



*Bravely
be you*

Fall 2020 Product Program Troop Guide

Trust Your Strengths

What is the Fall Product Program?

The Fall Product Program is an integral part of a Girl Scout's journey toward leadership. She is learning and developing skills like:

Goal Setting
Decision Making
People Skills
Business Ethics
Money Management

Plus, it's 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!

During our 2020 Fall Product Program, we want girls to "Bravely Be You" with our travel companion, the pygmy three-toed sloth. We want girls to "Trust Your Strengths" just like the sloth who are great swimmers. They can even hold their breath under water for 40 minutes!



Getting Started!

VOLUNTEERS

- ⇒ Complete your 2020 Troop Fall Product Program Chair Agreement online.
- ⇒ Ensure your Troop's ACH Electronic Debit Authorization form is completed online.
- ⇒ Help families complete the online product permission form.
- ⇒ Hold a parent meeting to go over the Fall Product Program.
- ⇒ Follow the link sent to your email address the week of September 21st to access the M2OS site. If you haven't received your email by the end of the week, contact the council office.
- ⇒ Complete M2OS system training.
- ⇒ Create your volunteer avatar!

What's Being Sold

The word "MagNut" is a term that is sometimes used for this program. It describes what girls can sell — Magazines & Nuts plus chocolate and candy! This year we are using a new vendor for our candy and nuts, Trophy Nut.

Products from last year might have a different name or gone away, but we still have 16 delicious items to snack on! There are even more options online for direct delivery from the warehouse. And we still have hundreds of magazines for customers to choose from. They can renew or purchase their favorite magazine with both print and digital subscription options.



Ways to Participate

Product	Sale Type	Customer Experience	Delivery to Customers	Sale Ends
Nuts/ Chocolate	In-Person	<ul style="list-style-type: none"> Girls use paper order card to collect customer orders Family/Troop enters orders into M2OS by the appropriate deadline Girls collect money at time of delivery Girls turn money in to Troop Volunteer 	Delivered by girls to customers	Sunday October 18
	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 the girls to customers (If a girl receives an online order they will not be able to deliver in person, they will need to contact M2Os customer service by October 21st to cancel)	Thursday October 22
	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 (1-2 weeks standard deliver time. Customers will have the option for expedited shipping)	Sunday November 8
Magazines	Online	<ul style="list-style-type: none"> Girls create their personalized storefront on M2OS and send emails to friends and family Customers pay online Orders are automatically credited to the girl in M2OS 	Shipped directly to the customer (6-8 weeks standard delivery time.	Sunday November 8

Care to Share Program

The Care to Share Program is a great way for customers to give back! Girls collect donations (in \$7 increments) and Girl Scouts of New Mexico Trails 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 New Mexico Trails will be making a donation of product to our military through a local chapter of Blue Star Mothers of America.



Hosting a Virtual Family Meeting

With support and encouragement from her family, there is no stopping a Girl Scout entrepreneur! Family meetings should take place one to two weeks before the product program's start date. This is a great opportunity to share information about the program and make sure families know your troop deadlines.

If you need support hosting a family meeting, please contact your Service Unit Fall Product Program Chair or the Council office.

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 by September 24, 2020, please email customer care@nmgirlscouts.org. If you need further assistance, please contact your Service Unit Product Program Chair or the council office.

- 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, watch a short system training video, enter a mailing address, and create your Avatar.
- You will NOT see any girls when you first log into the system. Girls will be added by council once they have submitted their Product Permission form and have a 2020-2021 Girl Scout membership. All girls who meet those requirements by Thursday, September 17, 2020 will be allowed access to their site when the program starts on Friday, September 25, 2020. You may send access emails to the participants in your troops once the program begins.
- Don't worry if not all girls show up on this list at the beginning of the sale. The council office will upload girls on a daily basis during the sale. Please check the MYGS system to ensure girls are registered members and check your Service Unit's google sheet to see which families have submitted Product Permission Forms.
- Girls can launch their accounts on Friday, September 25, 2020. Please note that the system will not accept any early participant activity; girls must wait until the sale launch date.
- Verify that all girls are listed in the M2OS system on Tuesday, October 13, 2020. The last day girls will be uploaded will be Thursday, October 15, 2020.
- Participants can enter their own paper orders into their accounts through Sunday, October 18, 2020. If they do not, you will need to do so through your volunteer account.

