

# 2024 Fall Product Program Service Unit Information Guide



## Dates to Remember

### September 23rd

Email sent to Volunteers to access the M2 Online System (M2OS)

### September 27th

Online opens, Paper Order Card sales begin

### October 20th by 11:59PM

Last day for caregivers to enter Paper Order Card sales into M2OS

**Do not enter Online Girl-Delivery orders, as these are already in the system**

### October 24th at 11:59 PM

Online Girl-Delivery order option ends

### November 11th - 19th

Nuts/candy delivered to SU Product Managers

### November 12th - 20th

Product picked up by Troops - Do not forget receipts. Send receipts (Service Unit to Troop) to Council after pickups are completed

### November 13th at 11:59 PM

Online sales end

### November 14th by 11:59 PM

Last day to enter girl reward choices in M2OS

### December 3rd

Outstanding Balance Forms with receipts due to Council

### December 5th

Troop ACH Email

### December 10th

Troop ACH Sweep – Full Amount Due

### End of December/January

## Troop Proceeds

Troop proceeds are 15% of total sales and are automatically calculated in M2OS. Troops can view the total amount earned by selecting the Banking and Payments link from their Troop Dashboards.

REMINDER: CSA Troops may opt-out of rewards as a Troop to receive an additional 2% in proceeds!

## Materials Checklist

Please verify that Troops received the following materials by the week of September 13th:

- ▶ Troop Envelope
- ▶ Troop Permission Sheet

### Girl Materials (should receive one of each)

- ▶ Caregiver Information Guide
- ▶ Paper Order Card
- ▶ Money Envelope

Email [customer care@gsmw.org](mailto:customer care@gsmw.org) if materials were not received or if you need additional materials.

## Rewards

- ▶ Rewards are automatically calculated in M2OS and will be visible to girls.
- ▶ Girls will make choices in the system for levels where two items are offered. If a girl does not make a choice by **November 14th at 11:59 PM**, the default will be selected.
- ▶ Rewards will be delivered mid-to-late December to the address provided in M2OS.
- ▶ Count all rewards and compare to shipping list prior to sorting rewards by Troop for pickup.
- ▶ Report any damages within 2 weeks of receiving items.
- ▶ **Log into [gsnutsandmags.com/admin](https://gsnutsandmags.com/admin)**
  1. 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.
  2. Have Troops double check their rewards order and sign the receipt at pickup.



## Fall Personalized Patch For SUPM to earn:

1. Create a Me2 avatar
2. Enter delivery and reward addresses in M2OS by Oct. 15th

## Cookie Crossover Patch For SUPM to earn:

1. Create a Me2 avatar in M2OS
2. Enter delivery address for the 2025 Cookie Program in Smart Cookies by Feb. 15th



# Service Unit Responsibilities



## Step One: Log In to M2 Online System (M2OS)

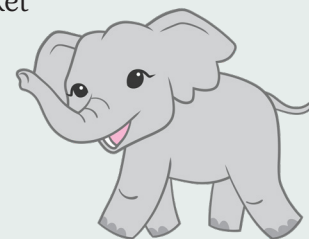
1. As a Service Unit Product Manager, you will receive an email invitation to set up your administrative level access to M2OS on September 23rd.
2. Click the link included in the email to gain access and set up your password.
3. Once you set up your account, you can access it by going to [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin). We highly recommend bookmarking this site.
4. Be sure to create your Me2® avatar!

## Step Two: Provide Delivery Information for Product and Rewards

1. Enter your nut/candy and reward delivery information in M2OS no later than October 15th. Product and rewards can be delivered to your home or a business location.
  - ▶ 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.
  - ▶ **PO Boxes are not an acceptable delivery address.**
2. Rewards will ship to the address you enter into M2OS and will be delivered December/January.
  - ▶ Note: Your reward address can be different than product delivery address. Unlike with products, you do not need to be present for the reward delivery. Count the rewards (using the packing slip) prior to separating into Troops.
  - ▶ Report discrepancies within 2 weeks to [customercare@gsmw.org](mailto:customercare@gsmw.org).

## Step Three: Delivery/Distribution of Nuts and Candy

1. Nut/candy items will be delivered by agents November 11th – 19th.
  - ▶ Lookout for a delivery notification email around November 7th from Council. If a time is not listed in the email, you will be contacted by the delivery agent via phone/email regarding a delivery time.
2. When the delivery agent arrives, review the delivery ticket provided. You must be present to count, inspect, and sign for nut/candy items. Count the product carefully to ensure that you have received exactly the right quantities of each product as shown on the delivery ticket.
3. Sign the delivery ticket to agree that you have received the products listed. The agent will give you a copy for your records. Note any shortages on this ticket prior to signing. This will ensure the agent will fulfill the order completely.
4. Log in to [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin) and click Delivery Tickets from your SU dashboard.
5. Print two copies of each Troop's delivery ticket to use when sorting orders. Have Troops sign copies at pick-up and retain one for your records and give the other to the Troop for their records.
  - ▶ When reading the delivery ticket, be mindful of full cases vs. single pieces when sorting orders. In the Fall, Troops can order to receive single pieces.
  - ▶ Remind Troops that the delivery ticket includes Paper Order Card and Online Girl-Delivery items.
  - ▶ Sort products into Troop orders and attach the appropriate delivery ticket to each Troop's order or plan to pull orders when Troops arrive.
6. Schedule Troop pick-ups accordingly.
7. Send signed receipts to council by November 30th.



## Step Four: Payment

1. Customer payment for Paper Order Card sales is collected at time of delivery.
  - » Troops may use the CloverGo App to collect customer card payments during the Fall Program.
2. Caregivers should turn in money to the Troop no later than December 2nd. All funds collected must be deposited into the Troop's bank account.
3. Outstanding Balance Forms should be submitted online with receipts by December 3rd (visit [gsmw.org](http://gsmw.org) then click on Forms & Resources).
4. An ACH (Automatic Clearing House) email will be sent to Troops on December 5th confirming the ACH Sweep amount.
  - » You can also find the amount due in M2OS under the Banking and Payments section.
  - » The ACH Sweep will occur on December 10th.