



2024 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 2024 Fall Product Program Rally Activities guide will be available on the [GSNMT MagNut Central webpage](#) under the Troop Resources section. If your troop completes the activities they can receive a Rally patch for free and earn entries to win the large Marleigh the Asian Elephant plush. Plus your troop meeting is already planned!
- Make sure to complete training by Sunday, September 15th to receive 1st day access when M2OS goes live on Friday, September 20th. Troops 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 23rd.
- Confirm that all your Girl Scouts have a 2024-2025 Girl Scout membership and complete a [2024-2025 Girl Scout Product Program Permission Form](#) by Sunday, September 22nd 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 3rd.



Troop Chair Checklist Continued

September

- Don't forget to launch the parent adult email campaign by Thursday, September 26th. 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 campaign, 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 campaign, your families will receive an email from M2 Media Group on Saturday, September 28th. Remember, initiating the email campaign is a step in earning your custom volunteer patch. You can initiate the email campaign even if the program has started, so don't forget this step.



- **Fall Product Program begins Friday, September 27th.** 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 [2024-2025 ACH Authorization Form](#) by Friday, September 27th. For brand new troops who are still working on setting up their bank account, you have until Monday, October 28th.
- If you need help during the program, you can attend virtual office hours with the Product Program team during key points of the program.

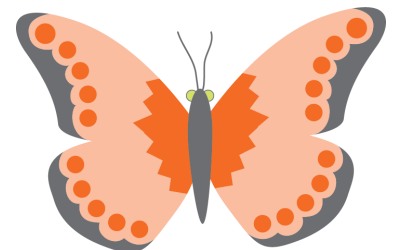
- * Monday, September 30th from 6:30 pm to 8 pm
- * Wednesday, October 2nd from Noon to 1 pm
- * Monday, October 21st from 6:30 pm to 8 pm
- * Wednesday, October 23rd from 11:30 am to 1 pm and 6:30 pm to 8 pm
- * Monday, November 25th from 6:30 to 8pm

[Click here for the Zoom link](#) and the passcode is MagNut24. 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.

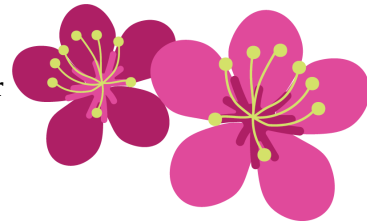
October

- Make sure all participating Girl Scouts are listed in the M2OS system by Wednesday, October 16th. Friday, October 18th will be the last day for uploads into M2OS.



Troop Chair Checklist Continued

October



- Remind caregivers and Girl Scouts that they have until **Sunday, October 20th** to enter the paper order card totals into M2OS. The system will close for families on Sunday, October 20th 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](#).
- 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 21st. 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 22nd 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 22nd. 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 24th.
- Remind families that Thursday, October 24th is the last day for customers to place **ALL ONLINE ORDERS**. This includes candy and nut girl delivery orders and direct ship orders for candy and nuts, magazines, tumblers, Bark Boxes, and personalized products. If a customer wants to place an order after your access to the paper order card entry is closed, Girl Scouts can direct them to the online storefront for girl delivery until Thursday, October 24th.
- Remind Girl Scouts and caregivers that the last day for reward selections through their M2OS Dashboard is Sunday, October 27th. 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 Sunday, October 27th. Council will make any selections not submitted by Sunday, October 27th 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.

November

- Start preparing for your troop's candy and nut products by logging into M2OS and printing your Girl Scout's delivery tickets starting Friday, November 1st. 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, November 1st to ensure the tickets are received by the time you receive product.



Troop Chair Checklist Continued

November

- Submit any Outstanding Balance Reports by Tuesday, November 26th. Form is available online at <https://forms.gle/5ZCs16CjVBVWME4o6> and on the [GSNMT MagNut Central webpage](#). Copies of Girl Scout delivery ticket and any receipts for money turned in must be emailed to customer-care@nmgirlscouts.org by Tuesday, November 26th 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.*

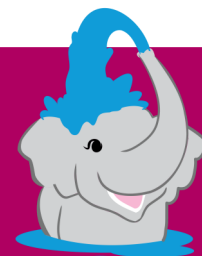


December

- Monday, December 2nd by noon is the deadline to make any changes to ACH withdrawal amounts. Any request to make changes must be emailed to customer-care@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 Monday, December 2nd, or sooner, to ensure all funds are available for the **ACH Withdrawal on Wednesday, December 4th**.
- 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 4th.
- 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 27th — Fall Product Program order taking begins: both paper order cards and online orders. Families gain access to M2OS system.
- Friday, September 27th — deadline for returning troops to submit ACH form
- Wednesday, October 16th — ensure all Girl Scouts participating are listed in M2OS
- Sunday, October 20th — last day for in-person order taking and families must enter order card totals in M2OS
- Tuesday, October 22nd — last day for troop chairs to enter in-person orders in M2OS
- Thursday, October 24th — last day for all online orders including girl delivery orders and direct shipped order
- Sunday, October 27th — last day for reward selections through M2OS
- Monday, October 28th — deadline for new troops to submit ACH form
- Tuesday, November 26th — deadline to submit any Outstanding Balance Reports including receipts and delivery tickets
- Wednesday, December 4th — 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 3rd. 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 that are scheduled during key points during the program. Dates are listed on page 2 of this guide and are listed on our GSNMT MagNut Central webpage and are events in the Facebook Group.
- 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.

