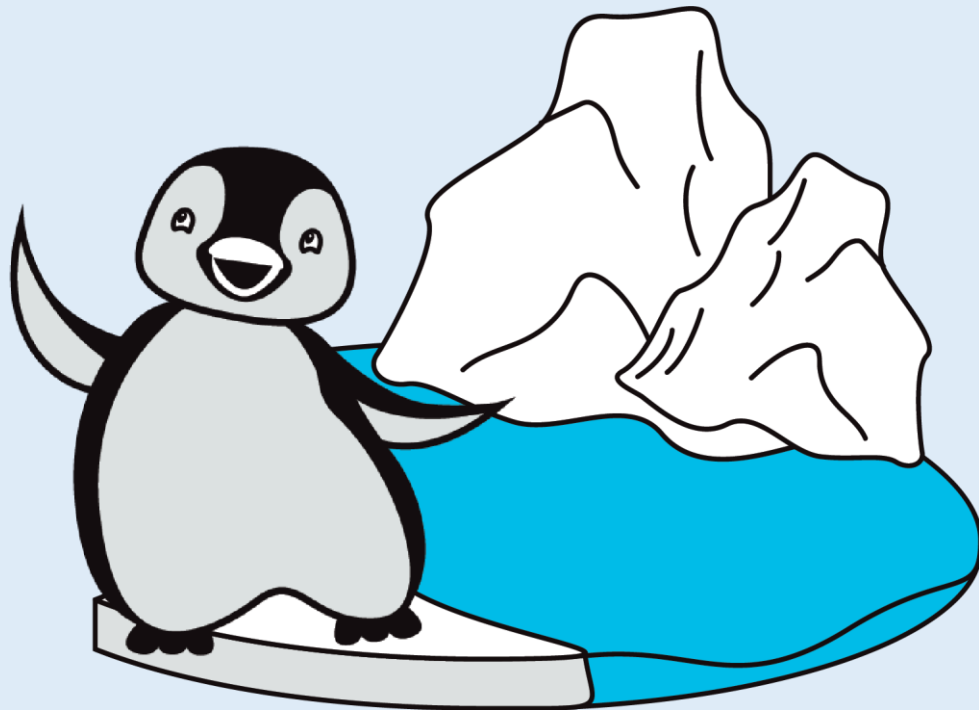




**RISE  
UP**

**2021 Fall Product  
Program SUPPR  
Guide**



Thank you for volunteering to serve as a Service Unit Product Program Representative. Our council offers this optional program to increase opportunities for girls. Revenues generated from this program create start-up funds for troops, provide services for girls and troops, and develop quality training for adults. Without you, this would not be possible.

## Why Participate in the Fall Product Program?

### Benefits for Troops:

The GSU Fall Product Program is the perfect opportunity for troops to kick-off the Girl Scout year with a fun team-building activity that also generates essential funds to support troop activities. Also, new troops that have no resources in their treasury can quickly earn money to fund uniforms, Journey Books, and Girl's Guide to Girl Scouting books.

**Troops retain a full 15% of the purchase price of all Ashdon Farms products as well as 15% of all Magazines.**

### Benefits for Girls:

The GSU Fall Product Program is an optional council-sponsored program that combines educational activities with money-earning opportunities for troops. The Fall Program is directed toward family and friends-those closest to Girl Scouting, and enables troops to earn start-up funds by selling magazine subscriptions as well as nuts and chocolate.

### Five skills girls learn through the program:

Goal Setting

People Skills

Decision Making

Business Ethics

Money Management

In addition to these important business and life skills, girls will also learn philanthropy through the **Gift of Caring** program.

## Have a question?

Call Allison Wickel at 801-716-5125 or email at [awickel@gsutah.org](mailto:awickel@gsutah.org)

