

2024 Fall Troop Product Manager Guide

What is the Fall Product Program?

This program is an easy and fun way to earn troop funds and Girl Scouts can earn great rewards at the start of the membership year! Customers can choose to purchase more than just nuts and chocolates, so there is something for everyone. With online selling options for Girl Scouts, this program will not take extra family or troop time. Girl Scouts will also learn integral life skills such as:

- **Goal Setting**
- **Teamwork**
- **Presentation skills**
- **Customer service**
- **Money management**

Proceeds stay locally to benefit our Council and troops.

Mark Your Calendar!

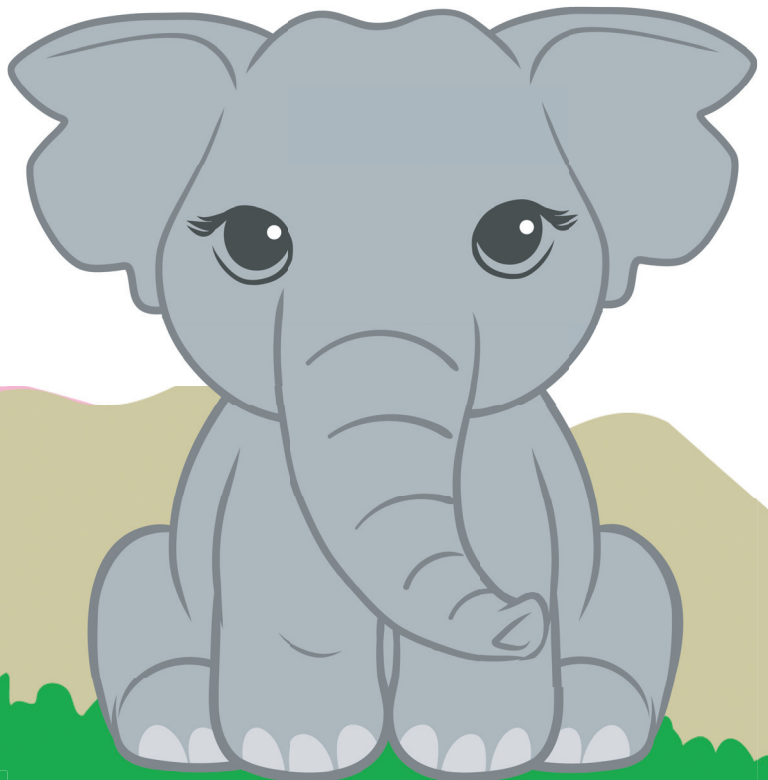
September 9-14	Material Distribution
September 20	Fall troop product manager access to M2OS (Media2 Online System)
September 23	Girl Scouts set up online selling account at gsnutsandmags.com/ <i>gswise</i> and selling begins
October 14	Deadline for GIRL SCOUTS to enter in person orders and reward choices into M2OS
October 16	Deadline for FALL TROOP PRODUCT MANAGERS to edit/enter Girl Scout in person orders and/or reward choices in M2OS Last day for online orders
November 7-9	Product Pick up (choose location in M2OS)
December 2	1st ACH payment to council (50% of amount due)
December 16	Final ACH payment to council (remaining amount)
TBD	Reward Pick Up

Fall Troop Product Manager Responsibilities:

- Complete the online Fall Troop Product Manager Agreement Form
- Must be a registered adult volunteer Girl Scout for the 2024-2025 membership year
- Set up troop user access in M2OS on September 20
- Complete mandatory M2OS training (two minutes)
- Send emails to Girl Scout families urging them to set up online accounts

*Helpful tip – Strongly encourage all your Girl Scouts to take all orders online! This leaves nothing for the Fall Troop Product Manager to do except pick up and sort the order!

girl scouts
of wisconsin
southeast



Participation Options:

Girl Scouts are urged to set up an online selling account in M2OS (Media2 Online System) to offer all product options to customers or they can use the paper order cards and customers can choose from the nuts and chocolates pictured.

Selling nuts and chocolates online gives customers the option to choose online Girl Delivery for nuts and chocolates pictured on the order and allows them to pay online saving your Girl Scout families and your troop time! All other items purchased online require a shipping fee.

