Please note that recognitions will take 1-2 hours to update after adjustments have been made to products sold.

After-Program Wrap Up!

Products

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

- » Coordinate with your Service Unit Fall Product Program 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.

Recognitions

Girls must make their recognition selections online by October 24.

- » If a girl does not make her selections, you may do so through the Troop account until October 26.
- » Any selections not made by October 26 will automatically default to: 35 combined sales - plush; 50 combined sales - jewelery set; 65 combined sales - shoe donation; 80 combined sales - hanging lights.
- » Recognition deliveries will be coordinated with your Service Unit Fall Product Program 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 program 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 program.

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/gshnj.

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 program end date.

My girl received/entered orders that put her over the next recognition threshold, but the system isn't showing that she earned the recognition.
- · The system can take 1-2 hours to update the rewards section once additional orders have been received/entered.

Questions?

For questions regarding local details, contact your Service Unit Fall Product Program Manager.

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

Service Unit Fall Product Program Manager

Name:_____

Email: _____

Phone:_____

M2 Customer Service
question@gsnutsandmags.com or 800-372-8520

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