**Please remember that you are the first point of contact for Troop Product Managers for questions and issues.**

Girl Scout &  
Parent/ Guardian



Troop  
Fall Product Manager



Service Unit  
Fall Product Manager



Council  
Support Team

## 2021 Fall Product Program Important Dates

August 1	Service Units submit <i>Service Unit Product Program Representative Agreement Form</i>
August 15	Troops must submit <i>Troop Product Manager Agreement Form</i> and <i>ACH Debit Authorization</i>
August	Service Unit Product Program Rep. (SUPPR) Training Webinar
September	Troop Product Manager (TPM) Fall Product Training Webinar
September	Parent/Guardian and Girl Scout Fall Product Training
September 24	Order taking begins for nuts, candy, and magazines
October 10	Order taking ends (order card) Nut orders due from parents in M2OS
October 12	TPM to enter and finalize nut orders in the online ordering platform by 8 p.m.
October 13	SUPPR to review orders by 8 p.m.
October 13	Last day for SUPPR to enter Delivery Location information
November 1-5	Nut & candy items delivery to Service Units and distribution to troops (dates/locations vary)
November 1-14	Girls deliver nut & candy items to customers
November 23	Fall Product Program ends
November 24	All money due to troops Deposit money into troop account
November 24	Last day for girls and TPM to enter rewards
December 3	ACH withdrawal from all troop accounts. If troops are overpaid GSU will deposit proceeds into troop accounts.
December 27	Rewards begin shipping to SUPPR and distribution to troops

## Ways Girls Sell Fall Products

- Nuts and chocolate in-person for delivery (order card)
- Online for shipment or girl delivery
- Online magazines
- Gift of Caring products may be sold through any of the above



## Service Unit Pre-selling Checklist

### Service Unit Product Program Managers:

- Receive materials via UPS/FedEx to your home
- Train Troop Product Managers (TPM) and hand out program material
- Follow up on those TPM that did not attend and train them individually as needed
- Secure a site for Service Unit nut & chocolate delivery

### Troop Product Managers must:

- Verify that all girls that are participating are registered for the 2021-2022 membership year
- Attend mandatory training provided by GSU or SUPPR and receive program materials
- Train parents and girls and obtain a Parent/Guardian Permission & Responsibility Agreement Form for each girl
- Familiarize themselves with M2OS
- Update troop contact information in M2OS
- Verify all registered girls are listed in M2OS

## Materials Checklist

Each TPM receives a program packet with the following forms and information:

### For each **TROOP**

- 2021 Fall Product Program TPM Guide (also available online)
- Jumbo Envelope
- Receipt Book

### For each **REGISTERED GIRL**

- Ashdon Farms Girl Order Card
- Money Envelope
- Fall Program Flyer
- Family Guide
- Parent/Guardian Permission & Responsibility Agreement (also available online)

# Service Unit Fall Product Sale – September 24

## Volunteer M2OS Access

As a SUPPR, you will receive an email invitation from M2 that explains how to access the site and get started. If you have not received an email invitation to access the M2OS site by September 18, 2021 please visit [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and select “Forgot Password”. If you need further assistance, please contact M2 Customer Service.

Your access email will prompt you to create a password to access your M2OS Volunteer account.

Watch a short system training video, enter a mailing address, and create your Avatar. You must watch the video in its entirety in order to complete set up in the system.

Review your troops listed in M2OS to ensure all are listed. If you have any missing troops contact GSU immediately.

Girls can launch their accounts on September 24, 2021. Please note that the system will not accept any early participant activity. Girls must wait until the launch date.

Parents will enter their own paper orders into their accounts through October 10, 2021. If they do not enter their orders, the TPM will need to do so through their Volunteer account. Leaders cannot enter orders until after the cutoff for girls. Parents or the TPM should NOT enter online girl-delivered products. They only enter product from the girl Paper Order Card.

All product is automatically submitted for fulfillment. There is no “submit” button! TPM will finalize nut orders in M2OS by 8 p.m. on October 12, 2021. SUPPR will finalize orders in M2OS by 8 p.m. on October 13, 2021.

## Gift of Caring

Girls take Gift of Caring orders and collect the money. Delivery of the items to the Utah Food Bank on behalf of the girls who participated is completed by the council.

## Delivery Location

Enter your Service Unit’s delivery location into M2OS by October 13, 2021. Product delivery locations are your choice. Ensure you have approval if using a church, business or any public place. You must be present to receive and sign for your delivery. P.O. boxes are not acceptable delivery addresses. If you choose to use your garage as your delivery site, it must be clean, dry, and free of debris and harmful chemicals and/or odors.

Delivery times will be set up by the delivery agent and you will be notified by phone or email of your delivery time window.

Rewards will ship to the address you enter into M2OS and will be delivered the week of December 27, 2021. Your rewards delivery address can be different than product delivery address. You do not need to be present for the rewards delivery.

