

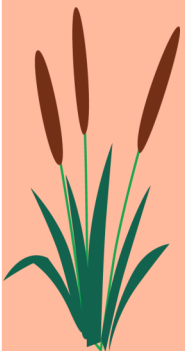


2023 Fall Product Program Troop Chair Guide

Thank you for taking on the role of Fall Product Program Troop Chair. Your help is extremely important to the success of the program. This guide is designed as a checklist to help you in your role during the coming weeks as you work with the Girl Scouts and families in your troop. Please make sure to read the family guide for full program information. If you have any questions, please reach out to your Service Unit MagNut Chair.

August & September

- Get your questions answered by attending a MagNut Q&A session once you have completed training. The information for those sessions is emailed to you after completing training but also can be found on the [GSNMT MagNut Central webpage](#) under the Troop Resources section.
- Obtain materials for the Fall Product Program including paper order cards, flyers on how to set-up a Girl Scout's online storefront, money envelopes, and receipt sheets. These items can be picked up from your Service Unit Chair or the council office. These items are also available for download from the [GSNMT MagNut Central webpage](#) under the Troop Resources section. If you live outside the Albuquerque metro area and don't have a Service Unit Chair, you can request to have materials mailed to you by using the [Fall Product Program Materials Request form](#).
- Prepare your Girl Scouts and families for the Fall Product Program by hosting a family meeting to review the program and share troop deadlines and practices.
- Use a troop meeting to host a MagNut Mania Rally to prepare your Girl Scouts for the Fall Product Program and get them excited to start selling. The 2023 Fall Product Program Rally Activities guide will be available on the [GSNMT MagNut Central webpage](#) under the Troop Resources section. If you troop completes the activities they can receive a Rally patch for free and earn entries to win the large Marleigh ocelot plush. Plus your troop meeting is already planned!
- Make sure to complete training by Wednesday, September 6th to receive 1st day access when M2OS goes live on Friday, September 15th. Troop can still participate in the program if the training is completed after this date. Access to the M2OS will be provided on a rolling basis every other day starting Monday, September 18th.
- Confirm that all your Girl Scouts have a 2023-2024 Girl Scout membership and complete a [2023-2024 Girl Scout Product Program Permission Form](#) by Sunday, September 17th to have guaranteed 1st day access to M2OS. Girl Scouts will be added on a rolling basis every other day. You can use the Google Product Program Permission form list for your Service Unit that was emailed to you in your training confirmation email to see which Girl Scouts have forms. This list is updated every other day starting September 1st.



Troop Chair Checklist Continued

September

- Don't forget to launch the parent guardian email blast by Thursday, September 21st. This will ensure your Girl Scouts receive the 1st day email to set-up their online storefront when the Fall Product Program begins. If you need help setting up the email blast, please visit the [GSNMT MagNut Central webpage](#) under the Troop Resources section. There are videos to help you with the set-up. If you do not complete the email blast, your families will receive an email from M2 Media Group on Saturday, September 23rd. Remember, initiating the email blast is a step in earning your custom volunteer patch. You can initiate the email blast even if the program has started, so don't forget this step.



- Fall Product Program begins Friday, September 22nd.** Please remind families not to take any orders until this date or post on social media until the program begins. If your families need help setting up their online storefront, please encourage them to visit the [GSNMT MagNut Central webpage](#) under the Family Resources section. There are videos to help them with setting up the site. Also, there is a flyer called "How to Get Started with M2 Online Storefront" available for download in the Family Resources section or paper copies are available with your other MagNut materials.

- Confirm your troop has submitted their [2023-2024 ACH Authorization Form](#) by Friday, September 22nd. For brand new troops who are still working on setting up their bank account, you have until Monday, October 30th.
- If you need help during the program, you can attend virtual office hours with the Product Program team starting Monday, September 25th through Wednesday, December 6th. Office hours are held on Monday evenings from 6:30 to 8:30 and Wednesdays during the lunch hour from 11:30 to 1:30. The zoom link is <https://zoom.us/j/96770504805> and the passcode is MagNut23. You can jump on anytime during those hours and the link will be open the whole time. You don't have to stay for the whole session. Jump on, ask your question, get the help you need and once your done you can leave.
- Don't forget to have fun! If you need help at anytime, please reach out to your Service Unit MagNut chair. Their contact information is listed in the training confirmation email that was sent to you. They are here to support you and want to help you so please reach out to them.

October

- Make sure all participating Girl Scouts are listed in the M2OS system by Wednesday, October 11th. Friday, October 13th will be the last day for uploads into M2OS.
- Remind caregivers and Girl Scouts that they have until **Sunday, October 15th** to enter the paper order card totals into M2OS. The system will close for families on Sunday, October 15th at 9:59 pm. If they need help entering the totals, there is a video for them in the Family Resources section of the [GSNMT MagNut Central webpage](#).



