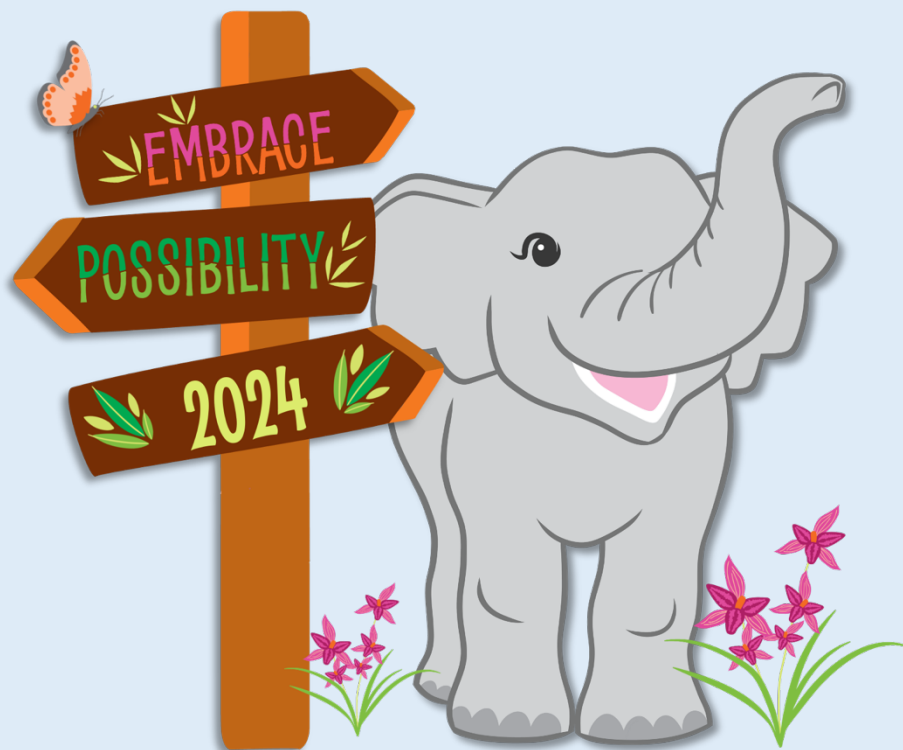




# 2024 Fall Product Program SUPPR Guide



Thank you for volunteering to serve as a Service Unit Product Program Representative (SUPPR). Our council offers this optional program to increase opportunities for Girl Scouts. Revenues generated from this program create start-up funds for troops, provide services for all Girl Scouts 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, and Journey Books.

**Troops retain a full 15% of the purchase price of all nuts and candy products as well as 15% of all magazines.**

### Benefits for Girl Scouts

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 the Girl Scout—and enables troops to earn start-up funds by selling magazine subscriptions as well as nuts and chocolate.

### Five skills Girl Scouts learn through the program:

Goal Setting

People Skills

Decision Making

Business Ethics

Money Management

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

## Have a question?

Denise Mower at 801-716-5132 or email at [dmower@gsutah.org](mailto:dmower@gsutah.org)

Eli King at 801-716-5119 or email at [eking@gsutah.org](mailto:eking@gsutah.org)

Please remember your SUPPR is the first point of contact for Troop Product Managers for questions and issues.

Girl Scout & Caregiver → TPM → SUPPR → Council Support Team

## Ways Girl Scouts Sell Fall Products

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

# 2024 Fall Product Program Important Dates

August 1	Service Units submit Service Unit Product Program Representative Agreement Form
September 6	Troop Product Manager Agreement Form and ACH Debit authorization due to GSU
September 13	TPM Fall Product Training in gsLearn TPM early access to M2 Operating System online platform
September 17	Caregiver & Girl Scout Fall Product Training by TPM
September 20	Fall Product Program begins - Order taking for nuts, candy, and magazines
October 6	Order taking ends for Girl Scout-delivered orders (order card); Nut orders due from caregivers in M2OS
October 8	TPM enters/edits nut orders in the online ordering platform by 8:00 p.m.
October 9	SUPPR reviews orders by 8:00 p.m.
Oct 28- Nov 11	Nut and Candy items begin delivering to SUPPR SUPPR distributes to troops
November 11-19	Girl Scouts deliver nut and candy items to customers
November 19	Fall Product Program ends Last day for Girl Scouts to enter reward choices
November 20	Last Day for TPM to enter/edit reward choices All money due to TPM TPM deposit all monies into troop bank account
November 25	ACH withdrawal for all troop accounts
December 2	Rewards begin shipping to SUPPR to distribute to troops

# Service Unit Pre-selling Checklist

## Service Unit Product Program Representatives:

- Receive training materials via UPS/FedEx to your home
- Verify Troop Product Managers (TPM) have completed Fall Product training and hand out program materials.
- Follow up on those TPMs that did not complete training and train them individually as needed
- Secure a site for service unit nut & chocolate delivery

