



# 2020 Fall Product Program in a Nutshell

*A quick guide to the Fall Product Program—see full program details in the Troop Fall Product Program Guide at [www.girlscoutsla.org](http://www.girlscoutsla.org)*

## Key Dates

<b>Early September</b>	Plan a troop meeting to set goals with girls, train parents on dates and their responsibilities.
<b>September 11</b>	Troops must submit ACH Debit Authorization form, voided troop check and Troop Fall Product Chair Position Description & Agreement.
<b>September 16</b>	Troops receive access to M2OS. Troops should verify access immediately. Visit <a href="http://www.girlscoutsla.org">www.girlscoutsla.org</a> to view/print the M2OS manual.
<b>September 25</b>	Order taking begins for nuts and magazines. Send parents email to remind them to go to <a href="http://www.gsnutsandmags.com/gsgla">www.gsnutsandmags.com/gsgla</a> to start their online sales campaign.
<b>October 16</b>	Last day for girls to send 12+ valid emails to be eligible for <b>online-related</b> rewards (includes avatar and combo patches).
<b>October 25</b>	Online sales end at 9 PM.
	Nut orders due to troop. Parents enter paper orders in M2OS by 9 PM and turn in a copy of the order card to the TFPC.
<b>October 26</b>	TFPC to enter/review Nut Orders in M2OS by 9 PM and notify SUFPC when complete.
	Last day to enter bank account information in M2OS if not automatically uploaded.
<b>November 14</b>	Trophy Nut order delivery to service units and distribution to troops (dates/locations vary).
<b>November 14-22</b>	Sales via Residential Walk-about & Lemonade Stands.
<b>November 22</b>	Fall Product Program ends.
<b>November 23</b>	All GOC, allocations, and troop-to-troop transfers must be completed in M2OS no later than 9 PM. (Note: Troop-to-troop transfers outside of your service unit are completed by your SUFPC. Plan accordingly!)
<b>November 23</b>	Last day to submit a debit request to your PPM
<b>Late November</b>	Ensure troop funds are deposited to troop account in time for all funds to be available (no holds) by December 4.
<b>December 4</b>	ACH Debit on troop bank accounts.
	Due date for troops to turn in Discrepancy Reports.

## Before Placing an Order

- Take training from your Service Unit Fall Product Chair.
- Submit your TFPC Position Description & Agreement, ACH Debit Authorization Form and voided troop check (online at [www.girlscoutsla.org](http://www.girlscoutsla.org)).
- M2OS is where you manage your troop's sale. View/print the M2OS manual from [www.girlscoutsla.org](http://www.girlscoutsla.org). M2OS will send you an access email. Click the link to set up your password.
- Most troop banking information will be uploaded to M2OS. Troops not automatically uploaded must enter their troop banking information in M2OS on the Banking and Payments link, prior to placing their order, for the order to be submitted to Trophy Nut Co.
- Hold a girl and family training to teach your troop about the Fall Product Program.
- Collect signed Parent/Guardian Permission and Responsibility Agreement, distribute Girl Order Cards, money envelopes, M2 online flier and the Family Letter to each girl/family.
- Parents will enter orders into M2OS by Oct. 25 at 9 PM.
- If the parents miss the due date, TFPCs must enter in person nut orders in M2OS by 9 PM on October 26. (do not enter orders taken online; they will be automatically entered by the customer).

## Troop M2OS Set-up

- The M2OS system automatically sends the TFPC an email that provides a link to get the troop started and enables password set up.
- Once logged in, you can manage your troop's sales through the dashboard. This dashboard provides a snapshot of the participation and sales for the entire troop. If you manage more than one troop, you will be able to select the troop you want to view.
- Girls registered by September 19 will be automatically uploaded. If a girl is not in the system, her parent can add her. Make sure parents know the troop number!

## Inviting Girls to Participate Online

Copy the message below and email it to all of the parents/guardians of the girls in your troop:

*"It's time to kick off our troop's Fall Product Program. It's easier than ever to participate online. To get started, go to [www.qsnutsandmagz.com/gsgla](http://www.qsnutsandmagz.com/gsgla) and follow the simple instructions. Save the link to our Favorites.*

- *Girls create their very own avatar and can earn a personalized patch with their avatar and their name (or their camp name).*
- *Send emails to friends and family and share on social media to ask for support.*
- *Supporters can pay with a credit card (magazines and nut products) and the troop earns money for activities.*
- *Participating can take as little as 10 minutes and the girls will have so much fun. Thanks in advance for helping our troop!"*

## Parents Enter Girl Orders

Parents should enter their girl nut order card orders by clicking on the "Paper Order Entry" link. If parents enter the orders, you still collect copies of the order cards and review/reconcile the orders in M2OS, just make sure not to double-enter the orders.

