



2021 Fall Product Program Troop Chair Checklist

Thank you for taking on the role of Fall Product Program Troop Chair. Your help is extremely important to the success of this program. This checklist will help you in your role in the coming weeks as you work with the Girl Scouts and families in your troop. If you have any questions, please reach out to your Service Unit MagNut Chair.

October

- ☐ Make sure all participating Girl Scouts are listed in the M2OS system by Wednesday, October 13th. Friday, October 15th will be the last day for uploads into M2OS.
- ☐ Remind caregivers and Girl Scouts that they have until Sunday, October 17th to enter the in-person paper order card total amounts into M2OS. The system will close for families on Sunday, October 17th at 9:59 pm. If they need help entering the totals, here is a video for them: <https://youtu.be/5BmH24d9coE>.
- ☐ If you need to enter any Girl Scouts' nut and candy orders from the paper order cards, you can do that from your volunteer M2OS login starting Monday, October 18th. From the Dashboard page, click the Paper Order Entry link and each Girl Scout participating will show. You can click their name and a window will appear to enter totals. Here is a video with more directions: <https://youtu.be/aeYBYT78XVA>. You have until Tuesday, October 19th to enter information or make any changes that caregivers have entered.
- ☐ Verify all Girl Scouts' nut and candy orders are accurate in M2OS system by Tuesday, October 19th. If changes need to be made after midnight on Tuesday, please contact your Service Unit Product Program Chair as soon as you are aware. Your Service Unit Chair can make changes up to Thursday, October 21st.
- ☐ Start preparing for your troop's candy and nut products by logging into M2OS and printing your Girl Scout's delivery tickets starting Monday, October 25th. To print the tickets, from your dashboard click Delivery Tickets under Product Management. You will need to print two copies of each Girl Scout's ticket. Use one copy when sorting orders for Girl Scouts and have caregivers sign it at pickup. Please keep the signed delivery ticket for your troop records and give the family the second copy. Here is a video to show how to pull the tickets: <https://youtu.be/VoH6Yas6Hko>. If you need council to print the delivery tickets for your troop, email customer care@nmgirlscouts.org by Friday, October 29th to ensure the tickets are received by the delivery week.

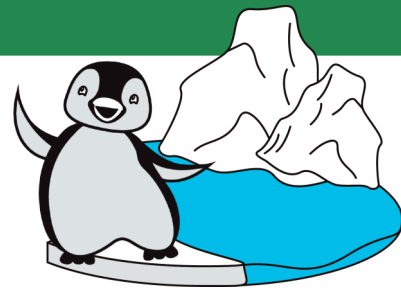
November

- ☐ Remind Girl Scouts and caregivers that the last day for direct-shipped orders and magazine orders through Girl Scouts' online storefronts is Sunday, November 7th.
- ☐ Your Service Unit Chair will contact you when they expect product will be ready for pick-up. Please be patient with them as delivery dates and times may change.

