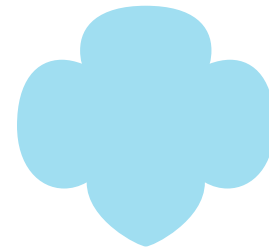


# Fall Product Program TROOP GUIDE 2021



## 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!

## Getting Started! -VOLUNTEERS-

- » Follow the link sent to your email address on September 10 to access the M2OS site. If you haven't received your email by September 14, contact your Service Unit Fall Product Program Coordinator (SUFPPC) or M2 Customer Service.
- » Complete M2OS system training.
- » Create your volunteer avatar!
- » Send access emails to the girls in your Troop.

## Mark Your Calendar!

Early-Access for Troop Volunteers	September 10
<b>SALE BEGINS! Online &amp; In-Person</b>	<b>September 17</b>
Last day for in-person	October 3
Last day online girl-delivered ordering	October 6
Family deadline for entering in-person orders into M2OS <u>Online girl-delivered items should not be re-entered</u>	October 4
Deadline for Troop volunteers to edit or enter any missing orders for in-person orders.	October 5
Delivery of in-person nut/chocolate items to Service Units <u>You will be notified by your SUFPPC of pickup time</u>	October 18-25
Girls deliver products to customers and turn payments in to troop.	October 27 through November 7
Online sales for direct-ship nuts and magazines ends	November 7
Last day for girls/troops to make reward choices	November 8
All money due must be turned in to Troop.	November 10
Council ACH Sweep	November 16
Unpaid Funds Forms, 306F Due	December 1

### Girl Rewards:

- Check out the back of the order card to see all the great rewards girls can earn this season!
- When girls log in to their online site, they can select rewards as they earn them.

### Troop Benefits and Rewards:

- Troops earn 20% on every item sold! Cadettes and older can opt out of rewards and earn an additional 5% in troop proceeds.
- Each troop that has at least 50% of girls participate in the Fall Product Program and achieves a per girl average of 35 items sold will receive a 15% discount on one total purchase in the GSEOK store. The discount will be available December 1-18, 2021.
- The three troops with the highest sales will receive one early cookie booth slot selection in January 2022.

### Volunteer Patch

- Troop FPP managers will receive their avatar patch if the troop sells a minimum of \$700 in sales and sends the parent guardian email blast in M2OS.

## Participation Options

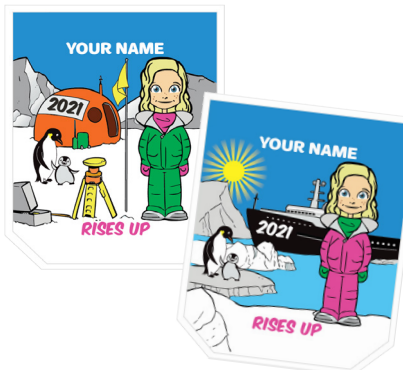
GSEOK takes the safety and well-being of our girls, volunteers and staff very seriously. Please be aware that we may have to modify plans for this program depending upon the impact of COVID-19 in our community throughout the Fall Product Program. Updates and changes will be posted on our website: [gseok.org](http://gseok.org)

Product	Sale Type	Order Process	Delivery to Customers	Money Collection
Nuts/Chocolates	In-Person	<ul style="list-style-type: none"> <li>Girls use order card to collect orders from customers</li> <li>Family/Troop enters orders into M2OS by the appropriate deadline</li> </ul>	<ul style="list-style-type: none"> <li>Delivered by girls to customers</li> </ul>	<ul style="list-style-type: none"> <li>Girls collect money from customers upon delivery</li> <li>Girls turn in money to troop</li> </ul>
	Online Direct-Ship	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2OS and send emails to friends and family</li> <li>Orders are automatically credited to the girl in M2OS</li> </ul>	<ul style="list-style-type: none"> <li>Shipped directly to the customer (1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)</li> </ul>	<ul style="list-style-type: none"> <li>Customers pay online</li> <li>Cost of shipping is added to order total</li> </ul>
	Online Girl-Delivered	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2OS and send emails to friends and family</li> <li>Orders are automatically credited to the girl in M2OS</li> </ul>	<ul style="list-style-type: none"> <li>Delivered by girls to customers (If a girl/family receives an online order from a customer to whom they will not be able to deliver the items in person, they will need to contact M2 customer service by October 6 to cancel)</li> </ul>	<ul style="list-style-type: none"> <li>Customers pay online</li> </ul>
Magazines	Online	<ul style="list-style-type: none"> <li>Girls create their personalized storefront in M2OS and send emails to friends and family</li> <li>Orders are automatically credited to the girl in M2OS</li> </ul>	<ul style="list-style-type: none"> <li>Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)</li> </ul>	<ul style="list-style-type: none"> <li>Customers pay online</li> </ul>