## ***What to do next...***

- Pick up your troop's nut order Nov. 13-15 (dates vary by service unit) and distribute the products to the girls/parents. Have the parents sign receipts for all products received.
- Plan your Walkabouts and Lemonade stands for Nov. 14-22, if able
- Collect money from girls, provide a receipt, and deposit the funds into the troop bank account promptly and frequently, well before the ACH debit date.

## ***Distributing Product to Girls***

Choose a contactless method to distribute the product. Schedule each girl's pick up so that only one family is there at a time. Leave the product on a porch or front yard along with the receipt, away from heat, sun, and rain. Chocolate melts quickly in the sun! Troops may print a delivery ticket from M2OS, along with financial information for each girl, so that the family knows what they owe the troop.

When parents/guardians pick up product, have them count, confirm totals, and sign for all product received with their own pen and leave the receipt in a box. KEEP ALL SIGNED RECEIPTS. They are your only proof of your inventory should there be any discrepancies.

## ***Residential Walk-Abouts and Lemonade Stands***

Residential walk-about and lemonade stands are the allowed and most popular ways to sell product on hand. Girls may sell from the date they receive their product through November 22, 2020. Girls must be accompanied by parents/guardians at all times. Girls/adults are not allowed to sell on sidewalks/street corners or in commercial areas. Girls found selling in a commercial area (i.e. in front of a store or other non-residential area) will risk losing proceeds and rewards. Girls may print doorhangers and personalized business cards to leave when customers aren't home.

## ***Returns/Exchanges/Troop-to-Troop Transfers***

- Troops may exchange damaged product, but only for the same variety. Contact your SUFPC if you encounter damaged items. Melted chocolate is not considered damaged.
- There are no returns. Troops are financially responsible for all products ordered.
- There are no exchanges with council. Work with your SUFPC to facilitate troop-to-troop transfers.
- Track troop-to-troop transfers in M2OS. Transfers outside of your service unit will need to be entered by your SUFPC.

## ***Money Handling Procedures***

1. Troops must enter banking information into M2OS by using the Banking and Payments link on your M2OS dashboard.
2. Troops will deposit all Fall Product Program funds for nuts into their troop bank accounts promptly and frequently, and in time for funds to be available on the debit date.
3. All council proceeds will be collected from troops via ACH Debit.
4. Troops with payments due to GSGLA that are still unresolved by the time the Cookie Starting Inventory Order is due will forfeit all girl and troop rewards, and Cookies 2021 will be impacted.

## Wrap-up Checklist

- ⇒ Online sales data will automatically populate M2OS. Girls need to deliver the Girl Delivered orders. Girls only collect payment for in person orders; online orders have already been paid for. For nut orders that were shipped to the customer, there is nothing to do here except watch the sales and troop proceeds roll in.
- ⇒ Verify that any troop-to-troop transfer has been properly accounted for. This will ensure your final balance due to GSGLA is correct.
- ⇒ Make sure all Gift of Caring donations have been recorded and allocated to girls so they will receive credit.
- ⇒ Verify that all nut products ordered and delivered to the troop have been completely allocated to a girl. You cannot opt out of Fall rewards so every item needs to be allocated to a girl. There is no “Submit” button. You are finished when all units are allocated to the girls.
- ⇒ In the event of an NSF (non-sufficient funds) check, make every attempt to contact the issuer and collect payment. If you are unsuccessful, forward the original or bank copy of any NSF to your PPM within three days of the return date for collection attempt.
- ⇒ All money should be deposited into the troop bank account promptly and frequently, in time for the funds to become available for the ACH debit.
- ⇒ Submit a Debit Adjustment Request Form to your PPM if the ACH debit cannot be processed for the full amount due on the due date. Bank fees are charged back to the troop. Don't spend your nut proceeds on a bank fee!
- ⇒ If you have a parent with money outstanding to the troop, DO NOT WAIT! Make sure you turn in a Discrepancy Report to your PPM so GSGLA may assist your troop by working directly with the parent. This increases the troop's chances of being reimbursed for lost proceeds. Troop leaders should be great troop leaders and not a collection agency. We want you focused on the girls' troop experience and not diverted by a negative situation. Let us help you.
- ⇒ Girl rewards for your troop will be distributed by your service unit in January. Please pick up and distribute promptly! Rewards not picked up by March 1 will be forfeited.
- ⇒ Celebrate your girls' successes. Learn from your planning, and start the conversation about setting girl and troop goals for the 2021 Cookie Program.

**BRAVELY  
BE YOU**