## Verify that all Troop Product Managers have completed the following:

- Checked that all Girl Scouts participating are registered for the 2024-2025 membership year
- Completed mandatory training in gsLearn and receive program materials
- Thoroughly trained caregivers and Girl Scouts
- Obtained a *Caregiver Permission Agreement Form* for each Girl Scout; Girl Scouts cannot participate unless they have completed and signed a permission form
- Have familiarized themselves with M2OS prior to the program launch
- Have updated troop contact information in M2OS
- Have verified that all registered Girl Scouts are listed in M2OS prior to the program launch

## Materials Checklist

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

### For each **participating troop**

- 2024 Fall Product Program TPM Guide (also available online)
- Troop Envelope
- Receipt Book

### For each **participating Girl Scout**

- Nut and Candy Order Card
- Fall Program Flyer
- Family Guide
- Money Envelope

## Service Unit Fall Product Sale – September 20

### Step 1: Set up your M2OS Access

As a SUPPR, you will receive an email invitation from M2OS on September 13, 2024, 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 16, 2024, please visit [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and select “Forgot Password.” If you need further assistance, please contact [cookies@gsutah.org](mailto:cookies@gsutah.org).

- 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.
- Verify that all troops participating have sent their Caregiver Email Blast to invite the Girl Scouts to log in and create their online site and avatar.

Girl Scouts can launch their accounts on September 20, 2024. Please note that the system will not accept any early participant activity. Girl Scouts must wait until the launch date.

## Step 2: Review and add Girl Scout/troop orders

Caregivers will enter their own paper orders into their accounts through October 6, 2024. 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 parent cutoff date. Parents or the TPM should NOT enter online girl-delivered products. They only enter product from the paper Order Card.

All product is automatically submitted for fulfillment. There is no “submit” button! TPM will finalize nut orders in M2OS by 8:00 p.m. on October 8, 2024. SUPPR will finalize orders in M2OS by 8:00 p.m. on October 9, 2024.

## Gift of Caring: Utah Food Bank

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

## Step 3: Provide delivery locations for product and rewards

- Enter the service unit delivery location into M2OS by October 9, 2024. 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, pests, and harmful chemicals and/or odors.
- Enter the service unit rewards delivery location. The rewards delivery address must be entered separately from the product delivery address. Your rewards delivery address can be different than product delivery address. Reward will ship directly to the address you entered into M2OS. Delivery times will be set up by our delivery agent, Baileys Moving and Storage, and you will be notified by phone or email of your delivery time window.

## Nut Order Delivery – Beginning October 28

### Step 4: Delivery and distribution of troop orders and reward choices

Delivery times will be set up by our delivery agent, Baileys Moving and Storage, and you will be notified by phone or email of your delivery time window.

- 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.
- SUPPRs 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

Girl Scouts must make their rewards selections online by November 19, 2024.

- Rewards begin shipping to SUPPRs December 2, 2024. Rewards 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.

## Step 5: Payment

Customer payment for nut/chocolate Order Card sales is collected at time of delivery.

Troops should decide if they will accept checks as payment. Checks can be made out to GSU or Girl Scouts of Utah.

- All funds collected must be deposited into the troop's bank account by November 20, 2024.
- Council will electronically withdraw from the troop's bank account the amount owed to the council via the ACH (Automatic Clearing House) on November 25, 2024. Each troop's balance due will be displayed in the M2 system under the "Banking and Payments" link.

## Social Media Marketing for Girl Scouts

Please adhere to the following guidelines for Girl Scouts/families/troops:

- You can market to collect indications of interest from family and friends.
- You cannot post a Fall Product Link on sites such as eBay, Craigslist, KSL Classifieds, Amazon, Next Door, Facebook Marketplace, yard sale sites, etc.
- All social media platforms should always be through accounts set to "private" or "closed."
- Friends and family or a Girl Scout must not market or share their 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, yard sale sites, etc.). This ensures the safety of our Girl Scouts and adherence to the program sale 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 should not, however, be the original poster on **public pages** asking people to message you. You cannot use paid social media advertisements to promote a Girl Scout's link or selling product in general.
- Girl Scouts 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 Scout's email address, physical address, or phone number to the public.
- Girl Scouts under 13 can use their caregiver's online sites with their approval and supervision.
- Girl Scouts over the age of 13 may work in partnership with an adult to market products online, using the social media of the adult or their social media sites.

## FAQs

**Q:** My Girl Scouts are attempting to register but are getting a “Campaign is Currently Unavailable” message.

**A:** Girl Scouts cannot begin online account registration until the program start date.

**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.

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

**A:** Yes! You will be notified upon login as to which account you are signing in to. Volunteer accounts are accessed at [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin), and participant accounts are accessed at [www.gsnutsandmags.com/gsu](http://www.gsnutsandmags.com/gsu).

**Q:** My Girl Scouts received an online girl-delivered order that our family is unable to deliver. How do I remove it?

**A:** The caregiver (or customer) will need to contact M2 Customer Service to have the order cancelled and removed. This cancellation must be done before October 6, 2024.

Please visit our support site at [support.gsnutsandmags.com](http://support.gsnutsandmags.com) for more information.

Girl Scouts of Utah

[info@gsutah.org](mailto:info@gsutah.org)

801-265-8472

M2 Customer Service

[questions@gsnutsandmags.com](mailto:questions@gsnutsandmags.com)

800-372-8520