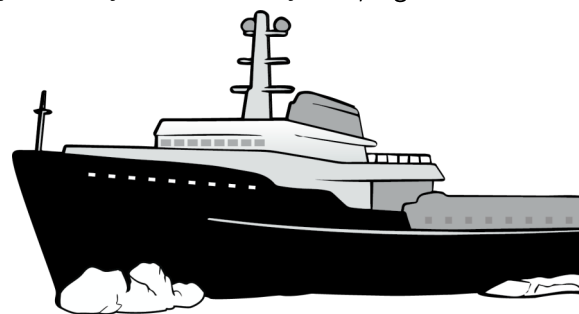


Troop Chair Checklist Continued

November



- ☐ Remind Girl Scouts and caregivers that the last day for reward selections through their M2OS Dashboard is Tuesday, November 9th. If families need help selecting rewards here is a video for them: <https://youtu.be/FviuXCVSc7Q>.
- ☐ When picking up product from the Service Unit Chair, review the Delivery Ticket provided by your Service Unit Chair. You can print a delivery ticket from M2OS for your troop to make sure the count matches. Count the product and then recount to ensure you received EXACTLY the right quantity of each item. *Tip: when reading the Delivery Ticket, be mindful of cases vs. single pieces. Troops orders are submitted to the piece and orders will be packaged both in cases and singles.* You should not receive nor ask for any extras. If your troop is short, notify the council and make a note on your Delivery Ticket. When you are sure you have the correct quantity of all products, sign the ticket. Signing the Delivery Ticket means you agree to the amount you received is the same as the amount listed on the Delivery Ticket. The Service Unit Chair will give you a copy for your records.
- ☐ Sort products into your Girl Scouts orders and attach the Girl Scout Delivery Ticket. Give yourself plenty of time to sort orders before families are scheduled to pick them up. When the caregiver who signed the product permission form arrives to pick up their order, ask them to count and recount their order and compare it against the Delivery Ticket. Obtain an authorized signature from the approved caregiver on the Girl Scout Delivery Ticket before they take their products. Signing the Delivery Ticket is agreeing to the quantities received.
- ☐ Verify rewards selections for each Girl Scout and make any changes by Thursday, November 11th. Council will make any selections not submitted on Friday, November 12th and submit to ensure rewards are received in a timely manner. If you need help selecting rewards, here is video for you to view: <https://youtu.be/mVpxsqXK4fA>
- ☐ Check your email on Friday, November 19th. The Product Program Manager will email your troop's ACH amounts that week. Please contact the Product Program Manager at customercare@nmgirlscouts.org if there are any issues or concerns as soon as possible so they can be addressed right away.
- ☐ Submit any Outstanding Balance Reports by Tuesday, November 30th. Form is available online at <https://forms.gle/ZXGW3URgjZHybmnr9> and on the GSNMT Product Program website. Copies of Girl Scout delivery ticket and any receipts for money must be emailed to customercare@nmgirlscouts.org by Tuesday, November 30th for the form to be complete. *Please submit this form for any family who has not paid for product at this time. Please remember that we can always remove families from this list if the payment is made. We do not want to limit your troop's financial resources due to one family's inability to pay.*



Troop Chair Checklist Continued

December

- ☐ Wednesday, December 1st by noon is the latest any changes can be made to ACH withdrawal amounts. Any request to make changes must be emailed to customercare@nmgirlscouts.org. If you have any concerns about your troop not making your withdrawal amounts, please contact us immediately.
- ☐ Please make sure all money is deposited into your troop bank account by Wednesday, December 1st, or sooner, to ensure all funds are available for the ACH Withdrawal on Friday, December 3rd.
- ☐ To prepare for the reward delivery, log into M2OS and print the Girl Scout reward delivery tickets for each Girl Scout. To pull the delivery tickets, click Delivery Tickets under Product Management. Reward delivery tickets will be available on Monday, November 15th.
- ☐ Rewards should be delivered the week of December 13th. You will get information on picking up rewards from your Service Unit MagNut Chair. You can print your troop's delivery ticket for rewards to ensure you received each item.
- ☐ If you are short rewards, please notify the Service Unit Chair immediately so they can request replacement items. You must notify your Service Unit Chair no later than Monday, January 17th if your troop is short.

Resources

Please remember to use the following resources to help you throughout the Fall Product Program:

- GSNMT Product Program website: <https://www.nmgirlscouts.org/en/cookies/fall-product-program.html>
- gsLearn Trainings—you can review the trainings as many times as needed and PDFs of slides are available in the Additional Resources section.
- Service Unit Product Program Chair—they are happy to help you and are a great resource to get your questions answered and best practices for your troop.
- Virtual Office Hours—you are welcome to attend virtual office hours on Monday evenings from 6:30 to 8:30 and Wednesdays during the lunch hour from 11:30 to 1:30 to get your questions answered.
- M2 Media Group—for any M2OS questions or issues. This includes any issues with orders placed online.
- Girl Scouts of New Mexico Trails—feel free to email customercare@nmgirlscouts.org if you are unsure about who to reach out to and we will get you the information you need.



Thank you for all your hard work for the Fall Product Program! It is greatly appreciated.

