

# Fall Product Program Service Unit Guide

Fall 2025

## FALL RESOURCES

Please notify the product program team if you need additional materials. You should receive the following materials the week of August 21:

- ✓ Troop Guides (each participating troop should receive one)
- ✓ Receipt Book
- ✓ Girl Materials (each participating girl should receive one of each)
  - Order Card
  - M2 Girl Information Flyer
  - Family Newsletter
  - Girl Money Envelope
  - Girl Permission Form

## Service Unit Managers Can Earn Avatar Patches!

Each girl who creates an avatar, sends 20+ emails, use the “**Share My Site**” function in the M2 system during the Fall Product Program and has \$350 sales will earn a patch with her very own virtual likeness on it.

Troop leaders can earn a patch by: creating their avatar, send the Parent Adult Email Campaign, and reaching \$1900 in total troop sales by the end of the program.

Service unit managers can earn a patch by creating their avatar and having at least \$1 in total service unit sales.

## FALL PRODUCT PROGRAM TIMELINE

Email invitation sent to service unit fall product manager (SUFM) and troop fall product manager (TFM) to access the M2 online system.	September 12
<b>FALL PRODUCT PROGRAM BEGINS!</b> Girl Scouts may begin sending emails to friends, family and prospective customers to gain sales.	September 19
Troop ACH Authorization form due. Delivery Station Form due.	September 30
Last day for parents to enter nut/candy order card sales into the M2 online system.	October 14 by 11:59 p.m. CST
Troop leader deadline to enter any nut/candy order card sales that haven't been previously entered by parents.	October 15 by 11:59 p.m. CST
All online sales end for both girl-delivered and direct shipped.	October 16 by 11:59 p.m. CST
Service Unit Fall Product Manager deadline to enter any nut/candy order card sales that haven't been previously entered by parents.	October 16 by 11:59 p.m. CST
Last day for girl reward choices to be made in the M2 site.	October 18 by 11:59 p.m. CST
ACH withdrawal from troop bank account for balance due.	October 24
Delivery of in-person nut/candy items to service units (SU). You will be notified by the council of your SU delivery date/time.	October 30 – November 2
Rewards delivered to SUFM. Confirm count and distribute to troops.	December 2025

## Troop Proceed Information

Troop proceeds are automatically calculated by the M2 system. Troops can view the total amount earned by selecting the **Banking and Payments** link from their troop dashboard.

Troop proceeds are 15% of total sales. Older girl troops – Juniors, Cadettes, Seniors and Ambassadors – may elect to opt out of rewards to earn an additional 5%. **This is a girl-led decision—not an adult decision.**

**It's back!** All troops who achieve 80% renewal by September 15, 2025 (renewal period from April - September 15), and sell over \$1,000 in the 2025 Fall Product program can earn an additional 5 cents per cookie package sold during the 2026 cookie program. New troops can earn the additional 5 cents by selling \$1,000+ in the Fall Product program.

## REWARDS

Rewards are automatically calculated in the M2 system and will be visible to girls. Girls choose if two items are offered. If a girl does not make a choice by October 18, the troop fall product manager (TFM) can indicate which item the girl would like to receive. Otherwise, the default reward will be chosen.

Rewards will be delivered via UPS in early December to the address provided. Count all rewards and compare to shipping list prior to sorting rewards by troop for pickup. Log into [www.gsnutsandmags.com/gsgcnwi](http://www.gsnutsandmags.com/gsgcnwi) and click **Delivery Tickets** from the dashboard menu or choose the **Reports** link to get the information you need to sort and pack rewards for your troops. Have troops double check their rewards order and sign the receipt at pickup.



## Host a Training for Your Service Unit

Schedule a training with troop fall product managers and troop leaders. Allow enough time for troops to schedule their girl and family trainings prior to September 19 when order taking begins. Take into consideration your audience and how they learn best.

### At Your Service Unit Training

- ▶ Generate enthusiasm for the Fall Product Program.
- ▶ Distribute Fall Product Program materials.
- ▶ Review the program and deadlines.
- ▶ Explain why participation is important to girls and the troop (skills, funding, etc.)
- ▶ Discuss the service unit goal and the plan to achieve the goal.
- ▶ Introduce the Financial Literacy Badges.
- ▶ Inform leaders of additional resources located on the council site.

