girl scouts
of colorado

Troop Fall Product Program Manager
M2 Operating System Guide

Pro Tip: Review the Fall Product Program/M2OS Family guide on the Fall Product Program page of the GSCO website, or scan the QR code to go right to the page.

- ❖ You can download the PDF and email the guide to the families in your troop! *What you need to know about M2 and managing the program overlaps with what families need to know about the program too.*
- ❖ Be sure to also check in with girls and their families throughout the program, but especially in the first week, then the week before paper order card/Nut promise orders must be entered, Oct. 9-11, and again the week before the program ends on Oct. 24. Remind girls/caregivers to tell you their reward choices before Oct. 26
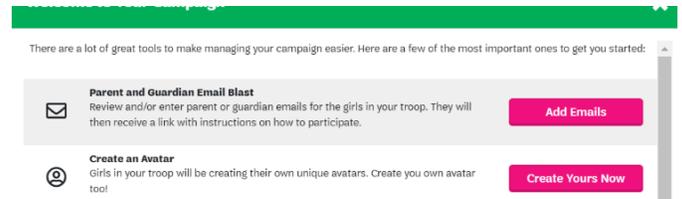
Thank you for supporting the girls and adults in your troop!
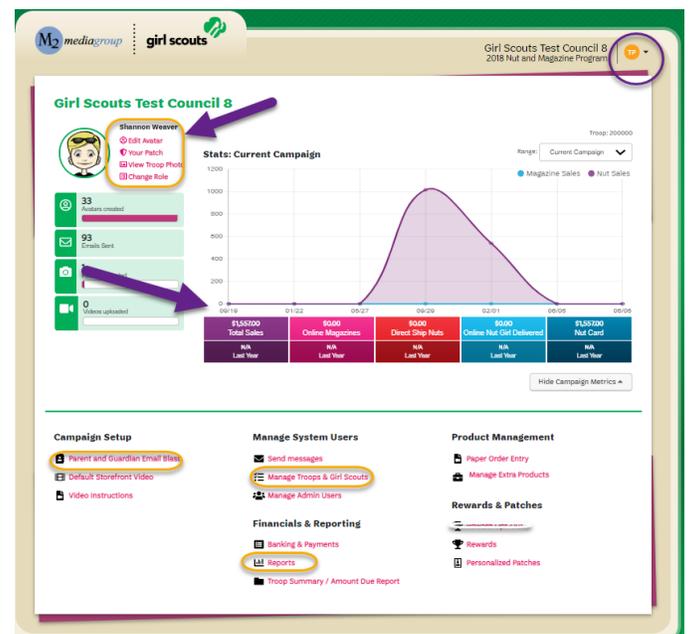
Before the Program

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

If you did not receive this email, contact your service unit fall product manager or Girl Scouts of Colorado inquiry@gscolorado.org

Parent and Guardian Email Blast
Review and/or enter parent or guardian emails for the girls in your troop. They will then receive a link with instructions on how to participate.
Add Emails

Create an Avatar
Girls in your troop will be creating their own unique avatars. Create you own avatar too!
Create Yours Now

- **Watch training video** as you log in and/or take TFPM online training before the start of the program.

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

- **Create your avatar.**
  - ○ You will be prompted to do this when registering your account or you can click **Edit Avatar** on your dashboard.
  - ○ The girls in your troop can see your avatar when they check out their troop's group photo in their avatar's room! They love to see that you've made your own!

- **Familiarize yourself with the troop homepage**.
  - ○ The top half of the page 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.

   o 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.

- **Under each category on dashboard, click on page titles to access the page.**
   o At the bottom of each of those pages is a **Return to Dashboard** button that will take you back to the homepage with one click.
   o 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.

- **Change roles.** If you're a TFPM with your girl(s) participating in the Fall Product Program, you can toggle between your troop volunteer and parent/caregiver role by clicking on the dropdown menu next to the "TP" button in the upper right-hand corner of your homepage.

- **Check troop roster.** Girl Scouts of Colorado uploads all registered girls in your troop into the system prior to the program start date.

   o <u>Check that all girls currently in your troop are in M2</u>. If a girl is missing and needs to be added, please contact GSCO customer care at inquiry@gscolorado.org or call 1-877-404-5708.

