



Fall Product Program Troop Guide



Getting Started!

1. Follow the link sent to your email address the week of August 25, 2025, to access the M2OS site. If you haven't received your email by the end of the week, contact your Service Unit Fall Product Chair or Customer Care at info@gsdsw.org.
2. Complete M2OS system training.
3. Create your volunteer Avatar!
4. Launch the PAEC (parent/adult email campaign) to the Girl Scouts in your troop.

BRAVE.
FIERCE.
FUN!

Important Dates

Event	Date
Early access for troop volunteers	8/25/2025
Program begins!	9/1/2025
Last day for in-person and online girl-delivered ordering	9/29/2025
Family deadline for entering in person orders into M2OS	9/29/2025
Deadline for troop to enter or edit order card items	9/30/2025
Deadline for service units edits to order card items	10/1/2025
Delivery of nut/chocolate items to service unit volunteers	10/20/2025
Last day for direct ship nuts and magazine orders	11/9/2025
All money due to troop	11/9/2025
Last day for girls/troops	11/11/2025
Council ACH	11/24/2025

New This Year

- Earn 10% on Nut and chocolate and 15% on magazines and more!
- Troops can opt out of rewards and earn an extra 2%!

What is the Fall Product Program?

This program is an integral part of a Girl Scout's journey toward leadership. Allowing participants to practice skills such as:

Goal Setting

Teamwork

Presentation Skills

Customer Service

Money Management

An easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year - don't miss out on all the fun!

Personalized Patches & Rewards!

In the fall, Girl Scouts and leaders who create avatars and meet the criteria below will earn a patch with their very own virtual likeness on it!

- Girl Scouts: Create your avatar, send 15+ emails, and sell \$375.
- Volunteers: Create your avatar and reach \$2,000 in total Troop sales!

Check out the back of the nut/candy order card to see all the great rewards participants can earn this season!

When participants launch their online account, they can track progress and select rewards as they earn them!



Rules of the Program

- NO orders can be taken before the official Fall Product start date of September 1, 2025. Anyone found to be taking orders prior to the start of the program may lose all sales made and potentially be removed from the program. This decision will be at the discretion of the council management.
- Product must be sold for the advertised price and nothing different. Troops or individuals breaking this rule will be removed from the program, and all troop proceeds will be forfeited.
- It is the responsibility of the troop to verify all Girl Scouts are registered for the membership year, are in the M2 system as active prior to Girl Scouts starting to sell, and the spelling of all participants' names is correct.
- Girls NEVER sell alone. Girl Scouts must always have adult supervision and guidance during the program.
- Girls must ALWAYS wear their Girl Scout uniform or Girl Scout membership pin when participating in the Fall Product Program.
- Girl Scouts should be dressed appropriately and always demonstrate appropriate Girl Scout behavior.
- Door-to-door sales
 - NEVER go inside someone's home.
 - No sales after dark
 - Do not go into yards with dogs, closed gates, or fences
 - Refer to service unit guidelines regarding door-to-door sales on military property.
- NEVER give your last name or the Girl Scouts' phone number to customers you do not know personally.
- Social media posts related to the Fall Product Program may ONLY be done through the parent/guardians, or Girl Scouts (if allowed) personal accounts.
- Social media posts/advertisements are NEVER allowed on public group, business, or sale pages. This includes foundations, fan pages, local city pages, yard sale pages, etc.
- Posts on resale sites such as eBay, Amazon, Craigslist, Offerup, Facebook Marketplace, etc. are NOT permitted.
- The Next-Door app and Facebook private pages have been approved for use during the Fall Product Program.





Earn Customized Patches

Fall Patch

To earn:

1. Create your avatar
 2. Send 15+ emails
 3. Sell \$375 in total sales
 4. Choose your background and your avatar design!
- *Troop leaders earn for \$2,000 or more in total troop sales!

Cookie Program Crossover Patch

To earn:

1. Fall criteria: Create your avatar & send 15+ emails
2. 2026 Cookie Program: Sell 400+ boxes of cookies



PARTICIPATION OPTIONS

Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	In-Person	<ul style="list-style-type: none"> Participants collect money from customers (specify whether at time of delivery or initial order) Family/Troop enters orders into M2OS by the appropriate deadline Participants turn in money to troop 	Delivered by participating Girl Scouts to customers	10%
	Online Girl-Delivered	<ul style="list-style-type: none"> Girl Scouts create their personalized storefront in M2OS and send emails to friends and family Customers pay online and participants deliver products Orders are automatically credited to the participants in M2OS 	Delivered by participants to customers (If a Girl Scout receives an online order from a customer where they will not be able to deliver the items in person, they will need to contact M2 customer service by October 25, 2025 to cancel.)	10%
	Direct Shipped	<ul style="list-style-type: none"> Girl Scouts create their personalized storefront in M2OS and send emails to friends and family Customers pay online, including the cost of shipping Orders are automatically credited to the participants in M2OS 	Shipped directly to the customer (1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)	10%
Mags & More:	Online	<ul style="list-style-type: none"> Girl Scouts create their personalized storefront in M2OS and send emails to friends and family Customers pay online Orders are automatically credited to the participants in M2OS 	Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)	15%

Care to Share

- Care to Share is a way for customers to give back to the community through donations of products.
- Our council's Care to Share Nut and Chocolate donations are in \$9.00 increments.
- Donations made during online, direct-ship purchases will be distributed by Trophy Nut.
- In-person donations and online, girl delivered donations will be delivered to council.
- Donations will be distributed by council at the end of the program.

