



Service Unit Fall Product Manager M2 Operating System Guide

Pro Tip: New SUFPMs - review M2OS guides for TFPM and families on the Fall Product Program page of the GSCO website, under the “Cookies” tab.

Check in with TFPMs throughout the program. The first week, and the week before paper order card orders must be entered (Oct. 9– 12) are especially critical, as is connecting with TFPMs the week before the program ends on Oct. 24.

If you have questions or need assistance, contact your PPS.

Your support is vital to other volunteers, girls, and families and is appreciated.

Thank you!

Scan to access
program guides, tip
sheets, forms and
other resources!



Before the Program

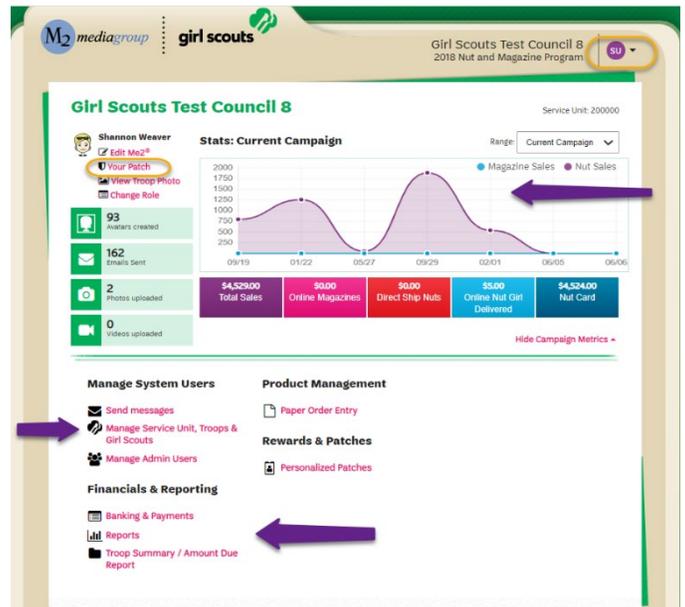
Week of Sept. 5 - You will receive an email inviting you to log into M2. Follow the registration link to access your account.

Getting started - Watch training video as you log in and/or take SUFPM online training before the start of the program. Create your avatar. You will be prompted to do this when registering your account or you can click **Edit Avatar** on your dashboard.

- **Familiarize yourself with the service unit homepage.**

- The top half of the page is the dashboard. It gives you a quick overview of sale progress for your service unit, including girl engagement (creating avatars, making a recording and video, sending emails, etc.) and how many paper orders have been entered and how many nut/candy/magazine orders have been placed through online storefronts.
- The bottom half of the page has links to all other pages within the operating system. Each page will show you volunteer, girl and troop information in more detail. A quick link to all reports is included here too.

Note: By the start of the program, the look of M2 will be updated, but the functions on dashboard will be the same.



- Under each category, click on page titles to access the page. At the bottom of each of those pages is a button that will take you back to the homepage with one click. Near the right-hand

corner of each of those pages is a “Show quick dashboard links” dropdown menu, making it easy for you to go to another page or report.

- If you are a SUFPM as well as a TFPM, you can toggle between both of your roles by clicking on the dropdown menu next to the “SU” button in the upper right-hand corner of your homepage.

During the Program

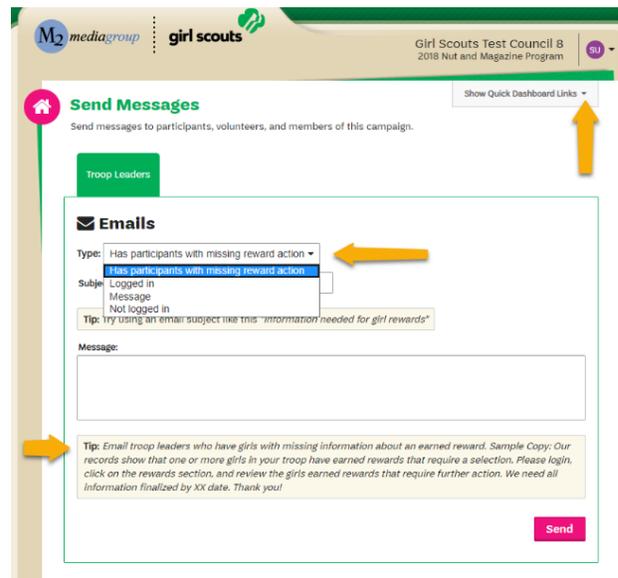
Encourage troops to participate in the program and help them with tips and reminders during the sale! Use M2OS to send email messages to TFPMs.

