

2022 Treat Yourself 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. 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 the week of September 6th 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 either GSCV Helpdesk or M2 customer service.
- Complete M2OS system training.
- Create your volunteer Avatar!
- Send access emails to the girls in your Troop.

Mark Your Calendar!

Start date	Sept. 10
Date orders should be in the system for girl delivery	Oct. 5
Fredericksburg Nut and Candy drive thru and delivery	Oct. 21
Richmond and Chesterfield Nut and Candy drive thru delivery	Oct. 22
Rural deliveries	Oct. 21-24
Second chance orders pick up Fredericksburg	Oct. 26
Second chance orders pick up Richmond	Oct. 28
Second chance orders pick up Dunmar	Oct. 28
Last date for magazines and nuts online purchase	Nov. 10
ACH Draft	Nov. 11
Rewards Submitted by Troops	Nov. 11

Rewards!

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 avatar, send 18+ emails, and sell \$275 in nuts/candy/magazine combined.
 - **Volunteers:** Create your avatar and reach \$1,000 in total Troop sales!
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- 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!

girl scouts 
of the commonwealth
of virginia

Participation Options

Product	Sale Type	Money Collection	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate	In-Person	<ul style="list-style-type: none"> Girls collect money from customers (at time of delivery) Family/Troop enters orders into M2OS by the appropriate deadline Girls turn in money to Troop 	Delivered by girls to customers	12 percent of total cost of item (15 percent for older girl opt-out troops)
	Online Direct-Ship	<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 <i>(1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)</i>	12 percent of total cost of item (15 percent for older girl opt-out troops)
	Online Girl-Delivered	<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 <i>(If a girl/family receives an online order from a customer and they will not be able to deliver the items in person, they will need to contact M2 customer service by October 25th to cancel)</i>	12 percent of total cost of item (15 percent for older girl opt-out troops)
Magazines	Online	<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 <i>(6-8 weeks standard delivery timeframe after order processing)</i>	12 percent of total cost of item (15 percent for older girl opt-out troops)

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 the Commonwealth of Virginia takes care of delivering the product! Each donation is credited to the girl's sales and the Troop receives 12 or 15 percent in Troop proceeds per donation sold. Girls earn the Care to Share patch by receiving or more donations.

Girl Scouts of the Commonwealth of Virginia will donate items to the USO of Hampton Roads to be shared with service members throughout the region.

Fall Personalized Patch

To earn:

- Create your avatar
- Send 18+ emails.
- Sell \$275 combined sales in nuts/candy/magazines.
- Choose your background & whether your avatar wears her Girl Scout Uniform or something else.

Girl Scout Cookie Crossover Patch

To earn: Create your avatar in the fall and send 18 emails & Sell 275 packages of cookies during the 2023 Cookie Program.

- 18+ emails
- Sell 275 packages of cookies during the 2023 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 9th, 2022, please visit **www.**

gsnutsandmags.com/admin and select "Forgot Password". If you need further assistance, please email gshelper@comgirlscouts.org 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.
- 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/gscv. They will then be added automatically to your Troop roster.
- Girls can launch their accounts on September 10th. 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 5th. 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 cannot enter orders until after the cutoff for girls, which is Oct 5.

- 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.

Troop Banking

1. Troops must have a bank account. Contact GSCV at gshelper@comgirlscouts.org for assistance in setting up your troop account.
2. Payment is collected when the product is delivered, and checks should be made payable to the troop.
3. Deposit all money into your Troop bank account and keep all receipts!
4. Amount owed to GSCV will be deducted via an ACH debit on November 11. 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 her money at the scheduled time, contact her parent/guardian immediately. Keep the Troop Leader/Service Unit Director informed of all contact attempts and document the information. Submit the outstanding balance form along with the parent/guardian agreement by November 9th to Girl Scouts of the Commonwealth of Virginia.

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.

After-Sale Wrap Up!

Products

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

- Coordinate with your Service Unit Product Program Manager to pick up your troop's nut/candy items or register to participate in one of the drive-thrus October 21st and 22nd.
- Print a delivery ticket for each girl's order from your dashboard and have their parent count/inspect each item.

Rewards

Girls must make their rewards selections online by Nov. 11th.

- If a girl does not make her selections, you may do so through the Troop account until November 11th.
- Any selections not made will automatically default to council choice.
- Reward deliveries will be coordinated with your Service Unit Product Program Manager.

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 on Sept. 10.

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/gscv.

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 product program manager or council office at gshelper@comgirlscouts.org.

For questions regarding M2OS or other general sale questions, contact either GSCV Helpdesk or M2 customer service!

Service Unit Fall Product Program Manager

NAME

EMAIL

PHONE

**Girl Scouts of the
Commonwealth of Virginia**
gshelper@comgirlscouts.org
804-746-0590, ext.316

M2 Customer Service
questions@gsnutsandmags.com
800-372-8520

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