



Fall Product Program SUPPR Guide

Fall 2026





Service Unit Product Program Representative (SUPPR) Responsibilities

September 11: Set Up in M2OS

- You will receive an email invitation on September 11 to set up your account in the M2 online system (M2OS). Click the link included in the email to set your password. Alternatively, visit gsnutsandmags.com/admin and select “Forgot Password.” If you still can’t access M2OS by September 14 or if you need further assistance, contact GSU customer support (info@gsutah.org) or M2 Customer Service.
- When you set up your account, bookmark the page so you can access it again later. Be sure to create your avatar!
- Under the Manage Troop tab, review your troops. If you have any missing troops, contact GSU customer support (info@gsutah.org).
- Enter and double check the address for both the product delivery and the reward delivery. See delivery instructions below for more information on each.

October 7: Review Order Submission



- Caregivers will enter in-person orders from the nut/chocolate paper order card in the M2 Online system by October 5 at 10:00 p.m. Products ordered by customers online are included automatically and should not be entered manually.
- TPMs must enter any nut/chocolate orders not entered by Girl Scouts/caregivers in the M2 system by October 6 at 10:00 p.m.
- SUPPRs then review troop orders by October 7 at 10:00 p.m. If any orders seem off for any reason (large orders especially), reach out to the TPM to double check.

October 26 – November 9: Product Delivery

- Nut/chocolate items will be delivered to the address you provide in M2OS. They should arrive between October 26 and November 9.
- You must be present to accept this order. Delivery times will be set up by the delivery agent (FedEx, UPS, etc), and the delivery agent will contact you by phone and/or email to give you your delivery time window.
- You can have your service unit’s product delivered wherever works best for you. Ensure you have approval if you use a church, business, or any public place. A post office box (PO Box) is not an acceptable delivery address.
- 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.
- 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.
- If any product arrives damaged, reach out to the council and let us know.
- You may need to store the product for a few days until troops can come pick it up; keep the product in a dry, temperature-controlled space.



SUPPR

Responsibilities

(cont.)

Early November: Distribution of Product to Troops

- Once you know when your product delivery is coming, contact your troops with your delivery date, time, and location so they know to come pick up their orders.
- When setting troop pickup times, ensure you have ample time to sort the items before troops arrive.
- Log into gsnutesandmags.com/gsutah and click Delivery Tickets from your SU dashboard. Print two copies of each troop's delivery ticket to use when sorting orders.
- When reading the delivery ticket, be mindful of cases versus units, as troops purchase units and shipments will be packaged both in cases and units. Also, remind troops that the delivery ticket will include any product that was ordered online by customers as girl delivered items.
- Sort products into separate troop orders and attach the appropriate Delivery Ticket to each troop's order.
- 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. You keep the signed delivery ticket for your records and give the TPM the unsigned copy.

Early January: Reward Delivery

- Rewards will ship to the address you enter in M2OS. Your rewards delivery address can be different than your product delivery address.
- Council will provide an approximate delivery timeframe as soon as one is available. You should also receive an email with the package's tracking number once it ships.
- You do not need to be present for the reward delivery.
- Once rewards arrive, contact your TPMs to let them know that their rewards are ready to pick up.
- Log into gsnutesandmags.com/gsutah 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. Count all rewards twice and compare them to the packing list prior to distributing them to your troops. Have troops double check their rewards order and sign the delivery ticket at pickup.





Reminders and Resources

August 14	TPM Agreements due
September 7 - 11	TPM/SUPPR Training in gsLearn
September 11	TPM/SUPPR access to M2OS
September 12 - 17	Girl/Caregiver Trainings by TPMs
September 17	Caregiver Permission Forms due to TPMs
September 18	Order taking begins – M2OS and Paper Order Cards
October 5	Paper Order Card ends – Turn in to TPMs
October 6	TPMs enter Paper Order Cards into M2OS by 10:00 p.m.
October 7	SUPPRs review/edit paper order cards in M2OS by 10:00 p.m.
October 26 – November 9	SUs receive nuts/candies and distribute to troops
November 9 - 17	Girl Delivery of nuts/candies
November 17	Fall Product Program ends – online orders end
November 17	Reward selections due in M2OS
November 23	ACH
January 4 - 11	Rewards delivered to SUPPRs

Resources for Volunteers and Girl Scouts

Resources for the Fall Product Program are available digitally at gsutah.org/fall-product. In early September, SUPPRs will receive those same resources physically from the baker that they will then distribute to their troops:

- Troop Guides (one per troop)
- In-Person Paper Order Card (one per girl)
- M2 Information Flyer (one per girl)

Troop Proceeds

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 dashboards. Troop proceeds are 20% of total sales.

Questions? Issues? Let us help!

Girl Scouts of Utah Customer Service

info@gsutah.org

gsutah.org

801-265-8472



M2 Customer Service

support.gsnutsandmags.com

800-372-8520

We appreciate you!

Thank you for being a vital part of the Fall Product Program