Volunteer M2OS Access – In Depth

Volunteers 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 9, 2025, go to www.gsnutsandmags.com/admin and select “Forgot Password.”

If you need further assistance, please contact your SU Product Chair or M2 Customer Service.



First Steps

- 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 Adult Email Campaign (PAEC).
- You will be able to see a list of pre-uploaded girls. Don't worry if not all Girl Scouts show up on this list at the beginning of the sale. Any participants not preloaded can simply register once the sale begins at: www.gsnutsandmags.com/gs. They will then be added to your troop roster once council confirms their registration.
- Girl Scouts can launch their accounts beginning on September 1, 2025. Please note that the system will not accept any early participant activity; participants must wait until the sale launch date.
- Participants enter their own paper orders into their accounts through September 29, 2025. If they do not enter their orders, you will need to do so.

Adding Nut Order Card Items into M2OS:

Troop Leaders must enter any orders not entered by parents into M2OS. Leaders cannot enter orders until after the cutoff for girls - September 29, 2025, 11:59 PM.

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

Expert Need-to-Know Tips!

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

Troop Banking

Troops must have a bank account. Contact your local Council office for additional details or assistance.

Payment is collected at the time of ordering; make checks payable to your troop.

Deposit all money into your troop bank account and keep all receipts! Amount owed to Council will be deducted via an ACH debit on November 24, 2025.

Amount due is calculated automatically in M2OS. 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.

Extra Information

If a Girl Scout does not turn in money at scheduled time, do not place the order. Contact the parent/guardian immediately. Keep the Troop Leader/Service Unit Leader informed of all contact attempts and document the information. Orders should not be placed unless payment has been received by the troop.

Money for all online orders shows as already paid to 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 them if there is a problem.

ACH Process

- Amount owed to council will be deducted via a single automatic withdrawal (ACH) from the troop bank account.
- ACH process will begin on November 24, 2025.
- ACH's that are returned for any reason will result in the being considered "Not-In-Good Standing" until the funds are cleared.

IRG Payment Options

- ACH Withdrawal - enter personal banking information into the M2 system.
 - ACH's will be drafted as scheduled.
- In Person Payments - Schedule an appointment with the local Girl Scout store to make a payment.

Check Acceptance Policy

- Accepting checks is at the discretion of the troops. Returned checks are the responsibility of the troop.
- Council will NOT cover the cost of bounced checks. Be sure to only accept checks from people that you know.

Delivery and Distribution of Rewards

Rewards are expected to arrive to the Service Unit Fall Product Chair in early January 2026. Service Unit Fall Product Chairs are responsible for coordinating pick-up dates and times with troops for all items.

IMPORTANT! You must count each item received and sign the delivery ticket. If anything is missing, it must be documented at the time of pick-up to ensure it will be provided. One you sign and leave, no corrections can be made to missing rewards. No additional items will be ordered except the ones notated at time of pick-up.

Girl Delinquent Report

Troop/IRG Fall Product Coordinators will be responsible for submitting Girl/Parent Delinquent reports, for any Girl Scout and Parent that has not turned in all funds owed by the end of the program.

Due dates are at the discretion of the troop; however, council recommends all funds owed be due no later than November 11, 2025.

Girl Delinquent Reports will be due to council November 13, 2025. No late or incomplete reports will be accepted, and troops will be responsible for all funds not reported. Turning in delinquent reports protects the troop and troop funds.

Receipts

All transactions between troop and parent MUST be documented with a Fall Product Program receipt. Both parties must sign each receipt, and only one transaction per receipt.

Failure to do this creates issues with collecting funds. It removes the ability for the troop to collect funds for items distributed and removes the ability for a parent to have proof of payments.

- White copy stays with the Troop/IRG Fall Product Coordinator and troop records
- Yellow copy is given to the parent for their records
- All financial transactions must be entered in the M2 system under the Girl Scout records

Program Wrap-Up

Products

- All product is automatically submitted for fulfillment! There is no “submit” button!
- Coordinate with your SUFPC to pick up your troop’s nut/candy items.
- Print a delivery ticket for each participant’s order from your dashboard.
- After you have delivered the items to each Girl Scout, have their adult count and inspect each item and sign the delivery ticket for your records.

Rewards

Girl Scouts must make their rewards selections online by November 11, 2025.

- If a girl does not make their selections, you can through the troop account until November 11, 2025.
- Any selections not made by November 11, 2025, will automatically default to Desert Dollars.
- Reward deliveries will be coordinated with your SUFPC in a similar fashion to products.

Deliveries

Troops should make sure their Girl Scouts coordinate delivery of product with their customers.

Happy customers equal return customers!

- Participants/parents/adults will receive an online report of orders with email addresses and phone numbers of their customers.

Participants may contact customer service for additional customer information if necessary for delivery.

FAQs

Please visit our support site at support.gsnutandmags.com for more information.

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.

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 participating 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 participating accounts are accessed at www.gsnutsandmags.com/gs.

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 from the system. This cancellation **MUST** be completed before the end of parent paper order card entry.

Questions?

For questions regarding specific Council related details, contact your service unit or local council office.

For questions regarding M2OS or other general sale questions, contact M2 Customer Support!

Service Unit Fall Product Chair

Name: _____

Email: _____

Phone: _____

Girl Scouts of the Desert Southwest

info@gsdsw.org

M2 Customer Service

support.gsnutsandmags.com

800-372-8520

We Appreciate You!

**Thank you for your
support of the Fall
Product Program.**