




2025 Fall Product Program Service Unit Guide


Thank you for taking on the role of Service Unit Fall Product Program Chair. Your help is extremely important to the success of this program. This checklist will help you during the coming weeks as you work with troops. Please make sure to read the troop and family guide for full program information. If you have any questions, please reach out to either your local membership staff member or the Product Program team.

August & September

- Get your questions answered by attending a MagNut 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 MagNut Central webpage](#) under the Troop Resources section.
 - Check the [Troop Checklist Google Sheet](#) to see which troops have MagNut Chairs. Use this sheet throughout the program to check on the status of training, forms submitted, and for contact information for troop chairs. The link to the sheet was emailed to you in your training confirmation email. *Please do not share this link as it has personal information for troop chairs.*
 - Reach out to the troop chairs in your service unit to introduce yourself, see if they have any questions or concerns, and provide any recommendations you have for the first year chairs. If you need help in what to say or what information to provide, please reach out to the Product Program team. We can provide you some talking points.
 - Ensure troops receive 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 sheets for your Service Unit. These items can be picked up at the council office if not mailed to you. If you are unable to help distribute materials, please reach out to the Product Program team so we can get those materials to the troops in your Service Unit. These items are also available for download from the [GSNMT MagNut Central webpage](#) under the Troop Resources section.
 - Attend Service Unit meetings to hand out materials and meet troop chairs in person. At meetings, provide reminders or answer questions volunteers have. If you don't know the answer to their questions, please feel free to write them down and send them to your local membership staff member and we will be happy to help you. If you are unable to attend the meetings, please feel free to let your local membership staff member and the Product Program team so we know to provide information for meetings.
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- Make sure to complete training by Sunday, September 14th to receive 1st day access when M2OS goes live on Friday, September 19th. Remind your troop chairs about this date as well. You and troops 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 22nd.

Service Unit Checklist Continued

September

- Troops will have the opportunity to opt out of the physical rewards for the 2025 Fall Product Program in exchange for additional proceeds. In lieu of physical Fall Product Program rewards, the troop will receive additional 3% in troop proceeds for a total of 18% of total sales. Girl Scouts still receive all patches for their individual total sale efforts. Troops must vote on whether to participate in opt-out option. Only girl members may vote – no volunteer or caregiver may vote. Troops may opt out of rewards if 75% of Girl Scouts choose to opt-in. Troops choosing to opt out must complete a form to verify their choice. The Troop Fall Product Program Chair MUST submit this form by Wednesday, September 24th at 11:59pm. The form needs to be emailed to customercare@nmgirlscouts.org. 
- Share with your troops the Service Unit's Google Product Program Permission form list. The link was emailed to you in your training confirmation email. This list is updated every other day starting September 2nd. Remind troops that Girl Scouts need to have a 2025-2026 Girl Scout membership and complete a [2025-2026 Girl Scout Product Program Permission Form](#) by Sunday, September 21st to have guaranteed 1st day access to M2OS. Girl Scouts will be added on a rolling basis every other day.
- Remind troop chairs to launch the parent guardian email blast by Thursday, September 25th. This will ensure their Girl Scouts receive the 1st day email to set-up their online storefront when the Fall Product Program begins. If they need help setting up the email blast, please have them visit the [GSNMT MagNut Central webpage](#) under the Troop Resources section. There will be videos to help them with the set-up. If they do not complete the email blast, their families will receive an email from M2 Media Group on Saturday, September 27th.
- **Fall Product Program begins Friday, September 26th.** Please remind troop chairs that families cannot to take any orders until this date or post on social media until the program begins. If their families need help setting up their online storefront, please encourage them to visit the [GSNMT MagNut Central webpage](#) under the Family Resources section. There are resources to help them with setting-up the site.
- Remind your troops to submit their [2025-2026 ACH Authorization Form](#) by Friday, September 26th. For brand new troops who are still working on setting up their bank account, they have until Monday, October 27th. You can check the Troop Checklist Google Sheet to see which troops have not submitted forms.
- If you need help during the program, you can attend virtual office hours with the Product Program team during key points of the program.

* Tuesday, September 30th from 11:30 am to 1 pm

* Monday, October 20th from pm to 8 pm

* Wednesday, October 22nd from 11:30 am to 1 pm

* Wednesday, October 22nd 6:30 pm to 8 pm



[Click here for the Zoom link](#) and the passcode is MagNut25. 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 have fun! If you need help at anytime, please reach out to your local membership staff member or the Product Program Team. We are here to support you and want to help you so please reach out.

Service Unit Checklist Continued


October

- Make sure troops have checked that all participating Girl Scouts are listed in the M2OS system by Wednesday, October 15th. Friday, October 17th will be the last day for uploads into M2OS.
- Make sure the delivery addresses for product and rewards are listed in M2OS by Friday, October 10th. The addresses can be different if you plan to sort product at different locations. The address will be used by Buhler and Trophy Nut to determine delivery dates and times for candy and nut products and rewards, so please make sure they are accurate.
- Remind Troops that Thursday, October 23rd is the last day for customers to place **ALL ONLINE ORDERS**. This includes candy and nut girl delivery orders and direct ship orders for candy and nuts, magazines, tumblers, Bark Boxes, Cheerful Candles and personalized products.
- Verify all troop nut and candy orders are accurate in M2OS system by Thursday, October 23rd. If changes need to be made after midnight on Thursday, please call, email, text the Product Program Manager as soon as you are aware. The council order is due by 9 am on Friday, October 24th so the window to change any orders is limited.
- Verify rewards selections for each troop and make any changes by Sunday, October 26th. Council will make any selections on Monday, October 27th and submit to ensure rewards are received in a timely manner. Make sure the delivery addresses for rewards is correct in M2OS by Friday, October 10th. The address will be used by UPS or FedEx to delivery rewards so please make sure it is accurate.