Sale Type	Ordering	Delivery
In-Person (Order Card) <i>Nuts & Chocolates</i>	<ul style="list-style-type: none"> Girl Scout takes orders using order card. Family enters orders into M2OS by October 14. 	<ul style="list-style-type: none"> Delivered by Girl Scout and customer pays at delivery. Girl Scout turns money into troop.
Online Girl Delivered <i>Nuts & Chocolates</i>	<ul style="list-style-type: none"> Girl Scout creates an online account in M2OS. Girl Scout shares online selling link with customers. Customers order and pay online. Orders are automatically credited to Girl Scout in M2OS. 	<ul style="list-style-type: none"> Delivered to customers by the Girl Scout. (If a Girl Scout receives an online order from a customer where they will not be able to deliver the product in-person, they will need to contact M2OS customer service by October 14 to cancel the order.)
Online Direct Ship <i>Nuts & Chocolates, BarkBox, Tervis Tumblers, Magazines, Personalized Products</i>	<ul style="list-style-type: none"> Girl Scout creates an online account in M2OS. Girl Scout shares online selling link with customers. Customers pay online, including cost of shipping (if applicable). Orders are automatically credited to Girl Scout in M2OS. 	<ul style="list-style-type: none"> Shipped directly to customer; shipping time varies depending on product.

Rewards!

New this year – Girl Scouts earn rewards based on the total sales amount. With higher priced online items available for online purchase, it will make hitting sales goals even easier! Rewards are pictured on the rewards handout included with the order cards.

Rewards are cumulative which means Girl Scouts earn each recognition item up to the total sales they sold. Girl Scouts selling to \$2,200 total sales or more that choose the Kalahari Winter Escape, will opt out of all the cumulative rewards and earn only the trip and patches.

Program Activity Credits (PACs) can be used toward GSWISE camps, council events, membership fees and resource center purchases. PAC information will be emailed to each Girl Scout earning PAC by November 30.

Girl Scouts should enter their reward choices into M2OS by October 14. Be sure to check that all your troop Girl Scouts have made choices. If no choices are entered, Girl Scouts will earn PAC. Reward pick up dates and locations will be determined and communicated as soon as reward deliveries are confirmed.

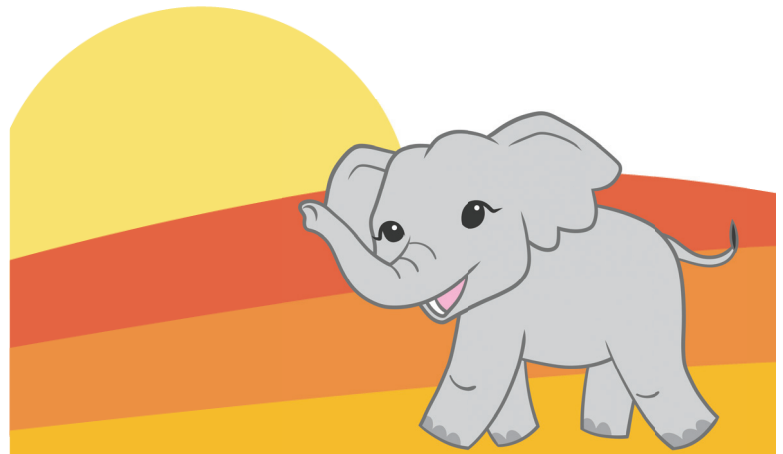
Troop Proceeds

Troops earn 15% of the total sales of all sales online and in-person. The number is calculated in M2OS.

Care to Share Program

The Care to Share Program is a great way for customers to give back to the community! Girl Scouts receive orders from customers (Care to Share cost \$8 each) and Girl Scouts of Wisconsin Southeast takes care of delivering the product! Each donation is credited to the Girl Scout's sale and counts toward their recognition total.

Girl Scouts of Wisconsin Southeast will be making a donation of product to local food pantries, homeless shelters, first responders, and military.



If you have not received an email invitation to access the M2OS site, please email customercare@gswise.org.

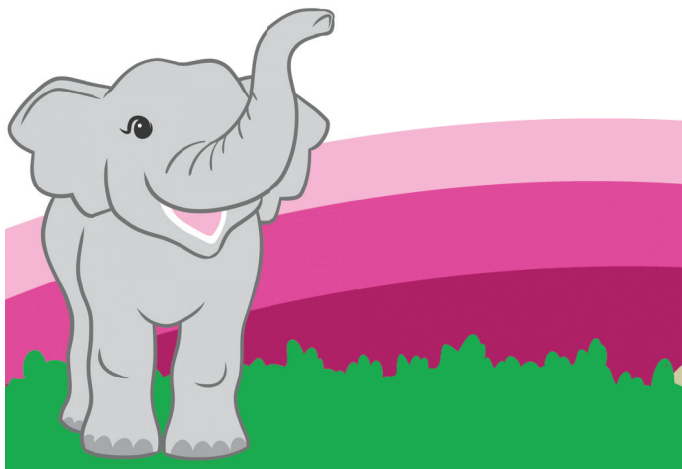
Troop Banking

1. Troops must have a bank account. Visit Rallyhood and see the Troop Money Management Booklet for details.
2. Make checks payable to your troop.
3. Deposit all money into your troop bank account and keep all receipts!
4. Amount owed to the council will be deducted from your troop bank account on two dates. 50% will be deducted on December 2, and the remaining balance on December 16. Amount due is calculated in M2OS.
5. Find balance due by clicking 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 even more detail. View the Troop Orders Report or download your troop’s delivery ticket and toggle on financial information for another view.

