



# 2023 Fall Product Program Service Unit Guide

## SUFPM Key Responsibilities

**Remind troop fall product managers (TFPMs)** to complete a TFPM agreement and have their troop submit a 2023-2024 ACH and BAASA forms.

**Get up-to-date information!** Take training and read the guide. Check GSCO social media.

**Encourage** program participation!

- Talk up the program at service unit meetings, post info on service unit social media page, and/or email troops and Juliette caregivers.

**Training** - TFPMs can take training online or SUFPMs can present TFPM training in person.

**Distribute** Fall Product Program materials to TFPMs and Juliette caregivers.

- All materials, except for money envelopes, are also available online. (Scan QR code on this page)

**Answer questions and communicate** frequently with TFPMs and Juliette caregivers.

- **ABOUT JULIETTES:** SUFPMs are the main point of contact for Juliette caregivers. **Be sure to include them in all the same communications as you would TFPMs, especially action steps and deadline reminders!** Juliette caregiver contact information is on the SU roster in Looker.

- ◆ If need roster assistance, contact your VSS.

**Download, save, and print** M2OS reports!

**Receive/distribute** products and girl rewards.

<b>Program begins</b>	<b>Sept. 9</b>
Last day families can enter order card orders. <b>Payment for ALL order card girl delivery orders due in M2 by 8 p.m. or to TFPM.</b>	<b>Oct. 8</b>
Last Days for TFPMs to enter order card orders into M2OS. Last day SUFPMs can enter order card orders.	<b>Oct. 8-10</b> <b>Oct. 11</b>
Online nut/candy/magazines shipped and donated orders continue.	<b>Oct. 11-23</b>
<b>Program ends</b>	<b>Oct. 23</b>
Troop reward entry deadline.	<b>Oct. 25</b>
Products delivered to SUFPM starts.	<b>Week of Oct. 30</b>
Fall Product Program ACH debit.	<b>Nov. 1</b>
Girls product delivery starts.	<b>Week of Nov. 6</b>
Girl rewards delivery to SUFPM starts.	<b>Week of Nov.27</b>

## TRAINING AND RESOURCES

Access guides, tip sheets, forms, and just-in-time training on the GSCO website!



**OWN YOUR magic**

**2023 Fall Product Program**



**The Ocelot is the 2023 Fall Product Program Mascot**

**Need M2 technical support or assistance with orders?**  
Contact M2 Customer Service  
[support.gsnutsandmags.com](https://support.gsnutsandmags.com)  
or call 1-800-372-8520



# Participation Options

Product	Sale Type	Money Collection	Delivery to Customers	Troop
Nuts Candy	<b>In-Person</b>	<ul style="list-style-type: none"> <li>Girls share order card, collect money from customers</li> <li>Family or troop enters orders into the M2 by the deadline (TFPM/families decide who enters orders into M2)</li> <li>Girls turn in cash to TFPM OR pay for orders through M2 site.</li> </ul>	Delivered by girls to customers <b>Deadlines:</b> <u>Family enter orders: Oct. 8</u> <u>TFPM enter orders: Oct. 8-10</u> <u>SUFPM enter orders: Oct. 11</u>	\$1.05 per item sold
Nuts Candy	<b>Online</b>	<ul style="list-style-type: none"> <li>Girls create storefront in M2, share their site link, send emails to friends, family</li> <li>Customers pay online for girl delivery</li> <li>Orders are <i>automatically credited</i> to the girl in M2</li> </ul>	Delivered by girls to customers <b>Girl delivery online order deadline: Oct. 11</b>	\$1.05 per item sold
Nuts Candy	<b>Online</b>	<ul style="list-style-type: none"> <li>Girls create storefront in M2, share their site link, send emails to friends, family</li> <li>Customers pay online (+ shipping cost)</li> <li>Orders are <i>automatically credited</i> to the girl in M2</li> </ul>	Shipped from vendor *** Care to Share orders ship free *** <b>Last day: Oct. 23</b>	\$1.05 per item sold
Magazines	<b>Online</b>	<ul style="list-style-type: none"> <li>Girls create storefront in M2, share their site link, send emails to friends, family</li> <li>Customers pay online</li> <li>Orders are <i>automatically credited</i> to the girl in M2</li> </ul>	Shipped from vendor *** Magazines ship free *** <b>Last day: Oct 23</b>	13% per magazine sold

## Girl Scouts

### Personalized patch reward criteria:

- Create your avatar in M2.
- Send 21+ emails through M2 and share your site link through your M2 dashboard.
- Sell \$400 in combined sales during the 2023 Fall Product Program.

***Girl Scouts who meet all the above criteria will earn the Personalized Patch.***

### S'mores Club criteria

- Create your avatar in M2.
- Sell 30+ items during the 2023 Fall Product Program.
- Participate in the 2024 Cookie Program and sell 500+ packages of cookies.



***Girl Scouts who meet all the above criteria will earn the S'mores Club patch and a pair of custom Converse shoes.***

## Troop Fall Product Managers

### Personalized patch reward criteria:

- Create your avatar in M2.
- Send Parent/Adult Campaign Email through M2 (caregiver log-in email)
- Troop sells \$1700+ during the 2023 Fall Product Program.

