

Fall Product Program 2026 Troop Volunteer Guide

What is the Fall Product Program?

The Fall Product Program (FPP) helps Girl Scouts build the 5 essential business skills: **Goal Setting, Money Management, Decision Making, Business Ethics, People Skills.**

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!

Troops earn 20% on all items sold!

Reward Opt Out - Junior, Cadette, Senior, and Ambassador troops have the option to opt out of rewards to earn an additional 2% profit. This only applies to Junior, Cadette, Seniors, and Ambassador level troops and must be a unanimous girl decision.

Remember troops that met the Spring Renewal deadlines can earn an additional \$0.05 per package in the Cookie Program if they reach a minimum of \$50 per registered girl average in the FPP!



READY TO
explore

MARK YOUR CALENDAR!

Aug 19	Access for FPP Volunteers
Aug 26	Program Begins! Online & In-Person
Oct 11	Last day for in-person ordering
Oct 11	Deadline for girls/caregivers to enter in-person orders into M2 <u>Online girl-delivered items should not be re-entered</u>
Oct 12 - 14	Timeframe for FPP Volunteer to enter last minute orders, online girl-delivery ends Oct 14
Oct 19 12pm	Deadline for Council to enter/edit any in-person sales
Nov 5 - 7	Delivery of in-person snack items to Service Unit Distribution Managers
Nov 20	Program Ends! Online sales for direct-ship items ends
Nov 20	Last day to opt out of rewards or select sizes in M2 system (default to AM if no size selected)
Nov 30	Final troop bank account deposit due
Nov 30	Outstanding Balance Reports Due - see page 3 for more details
Dec 2	Council ACH Begins
Dec 8	Pathway Pass codes uploaded
January	Delivery of rewards to Service Unit Distribution Managers

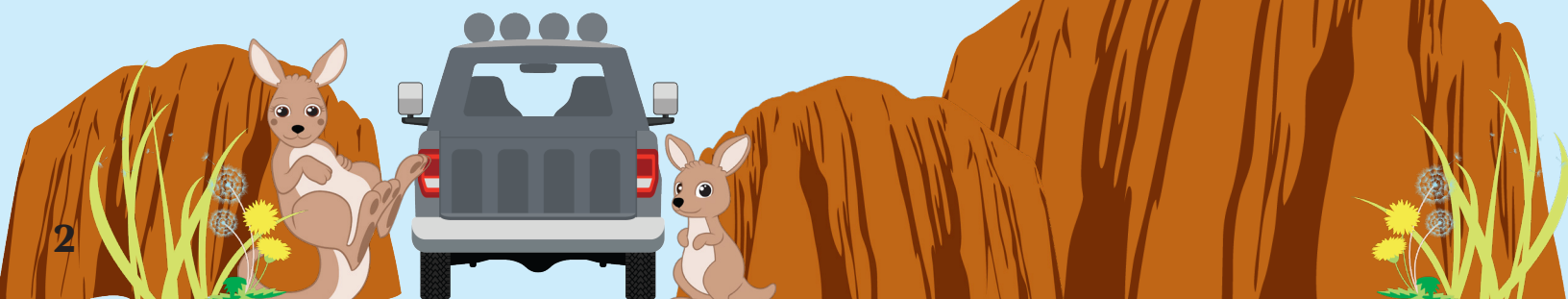
Getting Started! -FOR VOLUNTEERS-

- » Complete your Product Program Volunteer Agreement Form in order to get program sales materials and access to the M2 website
- » Emails from M2 to Troop FPP Volunteers begin August 19 with a link to access the M2 website. **We uploaded the email that is used with your Girl Scout registration on MyGS.**
- » Make sure your troop roster is accurate.
- » Create your volunteer Avatar!
- » Send access emails to the girls in your troop.
- » Contact Customer Care if you have any questions with the above tasks.

Participation Options:

Product	Sale Type	Money Collection	Delivery to Customers
Snacks	In-Person	- Girl/caregiver enters orders into M2 by October 11 - Girls collect money from customers <u>at time of product delivery</u> - Girls turn in money to troop by November 20	Delivered by girls to customers
	Online Girl-Delivered	- Girls create their personalized storefront in M2 and send emails to friends and family - Customers pay online for girl-delivery - Orders must be placed by October 14 for this option - Orders are automatically credited to the girl in M2	Delivered by girls to customers (If a girl/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's customer service by October 19 to cancel)
	Online Direct-SHIP	- Girls create their personalized storefront in M2 and send emails to friends and family - Customers pay online, including the cost of shipping - Orders are automatically credited to the girl in M2	Shipped directly to the customer (1-2 weeks standard delivery timeframe after order processing. Customers will have the option for expedited shipping)
Magazines	Online	- Girls create their personalized storefront in M2 and send emails to friends and family - Customers pay online - Orders are automatically credited to the girl in M2	Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)
& More Items (BarkBox, Tervis Tumblers, personalized stationary, candles)	Online	- Girls create their personalized storefront in M2 and send emails to friends and family - Customers pay online - Orders are automatically credited to the girl in M2	Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing)

READY TO explore



Volunteer M2 Access - In Depth

Volunteers will receive an email from M2 that explains how to access the site and get started. **We uploaded the email that is used with your Girl Scout registration on MyGS.** This email will be sent August 19 or once your Volunteer Agreement has been received and processed. If you have not received an email invitation to access the M2 site within 1 week of submitting your Volunteer Agreement after August 19, please contact Customer Care.