Tips!

Money for all online orders shows as already paid to the council, and final ACH will be adjusted for the Troop to earn proceeds on these sales.

If your troop decides to accept checks, be sure to have a phone number and driver’s license number listed on the check. We recommend you only take checks from people you know and are comfortable contacting if there is a problem.



Navigating M2OS

- » Fall Troop Product Managers will receive an email from M2OS on September 20.
- » 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, as applicable - watch a short system training video, enter a mailing address, create your Avatar, and send access emails to the participants in your Troop using the Parent Guardian Email Blast (PGEB).
- » You will be able to see a list of pre-uploaded Girl Scouts. **Don't worry if not all Girl Scouts show up on this list at the beginning of the sale.** Any Girl Scouts not pre-loaded can simply register once the sale begins at: www.gsnutsandmags.com/gswise. They will then be added automatically to your troop roster once the council confirms their membership registration.
- » Girl Scouts can launch their accounts on September 23. Please note that the system will not accept any early participant activity; Girl Scouts must wait until the sale launch date.
- » Participants should enter their own paper order card orders into their account by October 14. Fall Troop Product Managers can enter or edit Girl Scouts' paper orders through October 16.

Adding Nut Order Card Items into M2OS:

Fall Troop Product Managers can enter any paper order card orders and/or reward choices not entered by Girl Scout families between October 15-16. The site will shut down after October 16.

- » Choose Paper Order Entry from your dashboard.
- » Click the Girl Scout's name to edit/enter orders. **DO NOT enter online girl-delivered products.**
- » Enter their total nut/chocolate items by variety from their order card. Click Update. Make sure the totals match.
- » There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff date.

Tips!

Only order the exact number of nut/chocolate items sold, as product cannot be returned to the council.

Rewards are automatically calculated. Please note that rewards could take up to an hour to update after adjustments have been made to products sold.

Program Wrap Up!

Product

Remember all product is automatically submitted for fulfillment. There is no “submit” button.

- Choose the pick up location, date, and time in M2OS that works best for you.
- Print a delivery ticket from your M2OS dashboard for each Girl Scout and “include financials” to show how much is owed to the troop if they had in person sales.
- After the Girl Scout double checks their order and understands amount due to the troop, have them sign the delivery ticket.

FAQs

Here are a few frequently asked questions as you get started:

Q: My Girl Scouts are attempting to register and get a “Campaign is Currently Unavailable” message.

A: Girl Scouts cannot begin online account registration until the program start date – September 23.

Q: I entered the email addresses to send access notifications to the Girl Scouts in my Troop. The site says “Queued for Sending”, but how long does it take to send?

A: Access emails will not be sent to the participants until the start date of the program – September 23.

Q: I am a volunteer and have a daughter participating. Can I use the same email address for my volunteer and Girl accounts?

A: Yes! You will be notified upon login as to which account you are signing on to. Volunteer accounts are accessed at: www.gsnutsandmags.com/admin, and Girl Scout accounts are accessed at: www.gswise.org.

Q: One of my Girl Scouts received an online girl-delivered order that the family is unable to deliver. How do I remove it?

A: The parent/guardian (or 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 end of parent paper order card entry-October 16.

Deliveries

Troops should make sure their Girl Scouts coordinate delivery of product with their customers. Happy customers = return customers!

- Girl Scouts can print out a report in M2OS to sort orders by customer.
- Girl Scouts can communicate to their customers that they will not have product to deliver until after November 10.

Join Us in Rallyhood!

Rallyhood is a members-only online platform to find everything you will need to manage your troop’s fall product program including links, downloadable guides and important messages. There is a FALL TROOP PRODUCT MANAGER rally in addition to a rally just for families (FAMILY PRODUCT PROGRAM – FAMILIES) that all families participating in either the fall product or cookie program should join.

If you haven’t already joined either rally in Rallyhood, check your email for a link from Rallyhood to join!



Questions?

- Watch your email for weekly “In a Nutshell” emails. All Fall Troop Product Managers, coleaders, and families will receive a weekly email from the council including reminders and links to video tutorials to show you what to do each week. These emails will also be posted at gswise.org and in Rallyhood.
- Contact GSWISE Customer Care at 800-565-4475 or email customercare@gswise.org.
- Contact M2OS at support.gsnutsandmags.com or 1-800-372-8520.
- Join us in Rallyhood for downloadable fall program materials, video tutorials, and more.

