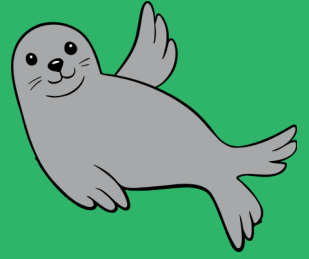


# 2022 Fall Product Program Troop Chair Guide



*Thank you for taking on the role of Fall Product Program Troop Chair. Your help is extremely important to the success of the program. This guide is designed as a checklist to help you in your role during the coming weeks as you work with the Girl Scouts and families in your troop. Please make sure to read the family guide for full program information. If you have any questions, please reach out to your Service Unit MagNut Chair.*

## September

- ☐ Get your questions answered by attending a Troop Q&A session once you have completed training. The information for those sessions is emailed to you after completing training but also can be found on the [GSNMT Fall Product Program website](#) under the Troop Resources section.
- ☐ Obtain materials for the Fall Product Program including paper order cards, flyers on how to set-up a Girl Scout's online storefront, money envelopes, and receipt books. These items can be picked up from your Service Unit Chair or the council office. These items are also available for download from the [GSNMT Fall Product Program website](#) under the Troop Resources section. If you live in the regional areas and don't have a Service Unit Chair you can request to have materials mailed to you by using the [Fall Product Program Materials Request form](#).
- ☐ Prepare your Girl Scouts and families for the Fall Product Program by hosting a family meeting to review the program and share troop deadlines and practices.
- ☐ Use a troop meeting to host a MagNut Mania Rally to prepare your Girl Scouts for the Fall Product Program and get them excited to start selling. The 2022 Fall Product Program Rally Activities Guide is available on the [GSNMT Fall Product Program website](#) under the Troop Resources section. If you troop completes the activities they can receive a Rally patch for free and earn entries to win the large JayCee seal plush. Plus your troop meeting is already planned!
- ☐ Make sure to complete training by Thursday, September 8<sup>th</sup> to receive 1<sup>st</sup> day access when M2OS goes live on Friday, September 16<sup>th</sup>. Troop can still participate in the program if the training is completed after this date. Access to the M2OS will be provided on a rolling basis every other day starting Monday, September 19<sup>th</sup>.



- ☐ Confirm that all your Girl Scouts have a 2022-2023 Girl Scout membership and complete a [2022-2023 Product Permission form](#) by Sunday, September 18<sup>th</sup> to have guaranteed 1<sup>st</sup> day access to M2OS. Girl Scouts will be added on a rolling basis every other day. You can use the Google Product Permission form list for your Service Unit that was emailed to you in your training confirmation email to see which Girl Scouts have forms. This list is updated every other day starting September 1<sup>st</sup>.

# Troop Chair Checklist Continued

## September

- ☐ If you need help during the program, you can attend virtual office hours with the Product Program team starting Monday, September 19<sup>th</sup> through Wednesday, December 7<sup>th</sup>. Office hours are held on Monday evenings from 6:30 to 8:30 and Wednesdays during the lunch hour from 11:30 to 1:30. The zoom link is <https://zoom.us/j/98405091768> and the passcode is MagNut22. You can jump on anytime during those hours and the link will be open the whole time. You don't have to stay for the whole session. Jump on, ask your question, get the help you need and once your done you can leave.
- ☐ Don't forget to launch the parent guardian email blast by Thursday, September 22<sup>nd</sup>. This will ensure your Girl Scouts receive the 1<sup>st</sup> day email to set-up their online storefront when the Fall Product Program begins. If you need help setting up the email blast, please visit the [GSNMT Fall Product Program website](#) under the Troop Resources section. There are videos to help you with the set-up. If you do not complete the email blast, your families will receive an email from M2 Media Group on Saturday, September 24<sup>th</sup>. Remember, initiating the email blast is a step in earning your custom volunteer patch. You can initiate the email blast even if the program has started, so don't forget this step.



- ☐ **Fall Product Program begins Friday, September 23<sup>rd</sup>.** Please remind families not to take any orders until this date or post on social media until the program begins. If your families need help setting up their online storefront, please encourage them to visit the [GSNMT Fall Product Program website](#) under the Family Resources section. There are videos to help your them with setting-up the site. Also, there is a flyer called “How to Get Started with M2 Online Storefront” available for download in the Family Resources section or paper copies are available with your other MagNut materials.
- ☐ Confirm your troop has submitted their [2022-2023 ACH Authorization form](#) by Friday, September 23<sup>rd</sup>. For brand new troops who are still working on setting up their bank account, you have until Monday, October 31<sup>st</sup>.
- ☐ Don't forget to have fun! If you need help at anytime, please reach out to your Service Unit MagNut chair. Their contact information is listed in the training confirmation email that was sent to you. They are here to support you and want to help you so please reach out to them.