- You can select between options for messaging by choosing from the email “Type” dropdown menu.

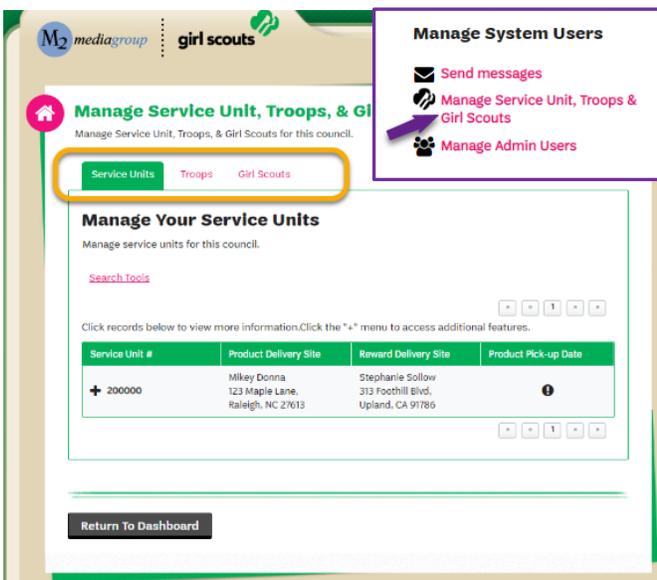
Options include:

- **Logged in** – email message goes to all TFPMs who have logged into M2
- **Not logged** – goes to TFPMs who have not logged into M2
- **Message** – goes to all TFPMs in M2
- **Has participants with missing reward action** – goes to troops who have girls who have not made reward choices, including T-shirt size and information

Each email template has tips for what to put in the subject line and body of the text.



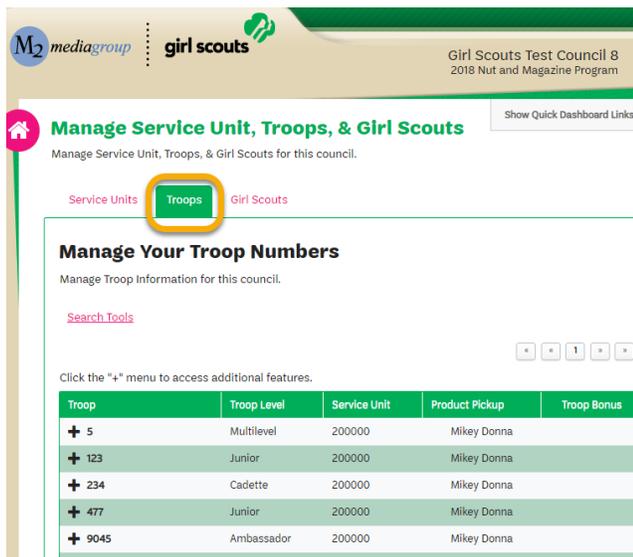
If registered troop volunteers have not received an email invitation to log into M2, *please contact your product program specialist for assistance.*



Select “Manage Service Unit, Troops and Girl Scouts” from your dashboard.

Review information listed under “Service Units” tab. Make sure that service unit delivery information for product/rewards is entered and correct.

