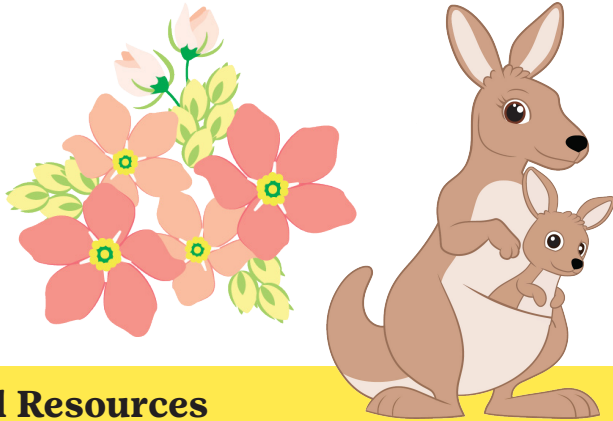


Service Unit Volunteer Guide

2026 Fall Product Program



Fall Resources

Additional resources are available online at gsfsi.org. You should receive the following materials. You will need to sort and hand out the following to troops:

- Troop Guides
- Girl Scout Materials (each participant should receive one of each)
 - In-Person Order Card
 - M2 Girl Scout Information Flyer

Girl Scouts Can Earn Avatar Patches!

Each participant who creates an avatar, sends 18 emails, shares their site, and has \$350 sales will earn a patch with their very own virtual likeness on it! Participants have many options to choose from including a Girl Scout uniform or other Girl Scout branded attire, as well as the patch's background. Check for more details on the online site www.gsnutsandmags.com/gsofsi or the nut/chocolate order card.

To earn the fall & cookie crossover patch:

- During the Fall Product Program, girls complete all fall product program requirements.
- Sell 250+ packages of cookies during the 2027 cookie program.

Rewards

Rewards are automatically calculated in the M2 system and will be visible to participants as earned. Girl Scouts will need to make a choice if two items are offered at a level. If a participant does not make a choice by October 27, the TFPM can indicate which item the participant would like to receive. SUFPM will not need to make reward choices.

Rewards will be delivered via UPS approximately end of November to the address you have entered and confirmed in the M2 system. Count all rewards twice and compare to packing list prior to distributing to troops. Log into www.gsnutsandmags.com/gsofsi 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. Have troops double check their rewards order and sign the receipt at pickup.



Dates to Remember

September 15: Email invitation sent to Service Unit Fall Product Manager (SUFPM) and Troop Fall Product Manager (TFPM) to access the M2 online system.

September 26: Fall Product Program begins!

October 19: In-person order card nut/chocolate sales end. Last day for adults/caregivers to enter in-person order card sales into the M2 online system by 11:59pm.

October 20-22 by 11:59 pm: Troop deadline to enter any nut/chocolate order card sales that haven't been previously entered by adults/caregivers.

October 20-25 by 11:59 pm: Service Unit deadline to enter any nut/chocolate order card sales that haven't been previously entered by adults/caregivers.

October 25: All online sales end.

October 27: Last day for Girl Scouts or Troops to make reward choices in the M2 site.

November 4: ACH withdrawal from troop bank account for balance due.

November 16-18: Nuts/chocolates delivered to SUFPM.

READY TO explore

Troop Proceeds

Troop proceeds are automatically calculated by the M2 system. Troops can view the total amount earned by selecting the **Troop Summary Report** link from their troop dashboards.

Troop proceeds are 18% of total sales. Older girl troops – Cadettes, Seniors and Ambassadors – may elect to opt out of rewards to earn an additional 2%. **This is a girl-led decision—not an adult decision.**

Need Help?

GSofSI Customer Care

Call: 800-345-6858 | Email: customercare@gsofsi.org

M2 Customer Service

Call: 800-372-8520 | Visit: support.gsnutsandmags.com

SERVICE UNIT FALL PRODUCT MANAGER (SUFPM) RESPONSIBILITIES

Step 1: Set Up in M2

As a SUFPM, you will receive an email invitation to set up your administrative level access to the M2 online system. Click the link included in the email to set your password. Once you set up your account, you can access it by going to www.gsnutsandmags.com/gsofsi and clicking the volunteer button. Be sure to create your avatar!

- Under the Manage Troop tab, review your troops. If you have any missing troops, contact Membership Support.
- Upon logging in to the M2 system, the Troop Fall Manager will watch a short training video and send the Parent/Adult Email campaign. These steps must be completed to access the system.
 - There are two ways adults/caregivers can launch an online account for their Girl Scout:
 - Use the link from the Parent/Adult Email Campaign to get started.
 - Go directly to www.gsnutsandmags.com/gsofsi and get started - no email required!

Step 2: Review Girl Scout/Troop Order/Order Submission

- Adults/caregivers will enter girl orders from the nut/chocolate order card in the M2 Online system during the sale or by 11:59PM on October 19. Do NOT enter products that were ordered online by customers for Girl Scout delivery.
- All online orders are automatically tabulated by the M2 system.
- Remind TFPM they must enter any nut/chocolate orders not entered by Girl Scouts/caregivers in the M2 system by 11:59PM on October 22.
- To add Participant orders
 - From the dashboard click Paper Order Entry
 - Click the PLUS sign next to the participant's name and select EDIT PAPER ORDERS from the menu
 - Enter the total number of nut/chocolate items by variety from the order card
- Rewards are automatically calculated. Caregiver/Girl Scout deadline for final rewards choices is by 11:59PM on October 27.
- Personalized patches will be mailed directly to the Girl Scout using the address entered by caregivers in the M2 system.

Step 3: Provide Delivery Information for Products and Rewards

- Be certain to enter your service unit's location for nut/chocolate and reward delivery.
- Product delivery locations are your choice. Ensure you have approval if using a church, business or any public place. **Post Office Boxes are not an acceptable delivery address.**
- Nut/chocolate items will be delivered November 16-18. **You must be present to accept this order.** Delivery times will be set up by the delivery agent and you will be notified by phone and/or email of your delivery time window.
- Be certain to 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.
- Rewards will ship to the address you enter in the M2 system and Council will provide an approximate delivery timeframe as soon as one is available.
- Note your rewards delivery address can be different than product delivery address. You do not need to be present for the reward delivery.

Step 4: Delivery of Nuts and Chocolates

- Delivery schedule will be sent out by the Product Sales Manager. Contact your troops with your delivery date, time and location.
- When setting troop pickup times, ensure you have ample time to sort the items before troops arrive.
- Log into www.gsnutsandmags.com/gsofsi and click Delivery Tickets from your SU dashboard.
- Print two copies of each troop's delivery ticket to use when sorting orders. Have troops sign one copy at pick-up and retain for your records. Give unsigned copy to troop for their records. Or have them take a photo for their records.
- **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 a girl delivered item.**
- 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.
- Sort products into 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.

Step 5: Payment

- Customer payment for nut/chocolate order card sales is collected at time of ordering.
- Troops should decide if they will accept checks as payment. Share this information with Girl Scouts/caregivers.
- All funds collected must be deposited into the troop's bank account by November 2.
- Council will electronically withdraw from the troop's bank account the amount owed to the council via the ACH (Automatic Clearing House) bank network on November 4. Each troop's balance due will be displayed in the M2 system under the "Banking and Payments" link.