# Nut Order Delivery – November 1-5

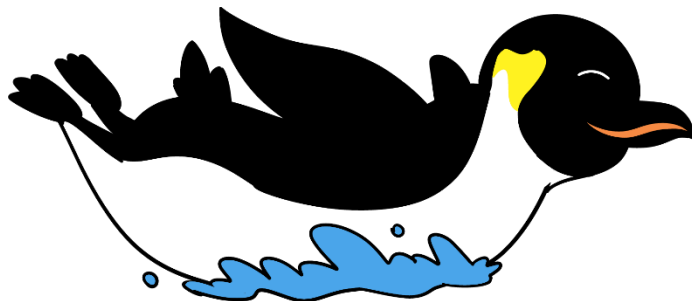
## Delivery and Distribution of Troop Order

- When the delivery agent arrives, review the delivery ticket provided. Count the product carefully and then count again to ensure that you have received exactly the right quantities of each product as shown on the delivery ticket. 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
- SUPPR's will schedule their troops to pick up their product. Contact your troops with date, time and location. When setting troop pickup times be sure to schedule ample time to sort the items before troops arrive
- From your M2OS Service Unit dashboard, print two copies for each troop's delivery ticket to use when sorting orders
- Sort products into troop orders and attach the appropriate Delivery Ticket to each troop's order
- Instruct each troop to count and recount their order before signing the delivery ticket. By signing the troop agrees to the quantities received as listed on the ticket and will be financially responsible for those products. Keep signed delivery ticket for your records and give the other copy to the troop

## Rewards

Girls must make their rewards selections online by November 24, 2021.

- Rewards begin shipping to SUPPRs the week of December 27, 2021. They are typically delivered via UPS or FedEx
- Check packing slips and notify council immediately with any discrepancies
- Log into M2OS and click Delivery Tickets under Product Management. Scroll down until you see the Reward Delivery Ticket section and find Troop Tickets. Select your delivery location under the Delivery Site dropdown box, then click Create Tickets. Print two copies for each troop
- Divide rewards by troop using Delivery Ticket
- Have TPMs check their rewards for accuracy
- Obtain the TPM signature on one copy at pick up and give the unsigned copy to the troop
- Do not give rewards to troops who have an outstanding balance due to council. You will receive this information from your GSU Product Program Manager



## Social Media Marketing for Girls

Girls can use social networking sites to gather sale commitments from family and friends. Please keep in mind that girls:

- You can market to collect indications of interest from family and friends
- You cannot post a girl's M2OS link on sites such as eBay, Craigslist, KSL Classifieds, Amazon, NextDoor, Facebook Marketplace, etc.
- All social media platforms should always be through accounts set to "private"
- Friends and family or a girl must not market or share a girl's contact information, sales links, or sales information on public-facing online sites. This also includes social media groups that are labeled as "closed" but include members of the general public (city pages, special interest groups, etc.). This ensures the safety of our girls and adherence to the fall product guidelines, as well as the numerous posting guidelines on websites and social media.
- \* Please note – it IS allowed to reply to someone's post with a comment directing them to send you a private message for a link. You cannot use paid social media advertisements to promote a girl's link or selling fall product in general.
- Girls must sign the [Girl Scout Internet Safety Pledge](#) before doing any online activities, and all online activities must be under the supervision of an adult
- Do not expose a girl's email address, physical address, or phone number to the public
- Girl Scouts under 13 can use their parent or guardian's online sites with their approval and supervision
- Girls over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or the girl's social media sites

## FAQs:

Q: My girls are attempting to register and a "Campaign is Currently Unavailable" message.

A: Girls cannot begin online account registration until the sale launch date.

Q: I entered the email addresses to send access notifications to the girls in my Troop, but they haven't sent, it says "Queued for Sending".

A: Access emails will not be sent to the participants until the launch date of the sale.

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.

Q: One of my girls 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

For questions regarding specific Utah Council-related details, contact GSU Customer Care. For questions regarding M2OS or other general sales questions, contact M2 Customer Support.

Girl Scouts of Utah  
[cookies@gsutah.org](mailto:cookies@gsutah.org)  
801-716-5125

M2 Customer Service  
[questions@gsnutsandmags.com](mailto:questions@gsnutsandmags.com)  
800-372-8520