

2026 Fall Product Program Troop Guide

girlscouts
of eastern oklahoma



This program is an integral part of a Girl Scout's journey toward leadership. **Learning and developing: Goal Setting, Decision Making, Money Management, People Skills, and Business Ethics.**

As your troop is planning activities for the year, it is important to consider the plans to finance them as well. This program is 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!

Troop Proceeds

- Troops earn 20% on every item sold!
- Cadette & older troops can opt out of rewards for 4% added proceeds.
- In 2025, the average troop proceeds was \$63 per girl selling.

Troop Rewards

- Each troop that has 65% or more girls participate in the Fall Product Program and achieves a per girl average of \$300 will receive a 10% discount on one total purchase in the GSEOK store December 3-19, 2026.
- The three troops with the highest sales will receive one bonus cookie booth slot selection in January 2027.



Volunteer Patch

The Troop Fall Product Manager will receive an avatar patch if they meet these qualifications.

- The Volunteer creates their avatar and enters a mailing address.
- Troop launches the Parent/Adult Email Campaign (PAEC) in M2.
- The troop has a minimum of \$900 in total sales.

Girl Rewards

- Most rewards are calculated automatically in M2.
- Rewards will take 1-2 hours to update after orders are added.
- As girls reach higher levels, they must choose a reward or Kangaroo Support. Support is the default option.

Hop to It - Launch Reward

Every girl who completes these steps by **September 16** will earn a kangaroo keychain.

- Set up M2 site
- Send 18+ emails



Questions?

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

Girl Scouts of Eastern Oklahoma
gseok.org/fallproductresources
918-749-2551
customercare@gseok.org



Service Unit Fall Product Program Coordinator

Name:

Email:

Phone:

When	What	How & Reminders
September 5-11	Log on to M2 site and complete steps to get started including launching the PAEC.	M2 will send an email inviting you to log on/register on the site. Plan for 30-60 minutes.
September 12-16	Encourage girls to set up site and send emails.	Families will receive an email inviting them to log on/register.
October 3-6	Confirm all order card items are entered in M2.	Encourage families to complete this step by October 5.
October 19-26 (SU will notify.)	Pick up troop products and distribute to girls.	USE RECEIPTS. Troop needs the original, family gets the copy.
November 2	Confirm reward selections in M2.	Kangaroo Support is default.
November 9-12	Deposit funds in troop account.	USE RECEIPTS. Troop needs the original, family gets the copy.
November 13	ACH for Fall Product.	Notify council by Nov. 11 if troop will not be prepared.
December	Submit financials to service unit and unpaid funds to council if needed.	Submit unpaid funds form if the troop has issues collecting payment.

We Appreciate You!

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

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Frequently Asked Questions

Volunteer Questions:

- **Do Girl Scouts have to be renewed to start selling?**
Yes, it is important to have a membership for 2027 since the new membership year begins October 1.
- **As a troop volunteer, I have still not received my Welcome Email. Can I still login?**
Troop Leaders with a 2027 membership and a current Troop Leader role will be able to login beginning September 5. (Please check your spam/junk email folders.) If your Girl Scout membership and role is up to date and you still can't find the email, you may try to login through the Admin site. If you are unable to login, use the help options on the M2 site.
- **I am a Volunteer and have a daughter participating. Can I use the same email address for my Volunteer and Girl Scout 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 Scout accounts are accessed at gsnutsandmags.com/gseok. You will not be able to access the Girl Scout site until September 12.
- **What does it mean when my emails have a "Queued for Sending" status?**
Access emails will be sent to Girl Scouts on the launch date of the sale, September 12. Since email addresses will go through a necessary verification process, emails will be sent in order according to when they were generated. This could take 24-48 hours as there may be several councils that are launching their programs at the same time.
- **I launched the PAEC on the first day but now have more Girl Scouts added to my troop. Do I need to send this email again?**
No, any Girl Scouts that the council adds to the troop roster will automatically receive the email.
- **Do I need to have a signed permission for each Girl Scout selling?**
No. Permission to participate in Girl Scout activities including Fall Product happens when the family registers the Girl Scout. The troop should be sure that they begin the year by having every family complete a new form #260 for each Girl Scout.

The family will see a Parent/Adult Permission and Responsibility Pledge that they will accept and agree to upon logging into M2 the first time. (Volunteers will do the same thing at the Troop level.)