Beginning August 19:

- » Your access email will prompt you to create a password to access your M2 Volunteer account. If you are a returning user, you can login using your existing credentials.

RECORD PASSWORD: _____

- » 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.
- » You will be able to see a list of pre-uploaded girls. Contact Customer Care for updates to your roster.
- » Girls can launch their accounts on August 26. Please note that the system will not accept any early participant activity; girls must wait until the sale launch date.
- » Girls and Caregivers can enter their own paper orders into their accounts through October 11. If they do not enter their orders or need to edit, you will need to do so through your volunteer account starting on October 12.

Adding Girl Orders into M2:

FPP Volunteers must enter any paper orders not entered by caregivers into M2. FPP Volunteers cannot enter orders until after the cutoff for girls; **FPP Volunteers can only enter between October 12 - 14.**

- » Choose Paper Order Entry from your dashboard.
- » Click the girl's name to edit/enter orders.
DO NOT enter online girl-delivered products
- » Enter her total snacks 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.

Tips!

Only order the exact number of snack 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.

Money Matters

1. Troops must have a bank account on file with GSNEO in order to pick up their snacks. Contact Customer Care for additional details or assistance
2. Payment is collected at the time of delivery to customers. If you choose to accept checks from known & trusted individuals, they should be made out to the troop. GSNEO is not liable for bounced check fees
3. Deposit all money into your troop bank account and keep receipts for all transactions (see page 4 on how to print receipts from M2)
4. Add payments to each girl in M2
5. Amount owed to Council will be deducted via ACH debit on December 2. Amount due is calculated automatically in M2
 - Find balance due under the "Banking & Payments" link on the dashboard. For another view, you can select the "Reports" link and select the Troop Orders Report or download the troop's delivery ticket with financial information toggled on.

What do I do if a caregiver does not turn in their money by the due date?

After failure to pay by the troop deadline or Nov 20, please contact Customer Care for the link to the Outstanding Balance Report (OBR). This MUST be completed and submitted to Council by Nov 30 so that the troop ACH debit can be adjusted.

This will protect the troop funds - DO NOT use troop money to pay an outstanding balance from a delinquent caregiver! Even if they plan to pay in the following week - please submit the OBR!

If your troop has an issue and needs a delayed ACH, please contact Customer Care by November 30.

Sale Reminders!

Snacks

Remember, all items from the paper order card are automatically submitted for fulfillment once entered! There is no “submit” button!

- » Coordinate with your Service Unit Distribution Manager to pick up your troop's snack items.
- » To see who your Distribution Manager is, print your troop delivery ticket. The Delivery Site info will show where your snacks are being delivered.
- » **Get a receipt!** Print a delivery ticket for each girl's order. After you have delivered the items to each girl, have their caregiver count/inspect each item and sign the delivery ticket for your records.
- » This signed ticket will be required by GSNEO if there is a payment issue.

Deliveries

Troops should make sure their girls coordinate delivery of snacks with their customers. Happy customers equal return customers!

- » Payment for snack items is due at the time of customer delivery.
- » Girls will receive an online report of orders with email addresses and phone numbers of their customers.
- » Got requests for extra snack items? Contact Customer Care for additional snack availability.

Please note that the name listed as “Product Pickup” in M2 is the name of your Service Unit Distribution Manager.

Rewards

Reward pick up will be coordinated with your Service Unit Distribution Manager in a similar fashion to snack pick up.

Please note that if your troop qualifies and decides to opt out they must do so by Nov 20.

- » To opt out of rewards - select the “Reward Opt-Out” link under “Rewards and Patches” on the Dashboard. Then slide the toggle to turn on opt out for your troop.
- » This option is for Junior, Cadette, Senior, and Ambassador troops only and must be a unanimous girl decision.

FAQs:

Here are a few Frequently Asked Questions as you get started:

Q: I entered the email addresses to send access notifications to the girls in my troop. The site says, “Queued for Sending”. How long does it take to send?

- Access emails will not be sent to your Girl Scouts until the program start date August 26.

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

- Yes! You will be notified upon login as to which account you are signing onto.

Q: One of my girls received an online girl-delivered order that the family is unable to deliver. How do I remove it?

- The caregiver (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 October 19.

Have More Questions?

GSNEO Customer Care

For questions regarding specific Council-related details, contact GSNEO Customer Care.

800.852.4474

customercare@gsneo.org

M2 Customer Service

Please contact M2 Customer Service for technical questions on the M2 site and for assistance with canceling a Girl Delivery Order.

800-372-8520

support.gsnutsandmags.com

WE APPRECIATE YOU!

**Thank you for being an
integral part of the
Fall Product Program!**

