

2026 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 their 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 Fall Product Program Chair.

August & September

- Get your questions answered by attending a Fall Product 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 Central](#) webpage 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 sheets. These items can be picked up from your Service Unit Chair or the council office. They are also available for download from the [GSNMT Fall Product Central](#) webpage under the Troop Resources section.
- 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.
- Girl Scout troops have the opportunity to opt out of the physical rewards for the 2026 Fall Product Program in exchange for additional proceeds. In lieu of physical Fall Product Program rewards, the troop will receive an 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. Girl Scouts 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 23rd at 11:59pm. The form needs to be emailed to customer care@nmgirlscouts.org.
- Use a troop meeting to host a Fall Product Rally to prepare your Girl Scouts for the Fall program and get them excited to start selling. The 2026 Fall Product Program Rally Activities guide will be available on the [GSNMT Fall Product Central](#) webpage under the Troop Resources section. If your troop completes the activities, they can receive a Rally patch for free and earn entries to win the large kangaroo plush.
- Make sure to complete training by Sunday, September 13th to receive 1st day access when M2OS goes live for volunteers on Friday, September 18th. Troops can still participate in the program if training is completed after this date. Access to the M2OS will be provided on a rolling basis every other day starting Monday, September 21st.



September



- Confirm that all your Girl Scouts have a 2026-2027 Girl Scout membership and complete a 2026-2027 Girl Scout Product Program Permission Form by Friday, September 18th to have guaranteed 1st day access to M2OS. Girl Scouts will be added on a rolling basis every other day.
- Don't forget to launch the parent adult email campaign by Thursday, September 25th. This will ensure your Girl Scouts receive the 1st day email to set-up their online storefront when the Fall Product Program begins. If you need help setting up the email campaign, please visit the [GSNMT Product Program Central](#) webpage under the Troop Resources section. There are videos to help you with the set-up. If you do not complete the email campaign, your families will receive an email from GSNMT on Saturday, September 26th. Remember, initiating the email campaign is a step in earning your custom volunteer patch. You can initiate the email campaign even if the program has started, so don't forget this step.
- Fall Product Program begins Friday, September 25th. 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 Central](#) webpage under the Family Resources section. There are videos to help 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 Fall Product Program materials.
- Confirm your troop has submitted their [2026-2027 ACH Authorization Form](#) by Friday, September 25th. For brand new troops who are still working on setting up their bank account, you have until Monday, October 26th
- 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 29th from 11:30 am to 1:00 pm
 - Monday, October 19th from 6:00 pm to 8:00 pm
 - Wednesday, October 21st from 11:30 am to 1:00 pm
 - Wednesday, October 21st 5:30 pm to 7:00 pm

[Click here for the Zoom link](#). The passcode is **Fall2026**. 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 you're done you can leave.

- Don't forget to have fun! If you need help at anytime, please reach out to your Service Unit Product Program 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.

READY TO
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October



- Make sure all participating Girl Scouts are listed in the M2OS system by Wednesday, October 14th. Friday, October 16th will be the last day for uploads into M2OS.
- Remind caregivers and Girl Scouts that they have until Sunday, October 18th to enter the paper order card totals into M2OS. The system will close for families on Sunday, October 18th 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 Central](#) webpage.
- 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 19th. 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 Central](#) webpage under the Troop Resources section to help. You have until Tuesday, October 20th to enter information or make edits to what caregivers have entered.
- Verify all Girl Scouts' nut and candy orders are accurate in M2OS by Tuesday, October 20th. 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 22nd.
- Remind families that Thursday, October 22nd 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, personalized products and Cheerful Candles. If a customer wants to place an order after your access to the paper order card entry is closed, Girl Scouts can direct them to the online storefront for girl delivery until Thursday, October 22nd.
- Remind Girl Scouts and caregivers that the last day for reward selections through their M2OS Dashboard is Monday, October 26th. If families need help selecting rewards, there is a video for them in the Family Resources section of the [GSNMT Fall Product Central](#) webpage.
- Verify rewards selections for each Girl Scout and make any changes by Monday, October 26th. Council will make any selections not submitted by Monday, October 26th to ensure rewards are received in a timely manner. If you need help selecting rewards, there is a video for you to view on the [GSNMT Fall Product Central](#) webpage under the Troop Resources section.