- On **Sept. 10**, girls can register their account at www.gsnutsandmags.com/gsco under your troop number **OR scan QR code to access website.**

Scan to go to registration site

- **Send registration email.** <u>You MUST send a registration email to the girl's caregiver from M2OS, to qualify for the Personalized Patch.</u> In M2, click the parent/guardian "Email Blast" icon, either when you are first setting up your campaign, or later, from your troop dashboard.

   o You can also select "Send Messages" from dashboard, to create and send emails, reminders, and other communications to families during the program. *Sample templates are available to use/customize.*

Parent and Guardian Email Blast

Please add parent / guardian email addresses in order for them to receive a link and instructions on how to participate.

Troop: 20000 ▾

View Email   Add Contacts

First Name	Last Name	Email	Send in Spanish	Resend	Status	Delete
Tia	Callas	tcallas@girls	☐	⟳	🟢	⊙
Suzie	Highseller	dhawk@sjgs	☐	⟳	🟢	⊙

Update

Campaign Setup
- 📄 Parent and Guardian Email Blast
- 🗐 Default Storefront Video
- 📄 Video Instructions

Manage System Users
- ✉ Send messages
- ☰ Manage Troops & Girl Scouts
- 👥 Manage Admin Users

Financials & Reporting
- 📊 Banking & Payments
- 📊 Reports
- 📁 Troop Summary / Amount Due Report

Product Management
- 📄 Paper Order Entry
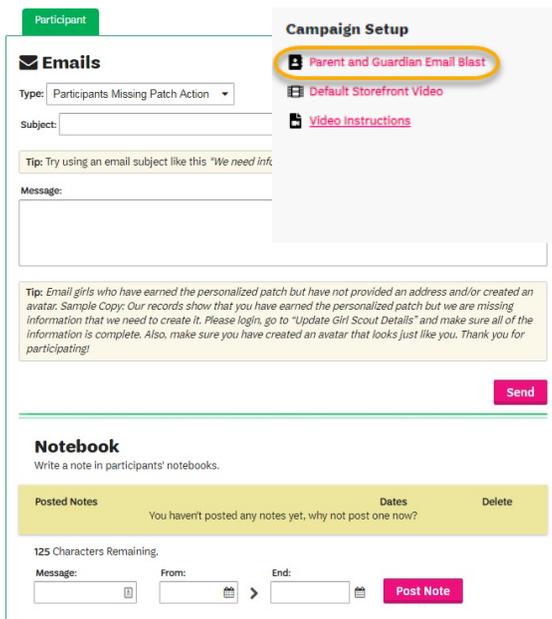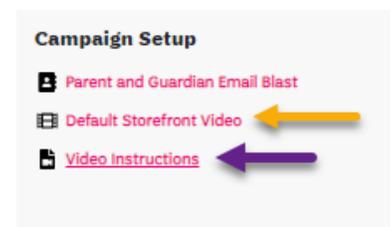- 🛒 Manage Extra Products

Rewards & Patches
- 🏆 Rewards
- 📄 Personalized Patches

Status Key
🟢 Opened ⚪ Didn't open 🟡 Sent ⚫ Delivered 🔴 Bounced 🟠 Queued for sending

During the Program

Switching between troops – If you're the TFPM for multiple troops, you can toggle between troop accounts by selecting the dropdown menu in the upper-right hand corner of your dashboard page and choosing the troop you need to work within.

Promoting the Troop Goals – Encourage girls in your troop to create an avatar and record a personalized message.

- Kudos to you if you help your Girl Scouts make a troop video that girls can upload to their personalized store dite. In the video, have girls explain why your troop is selling and what their goals are!

- **Or even better, encourage girls to make and upload a video!** On the dashboard in M2, you will find a "video instructions" link, providing internet safety tips as well as a sample script. Girls can also create a recorded message for their avatar instead. Step-by-step instructions are included in M2. Coaching from you and the troop helps too!

- If a girl uploads a video to her storefront, her customers will see that video. A personal video message is more impactful to customers, especially family and friends. If a girl does not add her own video, her customers will either see a troop video or the generic (default) video.

- Make sure girls know about the options to make business cards and fliers on the girl (family) M2 dashboard.

Messaging – Along with emails sent to caregivers through M2OS, you can also write in a Girl Scout's virtual notebook and set how long the message will stay visible. It's great for things like reminders on deadlines or patch requirements.

