

Fall Product Program 2025

Service Unit Guide

New This Year

- Fruit Slices are back!
- Two new nut products:
 - Taco Peanuts and
 - Black Pepper & Sea Salt Cashew Halves



New This Year

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

BRAVE.
FIERCE. **FUN!**

Service Unit Important Dates

Week of July 28, 2025

- *SUFPC and Troop/IRG without a SUFPC In-Person / Zoom Training

August 2025

- SU Fall Product Chairs train troops

Sunday, August 10, 2024

- Last day for girl moves/removes from troop

Thursday, August 25, 2025

- Access to the M2 system

Thursday, August 25, 2025

- Delivery site addresses due in the M2 system

Monday, September 1, 2025

- Fall Product Program begins

Sunday, September 14, 2025

- **TFPC can enter girl paper order cards into the M2 system

Friday, September 19, 2025

- SUFPC can enter girl paper order cards into the M2 system

Monday, September 29, 2025

- In-person order taking ends
- Last day for parents to enter paper order cards
- Campaign end date - online girl delivered storefront

Wednesday, October 1, 2025

- Last day for SUFPC to enter paper order cards

Week of Monday, October 20 - 24, 2025

- Product delivered to service units

Sunday, November 9, 2025

- Fall Product Program ends

Wednesday, November 13, 2025

- Girl moves/removes can resume
- Delinquent Parent Reports due to council
- Recommended due date for all girl money owed to troop

Monday, November 24, 2025

- ACH submitted for processing, no change can be made
- IRG's without ACH, money due to council

Late January

- Delivery of rewards to service units

Service Unit Fall Product Chair Role

During the Fall Product Program, you will be the main point of contact for the troops in your service unit. This includes:

- Verifying volunteer & troop eligibility.
- First point of contact for all troops questions.
- Mentoring new volunteers.
- Receive & distribute product & recognitions.
- Encourage participation by troops & individually registered girls.

Getting Started - Volunteers

- Complete the 2025-26 adult Girl Scout membership with a current and eligible background check on file.
- Complete the Service Unit Fall Product Chair training.
- Obtain troop and IRG volunteer list from your service unit registrar or email info@gsdsw.org.
- Use the link provided in your access email to log-in to the M2 Operating System (M2OS) and set-up your account.
- Distribute Fall Product Program materials to eligible troop and IRG Fall Product Coordinators.
- Work with your service unit to gather names of troop and IRG volunteers participating in the Fall Product Program. Do not forget to include yourself if you are also a Troop Fall Product Coordinator.
- Use the Troop volunteer template found on the GSDSW website at:
gsdsw.org > Cookies > Fall Product > Service Unit Resources > Troop Volunteer Template and submit it to info@gsdsw.org.

Eligibility

Volunteers will be added to the M2 system as they complete all requirements for the Troop or IRG Fall Product Coordinator role and once the troop or IRG is approved to participate in the program.

Troop Eligibility

- Minimum of five (5) registered Girl Scouts for the 2025-26 membership year.
- Two (2) unrelated registered and council approved Leaders/Co-leaders for the 2025-26 membership year.
- Troop financials completed and approved.
- Troop is “in good standing” with council (i.e., no outstanding debt).
- Council approved Troop Fall Product Coordinator.

Volunteer Eligibility

- 2025-26 adult Girl Scout membership (or Lifetime Membership) renewed for the 2025-26 membership year.
- Current and eligible background check completed.
- Troop Fall Product Coordinator Training completed.
- “In good standing” with council (i.e., no outstanding debt).
- Signed position description and agreement form/link.

IRG Eligibility

- 2025-26 Girl Scout membership for all participating Girl Scouts.
- Not participating in a troop for the 2025 Fall Product Program. Council approved IRG Fall Product Coordinator who meets all volunteer eligibility requirements.



Training & Materials

Training

Service Unit Fall Product Chairs will be trained in person. The dates are:

- Odessa, Monday, July 28, 2025, at 6:00 PM CDT
- Carlsbad, Tuesday, July 29, 2025, at 6:00 PM MDT
- El Paso, Wednesday, July 30, 2025, at 6:00 PM MDT
- Virtual, Thursday, July 31, 2025, at 6:00 PM MDT



Troop and IRG Fall Product training will be available to all approved coordinators, but only volunteers that complete ALL steps will be added to M2.

- Volunteers must meet all stated eligibility requirements.
- Volunteers must be assigned to the Troop or IRG Fall Product Role in the opportunity catalog.
- Complete all required trainings.
- Submit their respective Service Unit Fall Product Chair Agreement forms.

Materials

Volunteers must complete their training, before giving them their troop or IRG materials.

Materials include:

- Parent Permission form (one (1) per Girl Scout)
- Order cards (one (1) per Girl Scout)
- Money envelopes (one (1) per Girl Scout)
- Receipt books (two (2) per Troop)
 - Larger troops can receive additional books upon request.
- Troop Guide (one (1) per troop)

Should the service unit run out of supplies and need additional materials, please email info@gsdsw.org your request.