## 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 Eastern Oklahoma takes care of delivering the product! Each donation is credited to the girl's sales. Girls earn the Care to Share patch by receiving 5 or more donations.

Girl Scouts of Eastern Oklahoma will be making a donation of product to Community Food Bank of Eastern Oklahoma.



## Girl Scout Cookie Crossover Patch

### To earn:

- » Create your avatar in the fall & send 18+ emails
- » Sell 300+ packages of cookies during the 2022 Girl Scout Cookie Program & send 18+ emails in Digital Cookie



## Fall Personalized Patch

### To earn:

- » Create your avatar
- » Send 18+ emails
- » Sell \$350+ in total sales
- » Enter mailing address into M2OS site

## Volunteer M2OS Access

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 14, please visit [gsnutsandmags.com/admin](https://gsnutsandmags.com/admin) and select “Forgot Password”. If you need further assistance, please contact your SUFPPC 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 avatar, and send access emails to the participants in your Troop, using the Parent Guardian Email Blast (PGEB)
- » 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: [gsnutsandmags.com/gseok](https://gsnutsandmags.com/gseok). They will then be added to your Troop roster once Council confirms registration.
- » Girls can launch their accounts on September 17. 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 4. If they do not enter their orders, you will need to do so through your Volunteer account.

## Troop Banking

1. Troops must have a bank account. Contact your local Council office for additional details or assistance.
2. Troop bank account information should be entered into M2OS.
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 November 16. 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.
6. Email [productsalesACH@gseok.org](mailto:productsalesACH@gseok.org) by November 14 to advise Council if you will not have sufficient funds in your troop account to cover the ACH.

## Adding Girl Orders into M2OS

Troop Volunteers must enter any orders not entered by a parent into M2OS. Volunteers can enter orders October 2-5. You will be locked out on October 6.

- » Choose Paper Order Entry from your dashboard.
- » Click 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!

1. Order only the exact number of nut/candy items sold, as product cannot be returned to Council.
2. Rewards are calculated automatically. Please note that rewards will take 1-2 hours to update after adjustments have been made to products sold.

## Tips!

1. Girls must be registered and parent must sign the permission slip for Fall Product before any products are checked out to girls.
2. Keep copies of signed receipts for all products checked out and money turned in.
3. 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.
4. If your Troop decides to accept checks, be sure to have a phone number and driver’s license number listed on the check. Checks should be made payable to **“GSEOK Troop #\_\_\_.”** Checks must be preprinted, no temporary checks.

# Program Details

## **Products**

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

- » Coordinate with your SUFPPC to pick up your Troop’s nut/candy items.
- » Print a delivery ticket for each girl’s order from your dashboard. As each girl picks up, have her parent count/inspect each item and sign the delivery ticket for your records.

## **Rewards**

Girls must make their rewards selections online by November 8.

- » If a girl does not make her selections, you may do so through the Troop account until November 8.
- » Any selections not made by November 8 will automatically default to Penguin Support.
- » Reward deliveries will be coordinated with your SUFPPC.
- » Personalized patches ship directly to girls.

## **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 M2 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: [gsnutsandmags.com/admin](http://gsnutsandmags.com/admin), and girl accounts are accessed at: [gsnutsandmags.com/gseok](http://gsnutsandmags.com/gseok).

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 canceled and removed from the system. This cancellation MUST be completed before October 6.

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 Service!

### **Service Unit Fall Product Coordinator**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

### **M2 Customer Service**

Email: [question@gsnutsandmags.com](mailto:question@gsnutsandmags.com)

Phone: 800-372-8520

### **Girl Scouts of Eastern Oklahoma**

GSEOK Website: [gseok.org](http://gseok.org)

Email: [customercare@gseok.org](mailto:customercare@gseok.org)

Phone: 918-749-2551

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