Troop Chair Checklist Continued

October

- If you need to enter any Girl Scouts' nut and candy orders from the paper order cards, you can do that from your volunteer M2OS login starting Monday, October 16th. From the Dashboard page, click the Paper Order Entry link and each Girl Scout participating will show. You can click their name and a window will appear to enter totals. There is a video with directions on the [GSNMT MagNut Central webpage](#) under the Troop Resources section to help you. **You have until Tuesday, October 17th to enter information or make any changes that caregivers have entered.**
- Verify all Girl Scouts' nut and candy orders are accurate in M2OS by Tuesday, October 17th. If changes need to be made after midnight on Tuesday, please contact your Service Unit Product Program Chair as soon as you are aware. Your Service Unit Chair can make changes up to Thursday, October 19th.
- Remind your families that Thursday, October 19th is the last day for customers to place their girl delivery orders. If they have a customer who wants to place an order after your access to the paper order card entry is closed, they can direct them to the online storefront for girl delivery until Thursday, October 19th.
- Start preparing for your troop's candy and nut products by logging into M2OS and printing your Girl Scout's delivery tickets starting Friday, October 27th. To print the tickets, from your dashboard click Delivery Tickets under Product Management. You will need to print two copies of each Girl Scout's ticket. Use one copy when sorting orders for Girl Scouts and have caregivers sign it at pickup. Please keep the signed delivery ticket for your troop records and give the family the second copy. There is a video to show how to pull the tickets on the [GSNMT MagNut Central webpage](#) under the Troop Resources section. If you need council to print the delivery tickets for your troop, email customercare@nmgirlscouts.org by Friday, October 27th to ensure the tickets are received by the time you receive product.



November

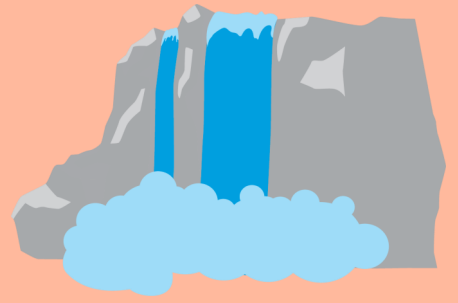
- Remind Girl Scouts and caregivers that the last day for direct-shipped orders and magazine orders through the Girl Scouts' online storefronts is Sunday, November 5th.
- Remind Girl Scouts and caregivers that the last day for reward selections through their M2OS Dashboard is Tuesday, November 7th. If families need help selecting rewards there is a video for them in the Family Resources section of the [GSNMT MagNut Central webpage](#).
- Verify rewards selections for each Girl Scout and make any changes by Thursday, November 9th. Council will make any selections not submitted on Friday, November 10th to ensure rewards are received in a timely manner. If you need help selecting rewards, there is video for you to view on the [GSNMT MagNut Central webpage](#) under the Troop Resources section.



Troop Chair Checklist Continued

November

- Some Service Units will receive their candy and nut products via FedEx directly from Trophy Nut, our candy and nut vendor. The product will be mailed directly to troop chairs. Those troop chairs will receive an email with directions and how to provide a shipping address. Some Service Units will still receive product from their Service Unit Chair. The Service Unit Chair will contact you when they expect product to be ready for pick-up. Please be patient with them as delivery dates and times may change. To see how your Service Unit will receive their product, please check the chart below:



Service Units where troops will pick-up product from Service Unit Chairs: 10, 132, 152, 154, 156, 174, 181 and 184

Service Units where FedEx will deliver product directly to troops: 22, 42, 52, 55, 61, 71, 101, 122 and 134

If your Service Unit is not listed, please reach out to the Product Program Team and we will confirm with Trophy Nut. With the change in delivery, we can not guarantee an exact delivery window. We are expecting product to be delivered no later than mid-November. Once we receive word from Trophy Nut on expected delivery we will inform troop volunteers.

- When receiving product from either your Service Unit Chair or FedEx, review the Delivery Ticket. You can print a delivery ticket from M2OS for your troop to make sure the count matches. Count the product and then recount to ensure you received EXACTLY the right quantity of each item. *Tip: when reading the Delivery Ticket, be mindful of cases vs. single pieces. Troops orders are submitted to the piece and orders will be packaged both in cases and singles.* You should not receive nor ask for any extras. If your troop is short, notify the council and make a note on your Delivery Ticket. If you are receiving product from a Service Unit Chair, sign the ticket. Signing the Delivery Ticket means you agree to the amount you received is the same as the amount listed on the Delivery Ticket. The Service Unit Chair will give you a copy for your records.