Weekly Meetings

Council will be conducting weekly meetings for Service Unit Fall Product Chairs. These meetings will cover upcoming due dates and council updates and information. This is also an opportunity to ask questions and network. As the Fall Product Chair, you will automatically be added to the meeting link.

Service Unit Fall Product Chair Q & A via Zoom

Troop/IRG Fall Product Coordinator Q & A via Zoom

Every Other Thursday Starting, August 22, 2024, 6:00 PM MDT

M2 Operating System Access

All volunteers will receive registration emails beginning August 21, 2025, to access their service unit or troop dashboard. Returning users will be able to use their previous credentials and new users will be prompted to set up their account.

Once logged in, you will be guided to complete the following:

- Enter shipping addresses for product AND recognitions (required).
- Create your avatar.
- Enter a mailing address.

All volunteers, troops, and Girl Scouts will be uploaded by council. Volunteers will NOT have the ability to add individuals into the system.

Service Unit Access

You will be required to enter delivery addresses for BOTH product and recognitions. These addresses must be physical locations (no PO Boxes) and are due in the system by Monday, August 25, 2025.

Note: Even if the address is the same, you **MUST** enter the information for both categories. The system will automatically prompt you to enter this information on each log-in until it has been completed.

Troop Access

Troop volunteers will be required to enter their banking information into the M2 system. Troops missing this information will NOT be permitted to pick-up product until it has been completed. Review your Service Unit Fall Product Chair training for the steps to check this information.

NOTE: Service Unit volunteers will NOT have access to view, edit, or change troop banking information. It can only be entered by Troop Coordinators or council staff. Troops should check their bank numbers for accuracy.

Girl Scout/Parent Access

Parents will receive access beginning September 1, 2025. Access emails will be generated from the M2 system only IF the Troop Fall Product Coordinator triggered the Parent/Guardian Email Blast.

Parents can also go to www.gsnutsandmags.com/gsdsw and follow the steps to activate their account. If a troop number or Girl Scout name cannot be located, parents must first reach out to their Troop Fall Product Coordinator to verify they are eligible and assigned to the troop.

New troops and their Girl Scouts will be added to the system once they are confirmed as eligible according to Girl Scouts of the Desert Southwest.



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 & your avatar design!

*Troop Leaders earn for \$2,000 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/family 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 time frame 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

All Care to Share nut items will be distributed by the GSDSW Product Program Team. Council will reach out to troops in each area to assist with the distribution of Care to Share nuts in thier service unit area.

Unique Avatar Patches

For participating in the Fall Product and Cookie Programs, Girl Scouts, troops, and service unit volunteers will be able to earn their very own Fall Product Avatar Patch. For Girl Scout and troop details, see the Troop Guide.

Service Unit Fall Product Chair Avatar Patch

- Choose between the Tree or Waterfall background and two outfits.
- Create a personal avatar and design your patch.
- Have \$1 in total service unit sales.



Service Unit Proceeds

Service units will be eligible for service unit proceeds if they meet the following requirements:

- Active service unit (must have at least two troops with different leaders, a Service Unit Manager, a Service Unit Treasurer, a Service Unit Registrar or equivalent, and a service unit bank account).
- Council approved bank account.
- Service unit year-end financials for 2024-25 completed, submitted to council, and approved.
- Council approved Service Unit Fall Product Chair.

Eligible service units will receive \$.02 per nut & chocolate item sold by troops and IRGs within their service unit. No proceeds are earned from magazines, Bark Boxes, personalized products, or tumblers sold.

Nut Order Cards

Orders received on Nut Order Cards must be entered into the M2 system.

- Parents will have until September 29, 2025, 11:59 PM to enter these totals.
- TFPC can assist in entering orders for parents from September 14, 2025, 12:00 AM, through September 30, 2025, at 11:59 PM.
- SUFPC can assist in entering orders for troops from September 19, 2025, 12:00 AM through October 1, 2025, 11:59 PM.
- Troop orders are automatically submitted for fulfillment by the council on the council due date. There is no “submit” button!
- If an order is received after the Wednesday deadline, contact info@gsdsw.org for assistance. There is a small window of opportunity to enter late orders. 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 not be received.
- 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.

Online, Direct Ship

These orders are paid for online and directly shipped from the warehouse. NO additional action is needed.

Product delivery

Orders placed as a Nut Order Card or an online, girl-delivered order will be delivered to the address you supplied the week of October 20, 2025.

IMPORTANT! You must count each item received and sign the delivery ticket. If anything is missing, it must be documented at the time of drop-off. Once you sign, the order is confirmed, and no corrections can be made! You are financially responsible for the items you authorized with your signature. No exceptions.

When sorting product by troop, you **MUST** use the Delivery Tickets section of the M2 system. **DO NOT** rely solely on the Nut Order Card report in M2. Review your Service Unit Fall Product Chair training for the correct steps.

