



Fall Product Program Troop Guide

What is the Fall Product Program?

The fall product program is an easy, fun way to earn troop funds for this year's activities and future adventures.

By marketing magazines and Girl Scout branded nuts and chocolates to family and friends, a Girl Scout learns and develops entrepreneurship skills, including:

Goal Setting
Decision Making
Money Management
People Skills
Business Ethics

Mark Your Calendar!

M2OS site open for TFMs	Wednesday, Sept. 25
M2OS site open for girls/families to set up their sites and enter customers	Monday, Oct. 5
Program begins! Online and in-person	Monday, Oct. 5
Last day for all ordering	Sunday, Oct. 25
Family deadline for entering in-person orders into M2OS Online girl-delivered items should not be re-entered	Sunday, Oct. 25
Deadline for troops to enter any missing orders or edit in-person sales	Tuesday, Oct. 27
Product delivery day	Saturday, Nov. 14
Last day for troops to request adjustment of council payment due to parent/guardian	Thursday, Dec. 3
All funds must be deposited into the troop bank account by end-of-business day	Friday, Dec. 4
Rewards distribution	January

Getting Started!

-VOLUNTEERS-

- ⇒ Complete online training and sign troop fall manager (TFM) agreement
- ⇒ Follow the link sent to your email address the week of Sept. 30 to access the M2OS site (if you haven't received your email by the end of the week, contact your service unit fall coordinator or customer care)
- ⇒ Complete M2OS system training
- ⇒ Create your volunteer Avatar!
- ⇒ Send access emails to the girls in your troop

Getting Started!

-GIRLS-

- ⇒ Register for the 2020-2021 Girl Scout membership year
- ⇒ Submit the online Product Programs Participation Agreement
- ⇒ Prepare your customer/email list
- ⇒ Prepare a video for your online site
- ⇒ Follow the link sent to your email address the week of Oct. 5 to access the M2OS site
- ⇒ Create your Avatar!
- ⇒ Send emails to customers

Girl Scouts San Diego Cares

GSSD Cares is a great way for customers to give back to the community! Girls collect donations (in \$7 increments) and Girl Scouts San Diego takes care of delivering the product. Each donation is credited to the girl, counting toward her rewards, and the troop earns \$1.75 in troop proceeds per donation item sold.

Girl Scouts San Diego will donate products to organizations in San Diego and Imperial counties that are making a positive community impact. Information about this year's recipient organizations will be available on our website in October.

Participation Options:

In order to participate, girls must be registered for the 2020-2021 Girl Scout membership year and have a signed product programs participation agreement. They must be in good standing, without unresolved business matters with Girl Scouts San Diego.

Product	Sale Type	Money Collection	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate	<u>In-person</u>	<ul style="list-style-type: none"> Girls collect orders Parent/guardian enters orders in M2OS by Sunday, Oct. 25 Girls deliver product to the customer and collect money Girls turn in money to troop 	Delivered by girls to customers	\$1.75 per item
	<u>Online direct-ship</u>	<ul style="list-style-type: none"> Girls create their personalized storefront in M2OS and send emails to family and friends 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.)	\$1.75 per item
	<u>Online girl-delivered</u>	<ul style="list-style-type: none"> Girls create their personalized storefront in M2OS and send emails to family and friends 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 Saturday, Oct. 24 to cancel)	\$1.75 per item
Magazines	<u>Online</u>	<ul style="list-style-type: none"> Girls create their personalized storefront in M2OS and send emails to family and friends Customers 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)	\$3 per subscription sold

Rewards

Girls can earn some exciting rewards this season, including an avatar patch with their virtual likeness and our pygmy three-toed sloth mascot, Paloma.

5+ products	Swimming sloth participation patch
25+ products	Super seller tree patch
35+ products	Stellar seller hanging sloth patch
\$350 total sales and 15 emails	Custom avatar patch in the style of your choice
75+ products	Paloma the pygmy three-toed sloth jumbo plush
15 emails sent	Online patch
Video upload to M2OS	Visualize patch



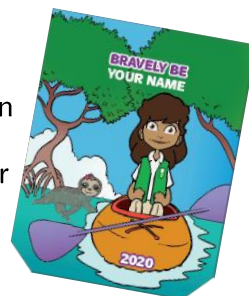
2020-2021 Product Programs Patch

Shipped at the end of the 2021 cookie program. To earn:

- ⇒ Earn the fall product program avatar patch
- ⇒ Reach 220 packages in the 2021 cookie program
- ⇒ Send 12+ Digital Cookie emails

NEW! Troop Fall Manager Reward

Troop fall managers can earn their own custom avatar patch when their troop reaches \$1500 in total sales



Volunteer M2OS Access—In Depth

Troop fall managers will receive an email invitation from M2 that explains how to access the site and get started. You must be registered into the TFM role, have a current background screening on file, complete training, and submit the TFM agreement to receive the invitation. If you have completed those items, but not received an email invitation to access the M2OS site by Friday, Oct. 2, please visit www.gsnutsandmags.com/admin and select “Forgot Password”. If you need further assistance, please contact your service unit fall coordinator or customer care.