- Messages to the notebook will appear at the top right-hand corner of the girl's home screen in the green box.
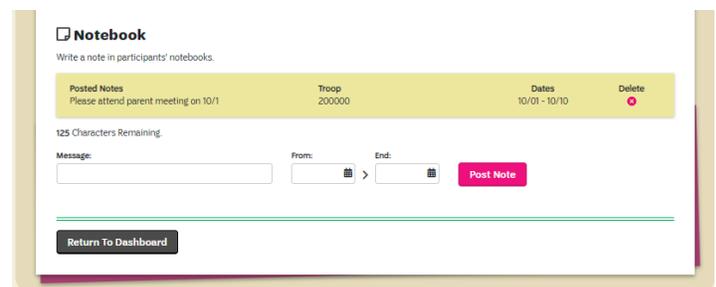
New this year - Girl Scouts MUST share their site unique code (site link) through M2 *at least once* **to meet the criteria for the Personalized Patch**.

They can share their site on Facebook, Twitter and even through text via the M2 girl dashboard.

It is not required to meet the qualifications for the S'mores Club patch.

Entering Orders into M2 - Only paper order card/Nut Promise orders need to be entered into M2OS. All orders that go through the girl's online storefront are processed at the time of the order.

Caregivers, TFPMs, and SUFPMs can enter paper order card/Nut Promise orders. See important order entry deadline information below.

How to enter or edit an order and process payment:

- Select "Paper Order Entry" on your dashboard page.

- Select the name of the Girl Scout that you are entering order information for.

- Enter quantities of each item ordered.

- The total for each item will show in the right hand column.

- The total for all sales for each girl will show at bottom of "View Paper Order" page.
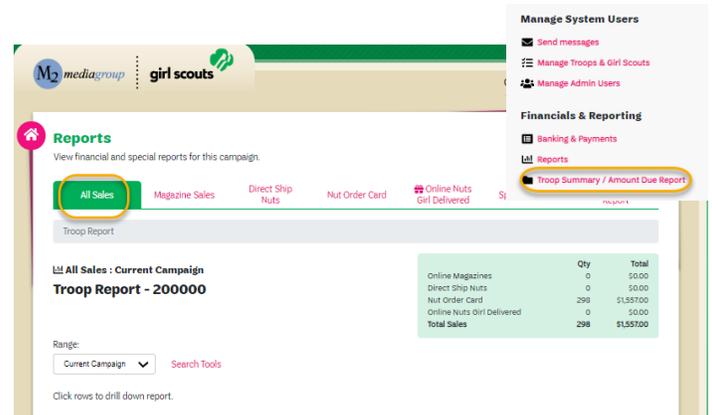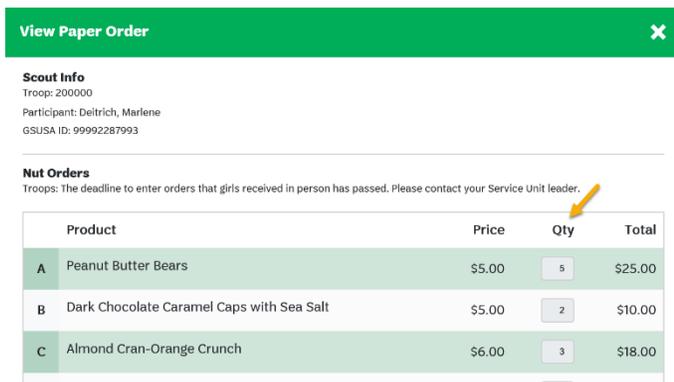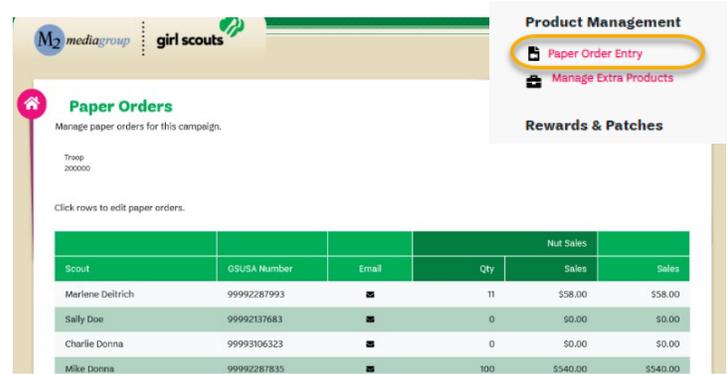
- Double-check work and **be sure to update/save information** entered.

- Repeat steps for next order card/Girl Scout.