Troops who are unable to attend your meeting may view a pre-recorded troop training on our council website.

## Reviewing Troop Orders for Submission

There is no “submit” button. Any orders in the M2 system will be automatically placed when the council places its order.

Adults/caregivers will enter girl orders from the order card in the M2 Online system during the sale or by 11:59PM on October 14. Do NOT enter products that were ordered online by customers for Girl Scout delivery.

Troop leaders will have access until October 15 at 11:59 p.m. CST to enter any paper orders or edit papers orders entered by families. Troops cannot enter paper orders before October 15 to allow for parents to enter their order cards and prevent duplication of effort. Remind troops that parents still must turn in all money collected from order cards to the troop.

SUFM have until October 16 to edit or add paper orders. Once the council submits the entire order, changes cannot be made.

### To add/edit paper orders:

- From the dashboard click Paper Order Entry
- Locate the troop number
- Click the PLUS sign next to the participant’s name and select EDIT PAPER ORDERS from the menu.
- Enter total number or additional number of nut/candy items by variety from her order card

Once the council submits the entire order, changes cannot be made.

### TO REVIEW:

- Under **Financials and Reporting**, click **Reports**.
  - ▶ You will see a listing of all troops who have participated with their total sales by category.
  - ▶ Check with those troops who do not have entries to make sure they did not miss the deadline or need help.

## SU Access for M2 system (Starting September 12)

Watch your email for the link to set up your account at [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) (Note: if you do not receive your email, contact product program)

**New SU Volunteers:** Set up your account following the instructions in the email.

**Returning SU Volunteers:** Use your existing credentials.

*Remember, you can always click “Forgot your Password?”*

When you first login (allow 15 – 20 min):

- ▶ Watch the video
- ▶ Create your avatar
- ▶ Make sure all of your troops are listed

Missing a troop? Contact product program.

### Sending messages from the M2 system:

Service units may also use the M2 system to send messages to troops. There are some preloaded filters to allow you to contact troops who have logged in or haven’t logged in, or troops with missing rewards, etc.

## Banking/Payments

Remind troops that customer payment for nut/candy order card sales is collected at time of order.

All funds collected must be deposited into the troop’s bank account by October 23, 2025.

Council will electronically withdraw from the troop’s bank account the amount owed to the council via the ACH (Automatic Clearing House) bank network on October 24, 2025.

Each troop’s balance due will be displayed in the M2 system under the “**Banking and Payments**” link.

### Missing Bank Information:

Council will notify the SUFM for any troop that does not have ACH information on file and has a balance outstanding or balance due when their orders are submitted. SUFM should contact those troops to help obtain that banking information. Previously submitted banking information will be rolled over.



## Delivery of Product and Rewards

The service unit coordinates the delivery of both product (girl-delivered online orders and paper order cards) and rewards.

## Delivery Station Request Form (due September 30)

Indicate the service unit delivery location on the Online Delivery Station Request Form by September 30 unless otherwise directed.

- ✓ Fill out the form at [gsfallproduct.com](https://gsfallproduct.com).
- ✓ Product delivery locations are determined by the service unit unless otherwise directed. Ensure you have approval if using a church, business, or any public place.
- ✓ You must be present to receive and sign for nut/candy items. **Post Office Boxes are not an acceptable delivery address.**
- ✓ For a service unit to qualify for a **drive-thru method**, a minimum of three SUs must use the same location. SUFM will receive location and delivery timeframe confirmation from product program. Each SU will receive a specific timeframe for troop pick up.
- ✓ Nut/candy items will be delivered October 30-November 2. You will be notified by email of your delivery time window.

Be certain to include any information that will be helpful to the delivery agent such as the name of the business, if applicable, or if there is a preferred entrance for the location.

## On Your Product Delivery Day

The delivery schedule will be sent out by the product program team.

### Preparing for your delivery:

- ▶ Contact your troops with the delivery date, time, and location. Allow plenty of time for sorting at delivery stations.
- ▶ Ask for volunteers to help with sorting (delivery stations) or loading (drive-through delivery)
- ▶ Log into [www.gsnutsandmags.com/gsgcnwi](https://www.gsnutsandmags.com/gsgcnwi) and click Delivery Tickets from your SU dashboard.
- ▶ Print two copies of each troop's delivery ticket to use when sorting orders and for obtaining signatures.  
**Remember: your delivery includes all paper orders PLUS the online girl-delivered orders. Gift of Caring (Care to Share) donations are NOT included.**
- ▶ Prepare Quick Pick Forms. These are the forms that show the number of cases or units troops should receive. You will need to fill in the troop information, including the grand total number of cases and units.