The work of today is the history of tomorrow and we are its makers.

-Juliette Gordon Low



November

- 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 30th. 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 Central](#) webpage under the Troop Resources section. If you need council to print the delivery tickets for your troop, email customercare@nmgirlscouts.org by Friday, October 30th to ensure the tickets are received by the time you receive product.
- 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. Those troop chairs will receive an email with directions and how to provide a shipping address. Some Service Units will still receive product from their Service Unit Chair. The Service Unit Chair will contact you when they expect product to 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 whose troops will pick-up product from Service Unit Chairs: 10, 132, 133, 152, 154, 156, 174, 181 and 184

Service Units where FedEx will deliver product directly to troops: 22, 42, 52, 55, 61, 71, 101, 122 and 134

- If your Service Unit is not listed, please reach out to the Product Program Team and we will confirm with Trophy Nut. With different delivery methods, we cannot 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 your Service Unit Chair or via FedEx, review the Delivery Ticket and compare it to a Delivery Ticket printed from M2OS. Count all product twice to ensure you received the exact quantity of each item. Be sure to distinguish between cases and individual packages, as troop orders are submitted by the piece and may be packed in both formats. Do not accept or request extra product. If anything is missing, notify the council and note the shortage on the Delivery Ticket. If picking up from a Service Unit Chair, sign the Delivery Ticket only after verifying the count. Your signature confirms that the product received matches the quantities listed. Be sure to keep the copy provided for your records.

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November, cont.

- 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. You can report damaged or missing items using the [Product Program Damaged or Missing Item Form](#).
- Check your email on Friday, November 6th. The Product Program Team will email your troop's ACH amounts that week. Please contact the Product Program Team 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 24th. Form is available on the [GSNMT Fall Product Central](#) webpage. Copies of Girl Scout delivery tickets and any receipts for money turned in must be submitted with the form by Thursday, November 24th for the form to be complete. Please submit the form for any family who has not paid for product by this time.

December

- Monday, November 30th 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. 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 1st or sooner, to ensure all funds are available for the ACH withdrawal on Thursday, 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 Friday, October 30th.
- 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. You should pick-up rewards within a week of your Service Unit Chair letting you know they are available. If you do not pick-up rewards in a timely manner and your troop is short, we might not be able to receive replacements so please pick-up rewards as soon as possible.





Important Dates to Remember

- Friday, September 25th —Fall Product Program order taking begins: both paper order cards and online orders. Families gain access to M2OS system.
- Friday, September 25th—deadline for returning troops to submit ACH form
- Wednesday, October 14th—ensure all Girl Scouts participating are listed in M2OS
- Sunday, October 18th —last day for in-person order taking and families must enter order card totals in M2OS
- Tuesday, October 20th —last day for troop chairs to enter in-person orders in M2OS
- Thursday, October 22nd —last day for all online orders including girl delivery orders and direct shipped order
- Monday, October 26th—last day for reward selections through M2OS
- Monday, October 26th —deadline for new troops to submit ACH form
- Tuesday, November 24th —deadline to submit any Outstanding Balance Reports including receipts and delivery tickets
- Thursday, December 3rd—ACH withdrawals and deposits



TOGETHER, OUR GIRLS CAN ACHIEVE GREAT THINGS



As a Girl Scouts Troop Chair, you are never leading alone. You have an entire organization standing behind you with resources, guidance, and support. When you succeed, Girl Scouts succeeds, creating more opportunities for girls to learn, lead, and thrive.



Troop Chair Resources

- GSNMT Fall Product Central webpage
- gsLearn Trainings—you can review the trainings as many times as needed and PDFs of slides are available in the Additional Resources section.
- Fall Product 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 1st.
- 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 that are scheduled during key points during the program. Dates are listed on page 2 of this guide and are listed on our GSNMT Fall Product Central webpage and are events in the Facebook Group.
- 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.
- 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 contact them directly about login and order issues via their website at support.gsnutsandmags.com or by phone at 1 (800) 372-8520.