- To see a total of all sales for your troop, select the "Troop Summary Report" on your dashboard. Under the "All Sales" tab, you can see a breakdown of total sales for each girl.

Remember: Family members can enter paper order card orders into M2, along with TFPMs, and SUFPMs. Communicate your expectations clearly and share the order entry deadline(s) with families.

If a family member is going to enter the paper order card orders, request a copy of the order card to be turned in along with payment for all orders by Oct. 9. It helps for you to have a copy to check the accuracy of orders entered.

If you would rather enter all paper card orders, let families know that you will enter ALL orders and tell them to return order cards and money collected to you no later than Oct. 9.

Important Deadlines – TFPMs - Check in with girls and families a week ahead of each deadline.

Oct. 9, 8 p.m. paper order card/girl delivery orders end. Orders can be entered by families until 8 p.m. TFPMs can enter orders as well.

Oct. 9, 8 p.m. Families can make a payment for order card orders through M2 online storefront –or– turn in cash for in person nut/candy orders to TFPM.* **Remind parents/caregivers about order payments ahead of deadline.**

Oct. 11, 8 p.m. deadline for TFPMs to enter any paper card orders that have not yet been entered. All outstanding money for paper order card/girl delivery orders is due to TFPM.

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 girls/families that shipped nut and candy sales continue until Oct. 24, 8 p.m.

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

Rewards Selection – Deadline Oct. 26, 8 p.m. After families have reviewed the rewards earned by their Girl Scout, tell them to help their girl select which items she wants at the reward levels that have options.

- TFPMs should review the choices made with the families to make sure the selections are correct and complete.

- **TIP:** If a girl does not select an option, choose the ITEM for her, not Cookie Credits. If she wants Cookie Credits, it can be changed later, but very few if any extra items are ordered and it is difficult to fill a request for the item after the rewards' deadline.

  Steps to review girl rewards:
  o   Under "Rewards and Patches" select "Rewards."
  o   Select the Girl Scout whose rewards you need to review.
  o   Review selections and make any changes requested.
  o   If no reward selections have been made by the deadline, make selections for the girl.
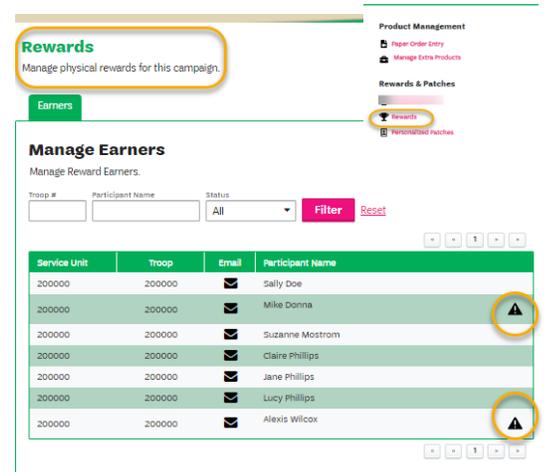
Finances – Select Banking and Payments under Financials and Reporting on your M2OS dashboard.

- You can track girl payments from the Banking and Payments screen

- The payments Due Troop column will update based on in person nut/candy orders entered for each girl

- Click on the plus sign to the left of a girl's name to add a payment to her record

ACH Debit Date is Nov. 2, 2022
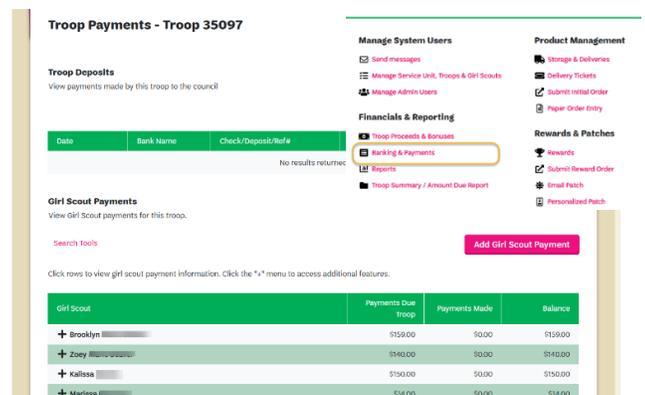
After the Program

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 the tickets to sort the rewards by girl.

Important Dates - Wrapping up Fall Product Program

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. 18: Last Day to report fall product damages/shortages

Week of Nov. 21 - Thanksgiving (GSCO Office Closed)

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