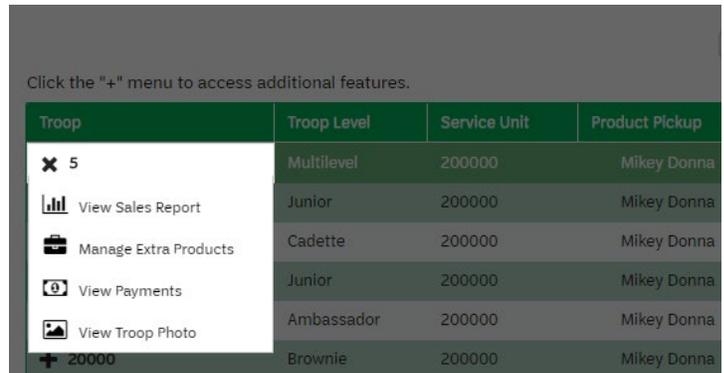
Contact your product program specialist *if you need assistance.*



On the same page, when you select the “Troops” tab, you can see which troops are currently uploaded into M2.

You can also check on order information and payments under the Troops tab and/or under the Girl Scouts tab.

- Click on the “+” sign next to the troop number or girl name to access more specific information and actions.



Remember to always hit the “Update/Save” button after adding or changing information on a page.

Assist troops with questions about the Fall Product Program or how to use M2. Check reports weekly and monitor troop progress. When you see that information is missing or actions need to be taken, email TFPMs and offer your assistance.

Girl Scouts Test Council :



Be sure to create your avatar for the personalized patch you will earn and remind TFPMs to do the same.

Remind troops about deadlines:

Oct. 9, 8 p.m. order card/Nut Promise orders end. Orders can be entered by families until 8 p.m. TFPMs can enter orders as well. Families should submit payment for orders ONLINE by 8 p.m. OR in person to TFPMs.*

Oct. 9-11, 8 p.m. deadline for TFPMs to enter any paper card orders that have not yet been entered.

Oct. 12, 8 p.m. deadline for SUFPMs to enter or correct paper order card/Nut Promise orders.

No late orders will be accepted.

After Oct. 9, customers can purchase nut and candy items for girl delivery through girl online storefronts only, up until Oct. 12, 8 p.m.

Remind troops that shipped nut and candy sales continue until Oct. 24, 8 p.m.

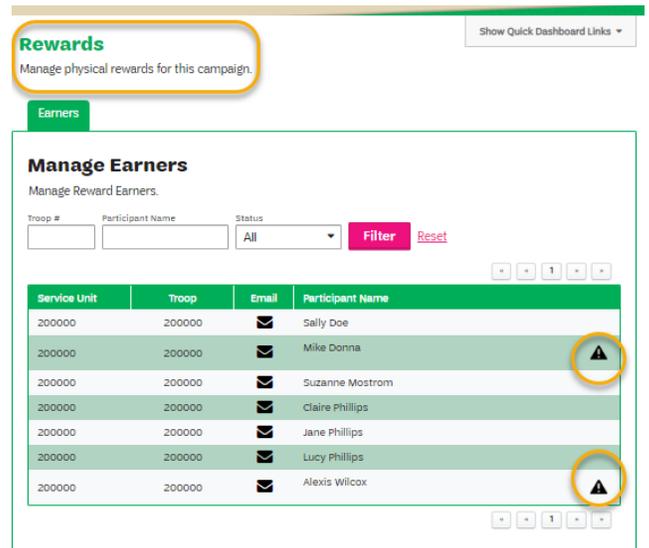
TIP to share: Promote Care-to-Share and magazine orders that have no shipping fees!

If girl reward selections aren't made (triangle warning sign), TFPMs should choose item for girl over Cookie Credits. If girl does not want item, it's easy for GSCO to make the change to Cookie Credits, but often there are not extra reward items to fulfill missed selections.

SUFPMs cannot make reward selections for girls. (The image on the right is taken from the troop level view in M2. TFPMs can access rewards and patches information from their dashboard.)

Girl reward selections are due in M2 on Oct. 26.