On the delivery day:

### Delivery Stations

- ▶ SUFM counts all of the product carefully to ensure it matches the delivery ticket and you have received exactly the right quantities of each product. You should not receive any extras.
- ▶ Sign the delivery ticket stating that you have received the products listed. The agent will give you a copy for your records.
- ▶ No corrections can be made after the agent leaves. If there is no way to correct any product issues (i.e. damages) from the truck then accept the damaged item and exchange at one of our council gathering places.
- ▶ SU volunteers sort ALL of your orders FIRST before any pickups. (you should have exact counts as shown on the Quick Pick Forms and no leftovers – if you do, then recount before any pickups)
- ▶ When the troops arrive to pick up their products, instruct each troop to count and recount their order before signing the delivery ticket. By signing the delivery ticket, the troop agrees to the quantities received as listed on the ticket and will be financially responsible for those products.

On the delivery day:

### Drive Through Delivery

- ▶ Attach Quick Pick Forms to each vehicle as it arrives.
- ▶ SU volunteers pick each product with the exact number of cases and individual pieces.
- ▶ SU volunteers count twice while loading vehicles.
- ▶ Troop signs off on delivery ticket.
- ▶ Troops have 48 hours to report any delivery miscounts.
- ▶ SUFM notify product program of any issues.

### Please note:

When reading the delivery ticket, be mindful of cases versus units as products will arrive based on the exact quantity that is ordered. Also remind troops that the delivery ticket will include any product that was ordered online by customers as a girl-delivered/promised item.

## Reward Orders

Rewards will ship to the address you enter into the M2 system and will be delivered in early December. Note your rewards delivery address can be different than product delivery address. You do not need to be present for the reward delivery.



## Reward Sorting

### Preparing for arrival of shipment:

- ▶ Login to the M2 system
- ▶ Print two "Troop Reward Delivery Tickets by Delivery Site" reports under Deliver Tickets

### When the rewards arrive

- ▶ Count all rewards first before sorting to ensure you have them all (if you have any missing items, notify product program within two weeks of delivery)
- ▶ Sort according to the delivery tickets
- ▶ Schedule pick-ups with troop volunteers
- ▶ Count with the troop and sign off on all rewards

## Fall Product Program Checklist

### Before the Program Starts

- ✓ Girl Scout households will receive a welcome email with instructions to get their Girl Scout's M2 storefront prepared for when the order taking period begins.
- ✓ Troop leaders will receive a launch email by September 12.
- ✓ Encourage troop leaders to send the Parent Adult Email Campaign to the girls in their troop before September 19 (11:59 PM CST)!
- ✓ Schedule and conduct TFM training.
- ✓ Locate suitable delivery site and submit the SU Delivery Station Request form.
- ✓ Send out email introducing yourself and provide leaders with the best contact information.
- ✓ Forward council emails to TFMs.

### During the Program

- ✓ Provide support and encourage your troops! Don't hesitate to recruit a helper!

### After the Program

- ✓ Review each troop order for accuracy; order sales must equal the payment amount.

### Reminders!

- ✓ Fall Product proceeds belong to the troop, not the individual Girl Scout.
- ✓ Troops nor service units should ever pay for a Girl Scout delinquency.
- ✓ **Don't Forget!** All troops who achieve 80% renewal by September 15, 2025 (renewal period from April – September 15), and sell over \$1,000 in the 2025 Fall Product program are eligible to earn an additional 5 cents per package sold during the 2026 cookie program. New troops can earn the additional 5 cents by selling \$1,000+ in Fall Product.



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

## Questions?

For questions regarding specific council-related details, contact your service unit or product program team.

For questions regarding M2OS or other general sale questions, contact M2 customer support!

**Girl Scouts of Greater Chicago and Northwest Indiana**

[productprogram@girlscoutsgcnwi.org](mailto:productprogram@girlscoutsgcnwi.org) | 855-456-8347 ext. 6722

**M2 Media Customer Service**

[support.gsnutsandmags.com](http://support.gsnutsandmags.com) | 800-372-8520