Adding Girl Orders into M2OS

Troop Leaders must enter any orders not entered by caregivers into M2OS. Troop Product Chairs cannot enter orders until after the cutoff for families. Troop Chairs can enter girl orders between October 19, 2020 to October 20, 2020. The system will be closed to Troop Chairs at 9:59 PM on Tuesday, October 20, 2020.

- 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 paper order card. Click Update. Make sure the totals match.
- There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff date.
- Confirm with families for the orders they submitted as product cannot be returned to council. You will be able to edit the family orders if a mistake has been made.
- Only order the exact number of nut/candy items sold as product cannot be returned to council.
- Rewards are calculated automatically. Please note that rewards will take 1-2 hours to update after adjustments have been made to products sold.

Online Resources for Troop Product Chairs

GSNMT Website: The council website will have general information on the fall product program, links to forms, how to videos for using the M2OS system, and activities for your troop meeting.

Product Program Facebook Group: This Facebook group is only for Product Program Chairs across the council. It is a great resource to ask questions and find assistance to help you during the program. You must be invited to this group by your Service Unit Chair or by a member of council staff.



After Order Wrap-Up

Products

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

- ⇒ Product will be delivered the week of November 9, 2020.
- ⇒ Coordinate with your Service Unit Chair to pick up your Troop's nut/candy items.
- ⇒ Make sure to count and sign for all product and get a receipt from the Service Unit Chair.
- ⇒ Print a delivery ticket for each girl's order from your dashboard.
- ⇒ Have caregivers count/inspect each item and sign the delivery ticket for your records.

Rewards

Girls must make their rewards selections online by Tuesday, November 10, 2020.

- ⇒ If a girl does not make her selections, you may do so for her through the troop account until Thursday, November 12, 2020.
- ⇒ Any selections not made by November 12, 2020 will be selected for the girl by council.
- ⇒ Reward deliveries will be coordinated with your Service Unit Chair.
- ⇒ Rewards will be delivered the week of November 30, 2020.

Girl 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 online customers.
- ⇒ Participants may contact customer service for additional customer information if necessary for delivery.
- ⇒ Remind families not to provide product to customers without accepting payment for paper card orders.

Safety First!

Safety is the first priority of the Fall Product Program and Girl Scouts of New Mexico Trails.

This sale is intended to be a friends and family sale. Girls should only selling to people they know. Daisies, Brownies, & Juniors must be accompanied by an adult. Cadettes, Seniors, & Ambassadors must be supervised by an adults. Girls must wear a membership pin, uniform, or Girl Scout clothing, such as a Girl Scout t-shirt, to clearly identify themselves as Girl Scouts. Do not carry large amounts of money and ensure provisions have been made for safeguarding money in advance of the sale.

Online Guidance

Girls participating in the fall product program may call and send messages to alert friends and family about the product. Girls sending out emails or announcements should sign with their first names only, their troop/group number or name, and their council name. All online sales must be conducted through the online store using the M2OS system only.

Girls who are 13 or older and the primary caregiver of the Girl Scout may use social networking sites to market products but must follow council and GSUSA guidelines. This means they can share the link to their online store; however, the social media account cannot be a public account and must be closed to friends and family only. Social networking post must be closed to friends and family view only and CANNOT be shared by other users. Girls should be developing the posts and monitoring the activity. Families may not place online ads or use public sites such as Craigslist, Ebay, Facebook Marketplace Groups, Next Door, or any other such groups/pages.