## October

- ☐ Make sure all participating Girl Scouts are listed in the M2OS system by Wednesday, October 12<sup>th</sup>. Friday, October 14<sup>th</sup> will be the last day for uploads into M2OS.
- ☐ Remind caregivers and Girl Scouts that they have until **Sunday, October 16<sup>th</sup>** to enter the paper order card totals into M2OS. The system will close for families on Sunday, October 16<sup>th</sup> at 9:59 pm. If they need help entering the totals, there is a video for them in the Family Resources section of the [GSNMT Fall Product Program website](#).



# Troop Chair Checklist Continued

## October

- ☐ 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 17<sup>th</sup>. 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. There is a video with directions on the [GSNMT Fall Product Program website](#) under the Troop Resources section to help you. **You have until Tuesday, October 18<sup>th</sup> to enter information or make any changes that caregivers have entered.**
- ☐ Verify all Girl Scouts' nut and candy orders are accurate in M2OS by Tuesday, October 18<sup>th</sup>. 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 20<sup>th</sup>.
- ☐ Remind your families that Thursday, October 20<sup>th</sup> is the last day for customers to place their girl delivery orders. If they have a customer who wants to place an order after your access to the paper order card entry is closed, they can direct them to the online storefront for girl delivery for two more days.
- ☐ Start preparing for your troop's candy and nut products by logging into M2OS and printing your Girl Scout's delivery tickets starting Friday, October 28<sup>th</sup>. 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. There is a video to show how to pull the tickets on the [GSNMT Fall Product Program website](#) under the Troop Resources section. If you need council to print the delivery tickets for your troop, email [customercare@nmgirlscouts.org](mailto:customercare@nmgirlscouts.org) by Friday, October 28<sup>th</sup> to ensure the tickets are received by the time you receive product.



## November

- ☐ Remind Girl Scouts and caregivers that the last day for direct-shipped orders and magazine orders through the Girl Scouts' online storefronts is Sunday, November 6<sup>th</sup>.
- ☐ Remind Girl Scouts and caregivers that the last day for reward selections through their M2OS Dashboard is Tuesday, November 8<sup>th</sup>. If families need help selecting rewards there is a video for them in the Family Resources section of the [GSNMT Fall Product Program website](#).
- ☐ Verify rewards selections for each Girl Scout and make any changes by Thursday, November 10<sup>th</sup>. Council will make any selections not submitted on Friday, November 11<sup>th</sup> to ensure rewards are received in a timely manner. If you need help selecting rewards, there is video for you to view on the [GSNMT Fall Product Program website](#) under the Troop Resources section.



# Troop Chair Checklist Continued

## November

- ☐ **New for 2022:** some Service Units will receive their candy and nut products via FedEx directly from Trophy Nut, our candy and nut vendor. The product will be mailed directly to troop chairs so they will need to enter an address in M2OS. We will provide more directions once we get them from M2 Media Group. We will share the information in our weekly newsletter “MagNut News” when it becomes available. Some Service Units will still receive product from their Service Unit Chair. The 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. To see how your Service Unit will receive their product, please check the chart below:



Service Units where troops will pick-up product from Service Unit Chairs	Service Units where FedEx will deliver product directly to troops
<ul style="list-style-type: none"><li>Albuquerque Metro area: Service Units 152, 154, 156, 174 and 184</li><li>Regional Areas: Service Units 10, 61, 132, and 181</li></ul>	<ul style="list-style-type: none"><li>Regional areas: Service Units 22, 42, 52, 55, 71, 101, 122, 134</li></ul>

If your Service Unit is not listed, please reach out to the Product Program manager and we will confirm with Trophy Nut. With the change in delivery, we can not guarantee an exact delivery window. We are expecting product to be delivered no later than mid-November. Once we receive word from Trophy Nut on expected delivery we will inform troop volunteers.

- ☐ When receiving product from either your Service Unit Chair or FedEx, review the Delivery Ticket. 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. If you are receiving product from a Service Unit Chair, 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.
- ☐ After receiving product, you will sort the products for Girl Scouts’ orders. Make sure to attach the Girl Scout Delivery Ticket to each order. Give yourself plenty of time to sort orders before families are scheduled to pick up. When the caregiver who signed the product permission form arrives, ask them to count and recount their order and compare it against the Delivery Ticket. Only the caregiver who completed the product permission form can sign for product. Signing the Delivery Ticket is agreeing to the quantities received and makes them financially liable for product.
- ☐ Check your email on Friday, November 18<sup>th</sup>. The Product Program Manager will email your troop’s ACH amounts that week. Please contact the Product Program Manager at [customercare@nmgirlscouts.org](mailto:customercare@nmgirlscouts.org) if there are any issues or concerns as soon as possible so they can be addressed right away.