***TFPMs who meet all the above criteria will earn the Personalized Patch.***

### S'mores Club Reward Criteria – Troops

- Troop sells \$1000+ in combined sales during the 2023 Fall Product Program.
- Troop has 500+ packages per selling girl average during the 2024 Cookie Program.

***Troops that meet all the above criteria will earn an additional two cents (\$.02) in troop proceeds for each package of cookies sold during the 2024 Cookie Program.***

***\*TFPM, TCM (and SUFPM, SUCM) will no longer receive custom Converse shoes as reward. Early cookie booth pick is now a troop incentive reward, not a S'mores Club reward. For more details, see Troop Guide, page 4.***

# Service Unit Fall Product Manager Checklist

## Before the Program

### August/September

- Take required SUFPM training. In-person and online options will be available.
- Rosters with contact information for troops/Juliettes in your area, can be found in Looker. If you need assistance with rosters, contact your volunteer support specialist. Troops without an ACH form submitted and approved may not pick up product at end of program.
- Contact TFPMs and Juliette caregivers, introduce yourself, and offer your support.
- Fall Product Program materials are mailed to SUFPMs. Distribute to TFPMs at service unit meetings or schedule pick ups. Resources for troops, families, and girls are also available on the GSCO website.
- TFPMs and Juliette caregivers can complete Fall Product Program training online OR you can offer training in-person. Make sure they receive program materials and are aware of how to access training and that it's required. **Please direct volunteers to additional resources on the GSCO website!**
- SUFPMs and TFPMs will receive an email the week of Sept. 4 to set up their M2 account. If you don't receive an email, check your junk/spam mail folder first. You can go to [gsnutsandmags.com/gsco](https://gsnutsandmags.com/gsco) to log in too. If you need assistance, contact [inquiry@gscolorado.org](mailto:inquiry@gscolorado.org).
- Create your custom SUFPM avatar. Check to make sure that your mailing address is correct too!

## During the Program

### Fall Product Program begins Sept. 9 and ends Oct. 23

### September/October

- Sept. 9 - Go Day! TFPMs MUST send Parent/Adult Email campaign (log-in email) through M2 to all parents and caregivers.** It's an easy-launch email message with the link to the M2 site and the steps to help Girl Scouts get started.
- Troops can participate anytime on or after Go Day!**
  - ◆ Troops with participating girls need to have a TFPM who has completed a TFPM agreement form and the troop must complete an ACH form. To onboard a new TFPM, contact your product program support specialist for assistance.
- Oct. 8, 8 p.m., order card/Nut Promise orders end.** Last day for families/Juliette caregivers to enter paper order card orders. *Families turn in order money to TFPMs or **make payment through M2 by 8 p.m.***

**Remind TFPMs to check in with girls and families a week before the Oct. 8 deadline!**

***Be sure that YOU check in with Juliette caregivers too!***

**After Oct. 8, customers can still purchase nut and candy items for girl delivery through girl online storefronts only, up until Oct. 11, 8 p.m. No late orders will be accepted.**

- Oct. 10, 8 p.m.,** deadline for TFPMs to enter any paper card orders that have not yet been entered and to also enter order payments. Alert your product program specialist about any issues or concerns.
- Oct. 11, 8 p.m.** deadline for SUFPMs to enter or correct paper order card orders entered.
- Oct. 23, 8 p.m.,** program ends. M2 online storefronts close.

**SUFPMs cannot make girl reward selections, but they can remind TFPMs and Juliette caregivers to do so before the deadline!**

- Oct. 25 - Rewards deadline.** Girls and caregivers or TFPMs can select girl reward options in M2OS. If TFPMs have to make reward selections for girls, tell them to choose the item. GSCO can always change it to Cookie Credits if the girl prefers, but extra reward items are not available.

## After the Program

### DOWNLOAD, SAVE AND PRINT REPORTS!

Coordinate with TFPMs and Juliette caregivers to pick up nut/candy items and girl rewards.

- ◆ Print delivery tickets.
- ◆ Once products/rewards arrive, check right away and separate by troop/Juliette and schedule pick-up date.

### Remind TFPMs and Juliette Caregivers to:

- ◆ Print Girl Scout orders report from M2 and bring to order pick up. Girl reward reports by girl or by troop can also be printed from M2OS.
- ◆ Count and verify each item received during pick up, and do the same when distributing nut/candy items and girl rewards.

Find a writable/printable receipt on the **Fall Product Program page.**



Have TFPMs/girls/families *sign an itemized receipt* when they pick up products and rewards. Tell TFPMs to have families do the same!

### Products and Girl Rewards QUALITY CONTROL

**SUFPMs:** Count nut/candy products and girl rewards *right away!*

- Make sure you have the correct number of items and also that no items are damaged.
- Take photos of any damaged items. If there are missing items, take a photo of the number on the case.
- Report any missing or damaged products or rewards *immediately* to your PPS.



- **Week of Oct. 30:** Fall product starts to be delivered to SUFPM. \*
- **Nov. 1:** Fall Product Program ACH debit.
- **Week of Nov. 6:** Girls start to deliver product to customers.

### Encourage TFPMs to share delivery tips and best practices with girls and their families. (See Family Guide)

**\*Nov. 17: Last Day to report product damages or shortages**

- **Week of Nov. 27** Fall Product Program girl rewards start to be delivered to SUFPM. \*

## PRODUCT PROGRAM SPECIALISTS



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