When signing receipts for the products, adults will be accepting financial responsibility for the products.
- **We missed the deadline to order product. Can we still get it?**
Sometimes we have extra product so, please send an email to customercare@gseok.org. We will do our best to fill the order.
- **I logged into gsLearn but I can't find the training. What do I do?**
If it is your first time logging in, please allow up to an hour for the trainings to populate. If it is still not showing up, email customercare@gseok.org.
- **Still have questions?**
Visit <https://support.gsnutsandmags.com>. You can find answers here for the volunteer, Girl Scout and customer.

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Frequently Asked Questions

Girl Scout Questions:

- **My Girl Scout is attempting to log into the M2 site and I see the “Campaign is Currently Unavailable” message. Now what?**
Girl Scouts cannot begin online account registration until the sale launch date of September 12.
- **What if a Girl Scout doesn’t find her name when she logs into the platform?**
Any Girl Scout can add herself to the system. There will be a brief delay to allow the council time to verify her 2027 membership before her site becomes active.
- **We 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 by October 6.
- **When should a customer expect to receive a direct ship order?**
It usually takes 2-3 weeks from the initial order date to receive products.
- **When should a customer expect to receive their magazines?**
Subscriptions usually take 8-12 weeks to begin arriving.
- **My Girl Scout 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.
- **When will a Girl Scout receive her Personalized Patch?**
After the patch is sent to production, it will take 8-10 weeks. You can find an ETA date on the girl dashboard.
- **Are we able to combine our orders for multiple products and pay to have it all shipped together?**
The products from each storefront are coming from different places, so the ordering and shipping for each one has to happen separately. M2 is working to make it easier for a customer to move to a new product line after they complete their first order.
- **Why is shipping for chocolate items so expensive?**
Due to the warm weather in our area during the time of our sale, it is best to ship the products using express shipping so that this is the default setting in the system. Customers will have the option to switch to standard shipping if they wish to reduce the cost of shipping, but they will have to agree to warnings about potentially damaged products.
- **A customer is reporting that the chocolate has white on it, what is wrong?**
Due to the possibility of warm weather in our area during the time of product distribution, this may happen sometimes. It is called chocolate “bloom” and should not affect the taste or quality of the product.
- **A customer has told me their product is damaged in some way. How do I help them?**
They can call the 800 number listed on the product to report it. They can also submit a ticket for help [here](#).
- **A customer likes an item and has asked if I can get more of it?**
Sometimes we have extra product, so please send an email to customercare@gseok.org. The customer can also place an order online for the product to be shipped directly to them.
- **Still have questions?**
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Participation Options for Girls

Girl Scouts must be registered members for the 2027 membership year. There are several ways for girls to participate in this program. Find the version(s) that best suit each Girl Scout.

PRODUCT	SALE TYPE	ORDER PROCESS	DELIVERY TO CUSTOMERS	MONEY COLLECTION	TIME REQUIRED
Nuts & Chocolates	Online Girl Delivered	Girls create their personalized storefront in M2 and share with customers. Orders are automatically credited to the girl.	Girls deliver to customers.	Customers pay online.	Online set up in September (30-60 minutes). Deliver products late October.
	In-Person	Girls use order card to collect orders. Family/Troop enters orders into M2 by the deadline of Oct 5 for family and Oct 6 for troop.	Girls deliver to customers.	Girls collect money from customers upon delivery. Girls turn in money to troop.	Reach out to customers in September and connect again in October for delivery.
	Online Direct Ship	Girls create their personalized storefront in M2 and share with customers. Orders are automatically credited to the girl.	Shipped directly to customer (1-2 weeks standard delivery timeframe after order processing.)	Customers pay online. Cost of shipping is added.	Online set up in September (30-60 minutes).
	Donation	Girls use order card to record sale and family/troop enters into M2. If customer orders online, it is automatically credited to the girl.	NA – Council will coordinate delivery to the Food Bank of Eastern Oklahoma.	Customers pay online or in person at time of order. Girls turn in money to troop for in person donations.	Online set up in September (30-60 minutes).
Online Only: Multiple storefronts		Girls create their personalized storefront in M2 and share with customers. Orders are automatically credited to the girl.	Ships directly to customer (6-8 weeks standard delivery timeframe after order processing)	Customers pay online. Cost of shipping is added.	Online set up in September (30-60 minutes)