Money Matters

- ⇒ Troops must have a bank account with information entered in M2OS. Contact troopbanking@sdgirlscouts.org if you need assistance opening a troop account.
- ⇒ Girls collect payment at the time of delivery for in-person orders. All products ordered online are paid online.
- ⇒ Parents/guardians should submit payments to the TFM within 5-7 days of product delivery and payment.
- ⇒ Financial responsibility changes when receipts are written and signed by both the TFM and the parent/guardian. For each transaction, the TFM and parent/guardian should count the money together and complete a receipt. Both parties should keep a copy. This is for everyone’s protection in case of a discrepancy.
- ⇒ If payment is not received from a parent/guardian, the TFM should reach out to them to attempt collection. If full payment is made, an Outstanding Balance report must be completed by **Thursday, Dec. 3**.
- ⇒ All money is to be deposited into the troop bank account and all receipts should be kept.
- ⇒ Amount owed to Girl Scouts San Diego will be deducted via an ACH debit. Amount due is calculated automatically in M2OS and can be viewed by clicking the Banking and Payments link on your Troop Dashboard.
- ⇒ Girl Scouts San Diego has a “zero tolerance” policy for misuse of funds. Any adult accepting responsibility for handling money or product is responsible for its safekeeping.
- ⇒ Girl Scouts San Diego does not take financial responsibility for losses due to theft, robbery, fire, counterfeit bills, returned check, etc., but will try and assist troops on a case-by-case basis when supporting documentation, such as a police or fire report, is submitted by **Friday, Dec. 4**.

Best Practices!

- ⇒ Do not accept bills larger than \$20.
- ⇒ Do not accept checks unless the troop willingly accepts the financial risk.

Using M2OS

- ⇒ Your access email will prompt you to create a password to access your M2OS volunteer account.
- ⇒ 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 program.*** Any girls not pre-loaded can simply register once the program begins at gsnutsandmags.com/gssd. They will then be added automatically to your troop roster.
- ⇒ Girls will have access to login, create their avatar, upload a photo and video, enter their customer lists, and launch their site on **Monday, Oct. 5**. 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 **Sunday, Oct. 25**. If they do not enter their paper order card orders, you will need to do so through your volunteer account.

Adding Girl Orders into M2OS

Parents/guardians must enter order card orders in M2OS by **8:59 p.m., Sunday, Oct. 25**. If a parent/guardian does not enter their girl’s order, the TFM has until **8:59 p.m., Tuesday, Oct. 27** to enter it for them.

- ⇒ 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 and click Update. Make sure the totals match.
- ⇒ There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff time.

Tips!

Only order the exact number of nut/candy items sold; product cannot be returned to Girl Scouts San Diego.

Rewards are automatically calculated. Please note that rewards can take 1-2 hours to update after adjustments have been made to product orders.

A small number of products will be available on a first come, first served basis at the Balboa Service Center beginning **Wednesday, Nov. 8**. Additional details will be communicated in the *In a Nutshell* newsletter.

Product Delivery

Delivery Day

- ⇒ **Saturday, Nov. 14**
- ⇒ All health and safety guidelines in place for the county at that time will be followed
- ⇒ Your SUFC will inform you of location-specific delivery day procedures
- ⇒ Your SUFC will notify you how to sign up for a pick-up time
- ⇒ Location:

- ⇒ Children and pets are NOT permitted to be at the warehouse
- ⇒ At the warehouse, product will be counted, and you will sign for the product that you are receiving

Delivery Day Cont.

- ⇒ Troops who do not have banking information in M2OS will not be permitted to pick up product
- ⇒ Orders must be picked up at one time for the entire troop
- ⇒ Damages can only be exchanged on delivery day, so inspect product prior to leaving the site
- ⇒ Remove product from your vehicle IMMEDIATELY upon arrival at your destination, as many items will melt
- ⇒ Arrange pickup time and location so that girls can get their products and begin delivering to customers

Girl Deliveries

- Troops should make sure their girls coordinate delivery of product with their customers. Happy customers equal return customers!
- ⇒ Provide each girl with a money envelope when distributing product
 - ⇒ Do not forget to complete receipts with each parent/guardian
 - ⇒ Remind parents that products can melt and need to be kept in a cool place
 - ⇒ Girls will receive an online report of orders with email addresses and phone numbers of their customers
 - ⇒ Participants may contact M2 customer service for additional customer information, if necessary for delivery

FAQs:

My girls are attempting to register and get the “Campaign is Currently Unavailable” message.

- ⇒ Girls cannot begin online account registration until the program launch date, **Monday, Oct. 5**

I entered the email addresses to send access notifications to the girls in my troop, but they have not 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, **Monday, Oct. 5**.

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 gsnutsandmags.com/admin, and girl accounts are accessed at gsnutsandmags.com/gssd.

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 request MUST be completed by **Saturday, Oct. 24**.

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 fall coordinator or customer care:

Service Unit Fall Coordinator

Name: _____

Email: _____

Phone: _____

Girl Scouts San Diego

customer@sdgirlscouts.org
619-610-0825

For questions regarding M2OS or other general sale questions, contact M2 customer support:

M2 Customer Service

question@gsnutsandmags.com
800-372-8520

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