# Troop Chair Checklist Continued

## December



- ☐ Submit any Outstanding Balance Reports by Sunday, December 4<sup>th</sup>. Form is available online at <https://forms.gle/13MAP4Lw6mcTMJUT8> and on the [GSNMT Product Program website](#). Copies of Girl Scout delivery ticket and any receipts for money turned in must be emailed to [customercare@nmgirlscouts.org](mailto:customercare@nmgirlscouts.org) by Sunday, December 4<sup>th</sup> 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.*
- ☐ Monday, December 12<sup>th</sup> by noon is the deadline to make any changes to ACH withdrawal amounts. Any request to make changes must be emailed to [customercare@nmgirlscouts.org](mailto: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 Tuesday, December 13<sup>th</sup>, or sooner, to ensure all funds are available for the ACH Withdrawal on Thursday, December 15<sup>th</sup>.
- ☐ 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 14<sup>th</sup>.
- ☐ We will inform you closer to the end of the program when we can expect rewards to arrive. At this time, Trophy Nut has not provided us a date for rewards to be shipped.
- ☐ If you are short rewards, please notify your Service Unit Chair and the council office immediately so they can request replacement items. You must notify us no later than a week after receiving rewards if your troop is short. If you do not pick-up rewards with in a week of your Service Unit Chair letting you know they are available for pick-up and are short we might not be able to receive replacements so please pick-up rewards as soon as possible.

## Important Dates to Remember

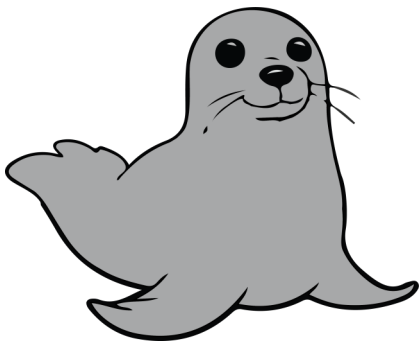
- Friday, September 23<sup>rd</sup>—Fall Product Program order taking begins both with paper order cards and online access to M2OS for families
- Friday, September 23<sup>rd</sup>—deadline for returning troops to submit ACH form
- Wednesday, October 12<sup>th</sup>—ensure all Girl Scouts participating are listed in M2OS
- Sunday, October 16<sup>th</sup>—last day for in-person order taking and families must enter order card totals in M2OS
- Tuesday, October 18<sup>th</sup>—last day for troop chairs to enter in-person orders in M2OS
- Thursday, October 20<sup>th</sup>—last day for girl delivery orders to place through the online storefront
- Monday, October 31<sup>st</sup>—deadline for new troops to submit ACH form
- Sunday, November 6<sup>th</sup>—last day for direct-shipped orders and magazine orders through the online storefront
- Tuesday, November 8<sup>th</sup>—last day for families to make reward selections through M2OS
- Thursday, November 10<sup>th</sup>—last day for troop chairs to make reward selections through M2OS
- Sunday, December 4<sup>th</sup>—deadline to submit any Outstanding Balance Reports including receipts and delivery tickets
- Thursday, December 15<sup>th</sup>—ACH withdrawals and deposits



# Troop Chair 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.
- MagNut News—this is a weekly e-newsletter sent by email to all Troop Chairs with information and updates on the Fall Product Program. Emails go out on Tuesdays starting September 6th. Copies will be posted online on the GSNMT Product Program website and in the Facebook Group.
- Service Unit Product Program Chair—they are happy to help you and are a great resource to get your questions answered. They can provide best practices for your troop.
- GSNMT Product Program Chairs Facebook Group—this is a private by invite only group that you can access to ask questions and get responses from other volunteers. If you need access to this group, reach out to your Service Unit Chair.
- 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.
- Girl Scouts of New Mexico Trails—feel free to email [customercare@nmgirlscouts.org](mailto:customercare@nmgirlscouts.org) if you are unsure about who to reach out to and we will get you the information you need.
- M2 Media Group—they can answer any M2OS questions or issues. This includes any issues with orders placed online. Please do not email GSNMT about issues with M2OS. You can email them directly about login and order issues.



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