November

Category	Costs	Direct	Indirect	Fixed	Variable
Direct Materials		X			X
Direct Labor		X			X
Factory Overhead			X		
Factory Overhead - Variable			X		X
Factory Overhead - Fixed			X	X	
Marketing Costs				X	
Administrative Costs				X	
Research and Development				X	
Interest Expense				X	
Income Taxes				X	
Depreciation Expense				X	
Amortization Expense				X	
Dividend Payouts				X	
Stock Repurchases				X	
Interest Income				X	
Gain/Loss on Sale of Assets				X	
Gain/Loss on Sale of Investments				X	
Other Income				X	
Other Expenses				X	
Other Losses				X	
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- Start preparing for your Service Unit's shipment of candy and nut items by logging into M2OS and printing your delivery tickets. To print the tickets, from your dashboard click Delivery Tickets under Product Management. You will need to print two copies of each troop's ticket. Use one copy when sorting orders for the troop volunteer to sign at pickup. Please keep the signed delivery ticket and send a copy, either electronic or original, to the council office. Give the troop volunteer the second copy. If you need council to print the delivery tickets for your Service Unit, email customercare@nmgirlscouts.org by Friday, October 31st to ensure the tickets are received by the delivery week.

- Week of November 3rd, emails will go out with delivery days for Service Units. Please check email during this week. You will receive a phone call from Buhler the day before with an estimated delivery time.
 - You can use M2OS for troops to select their pick-up times for candy and nut products.
[Click here for a video on how to use the troop pick up scheduler in M2OS.](#) *Tip: please know that once you set up the times, you can not go back and change the times. Once it is viewable by troops, no changes can be made. Only create your schedule once you have confirmed you have product sorted and available for pick-up.* Troops will be prompted to select a pick-up time when they log into M2OS. If you need help with this, please reach out to the Product Program team.
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Service Unit Checklist Continued

November

- When the delivery agent arrives, review the Delivery Ticket provided by the agent. You can print a delivery ticket from M2OS for the Service Unit 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 purchase to the piece and shipments will be packaged both in cases and singles.* You should not receive or ask for any extras. If the agent is short, notify the council and make a note on your Delivery Ticket from the agent. When you are sure you have the correct quantity of all products, sign the ticket. Signing the Delivery Ticket means you agree the amount you received is the same as the amount listed on the Delivery Ticket. The agent will give you a copy for your records.
- Sort products into troop orders and attach the Troop Delivery Ticket. Give yourself plenty of time to sort troop orders before troops are scheduled to pick them up. When the troop volunteer 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 each troop on the Troop Delivery Ticket before they take their products. Signing the Delivery Ticket is agreeing to the quantities received.
- Remind Troop Chairs to submit any Outstanding Balance Reports by Tuesday, November 25th. Form is available online at <https://forms.gle/GeKUaN2uMWdXGdti7>. Copies of delivery tickets and any receipts for money must be emailed to customercare@nmgirlscouts.org by Tuesday, November 25th for the form to be complete. Please check-in with first year troop chairs so they understand the process. Remind them that it is okay to submit the form so it does not hurt the troop financially and other Girl Scouts in the troop. Remind them that families can be removed from the Outstanding Balance list if the balance is paid.
- Send signed Troop Delivery Tickets to the council, either electronically or hard copies, by November 28th..



December

- Monday, 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. Share this information to troop chairs if they have any concerns about making their withdrawal amounts.
- Remind troops to deposit all money into their troop bank account by Monday, December 1st, or sooner, to ensure all funds are available for the **ACH Withdrawal on Thursday, December 4th**.
- To prepare for the reward delivery, log into M2OS and print the troop reward delivery tickets for distribution. To pull the delivery tickets, click Delivery Tickets under Product Management. Next, scroll down until you see the Reward Delivery Tickets section and go a little further down under Troop Tickets. Print two copies of each delivery ticket for rewards.
 - Once we receive confirmation the rewards have shipped, we will email you. At this time we have not been informed when rewards will be shipped by Trophy Nut. You will get an email from the shipping vendor with tracking information.



Service Unit Checklist Continued

December

- Once you receive the rewards, use the delivery tickets when sorting the rewards. Obtain the troop volunteer signature on one copy when the rewards are picked up and give an unsigned copy to the volunteer. You must sort and distribute rewards within a week of obtaining rewards—if this is going to be an issue, please inform the Product Program Team so we can make sure we get rewards to troops.
- If you are short rewards, please notify the Product Program team by email at customercare@nmgirlscouts.org to get replacement items. Reward replacements will be mailed directly to you. *You must notify us no later than a week after receiving rewards if your service unit is short. Troops should pick-up rewards within a week of you notifying them that they are available. If rewards are not distributed in a timely manner and your service unit is short, we might not be able to receive replacements, so please distribute rewards as soon as possible.*
- The following items need to be submitted to council by Monday, December 15th:
 - * Copies of signed Reward Delivery Tickets, either electronically or hard copies
 - * Return any unclaimed troop rewards to ensure they get to the Girl Scouts



Resources

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

- GSNMT MagNut Central webpage: <https://www.nmgirlscouts.org/en/members/for-girl-scouts/product-program-resources/magnut-central.html>
- gsLearn Trainings—you can review the trainings as many times as needed and PDFs of slides are available in the Additional Resources section.
- Virtual Office Hours—you are welcome to attend virtual office hours that are scheduled during key points during the program. Dates are listed on page 2 and on our GSNMT MagNut Central webpage.
- M2 Media Group—for any M2OS questions or issues. This includes any issues with orders placed online.
- Council Staff—please reach out to your local membership staff member, Customer Care Team, or the Product Program Team to get your questions answered.



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