Ask TFPMs to review girl reward selections at least a week before the program ends on Oct. 24. Tell TFPMs to remind girls/families to make their reward selections.

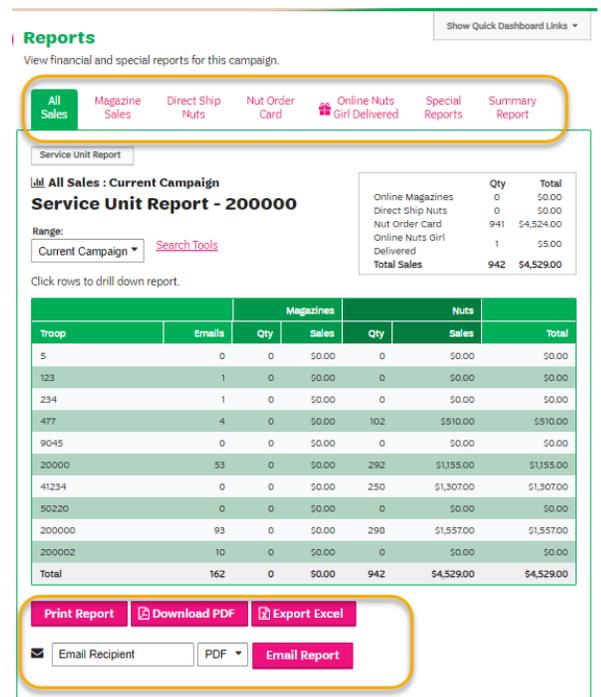


After the Program

Reports - All reports are available through your dashboard and on the quicklink dropdown menus on pages within M2.

Here's a summary of types of reports:

- View "All Sales" to see an overview of each of your troops' sales (magazines and nuts). Click on a troop to see the overall orders of the girls in that troop.
- Click on a girl to see each of her orders (by category).
- If you click on the "Magazine Sales" tab, you follow these same steps to drill down just magazine data; similarly, if you click "Direct Ship Nuts," you can drill down just through that data. You will find the same is true for the "Nut Order Card" tab.
- The "Online Nuts Girl Delivered" tab allows you to drill down to the girl level. Note that families have access to the same report.
- Additional options are under the "Special Reports" tab.
- You can also select "Summary Report" and drill down by troop number to see a summary of each of your troop's specific totals.



Reports can be printed, downloaded as a PDF or exported as an Excel file, and also emailed.

Delivery Tickets - A link to "Delivery Tickets" will appear on the dashboard at the end of the sale. Below are the steps to "pull" the tickets you need for distributing products to troops.

- On the M2OS dashboard, go to "Delivery Tickets."

- Under “Delivery Site Tickets,” you can arrow down to the delivery site or keep it at “All” or change it to “Troop Tickets.”
- Click on “Create Ticket,” this will generate a PDF to print for your entire service unit totals.
- To print individual troop delivery tickets, look for the “Troop Tickets” section, the delivery type will be single, with the delivery site, arrow down to the delivery location, then to print all troop tickets, keep the selection at “All” under the Troop.
- Click on “Create Ticket,” then, tickets will be generated into a PDF you can print and use to sort the nut/candy orders.

Girl reward delivery tickets can be found under the “Delivery Tickets” as well!

- Under “Reward Delivery Tickets,” look for the “Girl Scout Tickets” section.
- To print individual girl reward tickets, keep the selection “All.”
- Click on “Create Ticket.” Tickets will be generated into a PDF you can print and use to sort the rewards by girl.

Key Dates after Fall Product Program Ends

Week of Oct. 31: Fall product deliveries to SUFPM start.

Nov. 2: Fall Product Program ACH debit.

Week of Nov. 7: Girls start to deliver product to customers.

Nov. 19: Last Day to report fall product damages/shortages

Week of November 21 - Thanksgiving (GSCO Offices Closed)

Week of Nov. 28: Fall Product Program reward deliveries to SUFPM start.