- After receiving product, you will sort the products for Girl Scouts' orders. Make sure to attach the Girl Scout Delivery Ticket to each order. Give yourself plenty of time to sort orders before families are scheduled to pick up. When the caregiver who signed the product permission form arrives, ask them to count and recount their order and compare it against the Delivery Ticket. Only the caregiver who completed the product permission form can sign for product. Signing the Delivery Ticket is agreeing to the quantities received and makes them financially liable for product.

- Check your email on Friday, November 17th. The Product Program Team will email your troop's ACH amounts that week. Please contact the Product Program Team at customer care@nmgirlscouts.org if there are any issues or concerns as soon as possible so they can be addressed right away.



Troop Chair Checklist Continued

December

- Submit any Outstanding Balance Reports by Sunday, December 3rd. Form is available online at <https://forms.gle/j8rN9kFJZD7Sffdb8> and on the [GSNMT MagNut Central webpage](#). Copies of Girl Scout delivery ticket and any receipts for money turned in must be emailed to customercare@nmgirlscouts.org by Sunday, December 3rd for the form to be complete. *Please submit the form for any family who has not paid for product by this time. Please remember that we can always remove families from this list if the payment is made. We do not want to limit your troop's financial resources due to one family's inability to pay.*
- Monday, December 4th by noon is the deadline to make any changes to ACH withdrawal amounts. Any request to make changes must be emailed to customercare@nmgirlscouts.org. If you have any concerns about your troop not making your withdrawal amounts, please contact us immediately.
- Please make sure all money is deposited into your troop bank account by Tuesday, December 5th, or sooner, to ensure all funds are available for the **ACH Withdrawal on Friday, December 8th**.
- To prepare for the reward delivery, log into M2OS and print the Girl Scout reward delivery tickets for each Girl Scout. To pull the delivery tickets, click Delivery Tickets under Product Management. Reward delivery tickets will be available on Monday, November 13th.
- We will inform you closer to the end of the program when we can expect rewards to arrive. At this time, Trophy Nut has not provided us a date for rewards to be shipped.
- If you are short rewards, please notify your Service Unit Chair and the council office immediately so they can request replacement items. *You must notify us no later than a week after receiving rewards if your troop is short. You should pick-up rewards within a week of your Service Unit Chair letting you know they are available. If you do not pick-up rewards in a timely manner and your troop is short, we might not be able to receive replacements so please pick-up rewards as soon as possible.*



Important Dates to Remember

- Friday, September 22nd —Fall Product Program order taking begins both with paper order cards and online access to M2OS for families
- Friday, September 22nd—deadline for returning troops to submit ACH form
- Wednesday, October 11th—ensure all Girl Scouts participating are listed in M2OS
- Sunday, October 15th —last day for in-person order taking and families must enter order card totals in M2OS
- Tuesday, October 17th —last day for troop chairs to enter in-person orders in M2OS
- Thursday, October 19th —last day for girl delivery orders to place through the online storefront
- Monday, October 30th —deadline for new troops to submit ACH form
- Sunday, November 5th—last day for direct-shipped orders and magazine orders through the online storefront
- Tuesday, November 7th—last day for families to make reward selections through M2OS
- Thursday, November 9th—last day for troop chairs to make reward selections through M2OS
- Sunday, December 3rd —deadline to submit any Outstanding Balance Reports including receipts and delivery tickets
- Friday, December 8th—ACH withdrawals and deposits



Troop Chair Resources

Please remember to use the following resources to help you throughout the Fall Product Program:

- GSNMT MagNut Central webpage: <https://www.nmgirlscouts.org/en/members/for-girl-scouts/product-program-resources/magnut-central.html>
- gsLearn Trainings—you can review the trainings as many times as needed and PDFs of slides are available in the Additional Resources section.
- MagNut News—this is a weekly e-newsletter sent by email to all Troop Chairs with information and updates on the Fall Product Program. Emails go out on Tuesdays starting September 5th. Copies will be posted online on the GSNMT MagNut Central webpage and in the Facebook Group.
- Service Unit Product Program Chair—they are happy to help you and are a great resource to get your questions answered. They can provide best practices for your troop.
- GSNMT Product Program Chairs Facebook Group—this is a private by invite only group that you can access to ask questions and get responses from other volunteers. If you need access to this group, reach out to your Service Unit Chair.
- Virtual Office Hours—you are welcome to attend virtual office hours on Monday evenings from 6:30 to 8:30 and Wednesdays during the lunch hour from 11:30 to 1:30 to get your questions answered.
- Girl Scouts of New Mexico Trails—feel free to email customercare@nmgirlscouts.org if you are unsure about who to reach out to and we will get you the information you need.
- M2 Media Group—they can answer any M2OS questions or issues. This includes any issues with orders placed online. Please do not email GSNMT about issues with M2OS. You can email them directly about login and order issues.



Thank you for all your hard work
during the Fall Product Program!
It is greatly appreciated.