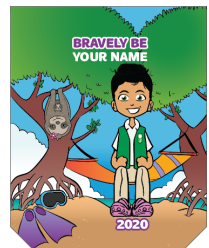
Rewards & Troop Proceeds

Girls will earn rewards for total items sold, online sales, and receive custom patches featuring their Me2 Avatar. All rewards are cumulative.

Fall Personalized Patch

To earn:

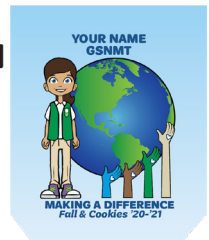
- Create your avatar
- Send 15+ emails
- Sell 3+ magazines & 26+ nut/candy items
- Choose your background & whether your avatar wears her Girl Scout uniform or a Safari outfit.



Girl Scout Cookie Crossover Personalized Patch

To earn:

- Create your avatar in the fall & send 15+ emails
- Sell 350+ packages of cookies during the 2021 Girl Scout Cookie Program



Troops will earn 15% of their total online & paper sales.

Money Transactions

1. Troops must complete an ACH Electronic Debit Authorization Form online by Thursday, October 1, 2020.
2. Troops must enter ACH information into the M2OS system by Thursday, October 1, 2020.
3. Troops must set a deadline for families to turn in money from paper card orders. Give yourself time to make a deposit before the ACH date.
4. Make a receipt for all money received from families. Remember to keep the original receipt.
5. Deposit all money into your Troop bank account as soon as it is received and keep all receipts.
6. If a family fails to pay by the troop deadline, reach out to the family to determine the issue. If you need assistance, reach out to your Service Unit Chair or the council office.
7. If you are unable to resolve the situation, submit an **Outstanding Balance Form** along with original receipts to the council office. The amount will be deducted from the troop balance. Outstanding Balance Forms are due Wednesday, December 2, 2020.
8. Amount owed to council will be deducted via an ACH debit on Tuesday, December 8, 2020. The amount due is calculated automatically in M2OS.
9. Find your balance by click 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 more details. View the Troop Orders Report or download your troops delivery ticket and toggle on financial information for another view.
10. Money for all online orders show as paid to council and the final ACH will be adjusted for the troop to earn proceeds on these sales.

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 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 given the option to select which account you would like to sign on to each time you log in.

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 the 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.

We need help with online orders. Who do I contact?

- The parent/guardian or the customer will need to contact M2 Customer Service to have the order issues resolved. This MUST be completed before the sale end date.

Questions?

For questions regarding specific council related details, contact your Service Unit Chair or the council office.

For questions regarding M2OS or other general sale questions, contact M2 Customer Support.

Service Unit Product Program Chair

Name: _____

Email: _____

Phone: _____

Girl Scouts of New Mexico Trails

customercare@nmgirlscouts.org
(505) 343-1040

M2 Customer Service

question@gsnutsandmags.com
(800) 372-8520

2020 FALL PRODUCT PROGRAM CALENDAR

SEPTEMBER

OCTOBER

NOVEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
20	21	22	23 Volunteer M2OS access opens	24	25 FALL PROGRAM	26
27	28	29	30	October 1	2	3
FALL PROGRAM						
4	5	6	7	8	9	10
FALL PROGRAM						
11 Product Permission Forms Due	12	13	14	15	16	17
FALL PROGRAM						
18 Door to Door Sale Ends Girl Paper Orders Due	19	20	21	22 Online Girl Deliver Sales End	23	24
FALL PROGRAM						
25	26	27	28	29	30	31
FALL PROGRAM						
November 1	2	3	4	5	6	7
FALL PROGRAM						
8 Online Sale Ends	9	10	11	12 Girl Reward Selections Due	13	14
PRODUCT DELIVERY TO SERVICE UNITS						
15	16	17	18	19	20	21
22	23	24	25	26	27	28
GSNMT CLOSED						
29	30	December 1	2	3	4	5
REWARD DELIVERY TO Outstanding Balance Forms Due SERVICE UNITS						
6	7	8 ACH Withdrawal	9	10	11	12

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