Recognitions

Selection

Recognition choices are due in the M2 system by November 11, 2025, 11:59 PM. These selections can be made at the parent level through their dashboard. Troop Fall Product Coordinators are responsible for ensuring all choices have been made in the system by the deadline.

It is important that all selections be made by the parent or troop. If they are not, Council will select default choices for any selections not made by the deadline. They will be final. Once recognitions are submitted to the M2 system and Trophy Nut, no changes can be made.

Delivery and Distribution

Recognitions are expected to arrive at the address you provided in January. Coordinate with your troops for pick-up of items once they are sorted.

- Review your service unit fall product chair training for more information about this portion of the program.
- NOTE: When the product arrives, confirm the amounts received with the enclosed packing slip. Email info@gsdsw.org a copy of the verified packing slip with your initials, date, and notes of any missing or excess items.
- **IMPORTANT!** Troops 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. Once you sign and leave, no corrections can be made to missing recognitions. No additional items will be ordered except the ones notated at the time of pickup.



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.





FAQs

Q: I have distributed products to all troops or Girl Scouts but have leftovers. What do I do?

- Do not rely on the totals listed under Nut Order Card when sorting troop or Girl Scout products.
- Leftover product is typically the result of online, girl-delivered orders that have not been distributed to the Girl Scouts or product intended for IRGs.

Q: We have already delivered the products to customers and turned in our money. When do we get our rewards?

- Rewards will not be submitted until November 12, 2024, and take a minimum of four (4) weeks to arrive. SUFPCs will contact their troops when the recognitions have been delivered, sorted, and are ready for pick-up.

Q: Are the products available online different from the order card?

- Customers who select the direct-ship option will have an expanded list of items to choose from in addition to the items found on the nut order card.
- Customers who select the girl-delivered option will only be allowed to choose from the items available on the Girl Scouts nut order card.

Q: A Girl Scout in my troop received an order after the September 29, 2025, deadline. Can anything be done?

- Yes! Troop Fall Product Coordinators can enter additional Girl Scout Nut Order Card orders into the M2 system until September 30, 2025, at 11:59 PM.
- Service Unit Fall Product Chairs can enter additional Girl Scout Nut Order Card orders into the M2 system until October 1, 2025, at 11:59 PM.
- Orders can be placed as an online, girl-delivered order until September 29, 2025.
- After October 1, 2025, no additional in-person orders can be added to M2.
- Council will have a limited supply of additional product in October to fill additional orders. Email info@gstdsw.org for specifics. Quantities and varieties cannot be guaranteed.

Q: My daughter(s) is/are attempting to register and get a “Campaign is Currently Unavailable” message.

- Girls cannot begin online account registration until the program launch date of September 1, 2025.

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

- Yes! When you log in, you will be prompted to select the account you wish to access. You can switch accounts at any time by selecting the “Change Role” option.
- Be sure to check with the council to ensure the email address on file for your volunteer role matches the email on file for your Girl Scout(s).

FAQ's continued

Q: I have not received the registration email for my daughter to start the 2025 Fall Product Program.

- Verify with your TFPC that your email address is correct.
- Verify your Girl Scout is registered for the 2025-26 Girl Scout year.
- Go to www.gsnutsandmags.com/gsdsw to get started.

Q: I have not received my registration email to log in for my volunteer role.

- Check your spam and other folders.
- Verify with your SUFPC that your email address is correct and all eligibility requirements have been met.

Q: I am attempting to sign in for the 2025 Fall Product Program, but my troop number or Girl Scout's name does not show up.

- Contact your TFPC to ensure your troop and Girl Scout are eligible to participate in the program. They will contact the council regarding what the next steps are for your Girl Scout to participate.

Q: My daughter received an online, girl-delivered order that we are unable to deliver. How do I remove it?

- You will need to contact M2 Customer Service to have the order cancelled and removed from the system. This cancellation MUST be completed before the girl's delivery end date of September 29, 2025.

Q: My Girl Scout received/entered orders that put her over the net reward threshold, but the system is not showing that she earned the reward.

- The system can take 1-2 hours to update the rewards section once additional sales have been received/entered.



Questions

Membership and registration assistance
Girl Scouts of the Desert Southwest Customer Care Team
Email info@gsdsw.org or call 915-599-9433, option 0.

M2 technical assistance, online order information, and magazine sale questions
M2 Customer Support
Email question@gsnatsandmags.com or call 800-372-8520.

Fall Product Program questions
GSDSW Product Program Team
Email info@gsdsw.org or call 915-599-9433, option 0.

GSDSW Product Program Team

Teresa King - Chief Mission Delivery Officer
Rink Somerday - Director of Programs
Argelia Moreno - Product Program Specialist
Haley Rose - Seasonal Product Program Specialist

We Appreciate You!
Thank you for your support of the
Fall Product Program.

