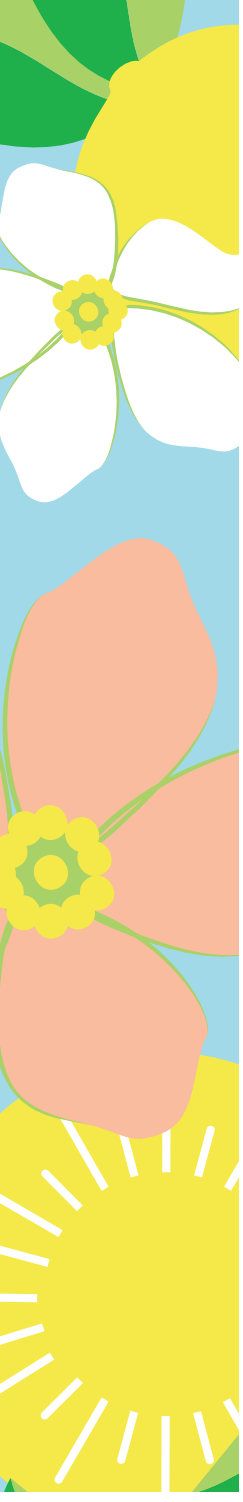
girl scouts of southeastern michigan



READY TO EXPLORE

2026 Fall Product Program Troop Manager Handbook



Important Dates

September 11 – *Volunteer Access to M2OS Begins*

- Volunteers receive a kick-off email to set up their troop's M2OS account.
- If your troop is registered, Scout information will already be preloaded in the system: www.gsnutsandmags.com/gssem.

September 14 – *Girl/Caregiver Access to M2OS & Early Online Sales Begin*

- Girls and caregivers can set up their online storefronts and begin sending emails to friends and family to place online orders for nuts, candy, and magazines.

September 30 – *Order Card Sales Begin*

- Girls can start taking in-person orders using their nut/candy Order Cards.

October 18 – *Caregiver Order Entry Deadline*

- Last day for caregivers to enter in-person orders online in M2OS.

October 19 – *Troop Leader Order Entry Opens*

- Troop Leaders can begin editing and entering in-person orders for their troop.

October 22 – *Fall Reward Opt-Out Deadline*

- Troops may opt out of receiving Fall rewards to earn an additional 2.5% in proceeds.

October 26 – *Online Sales End*

- Final day for all online sales (Girl-Delivered and Direct Ship).

October 28 – *Order Card Sales End & Final Submission Due*

- Troop Leaders must finalize and submit all nut/candy orders in M2OS by 11:59 PM.
- Rewards will be auto-calculated and submitted with the product order.

- Troop Leaders will select their product pick-up location, date, and time at this point.

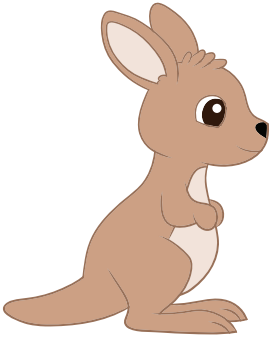
November 6 & 7 – *Fall Product Pick-Ups*
- Troops pick up their full troop order at their selected Service Center and time.
- Orders are not separated by Girl Scout—troops must sort and distribute after pick-up.

December 2 – *Funds Available in Troop Bank Account*
- All funds owed to GSSEM must be in the troop account (checks cleared) in preparation for ACH withdrawal.

December 3-5 – *Fall Reward Pick-Ups & Cookie Kit Distribution*
- Pick up troop Fall rewards and a Cookie Kit for the 2027 Cookie Program.
- Request a kit here (one per troop): gssem.org/cookiekit
- Please ensure that you select the same pickup location on your Cookie Kit Request Form as you do for product/reward pickup through the M2OS system, as FPP rewards and cookie kits will be picked up together.

December 7 – *ACH Sweep of Program Funds*
- GSSEM will withdraw the owed balance from the troop's bank account.

December 11 – *Troop Proceeds Deposited*
- Troops receiving a refund from GSSEM will see funds deposited into their troop bank account.





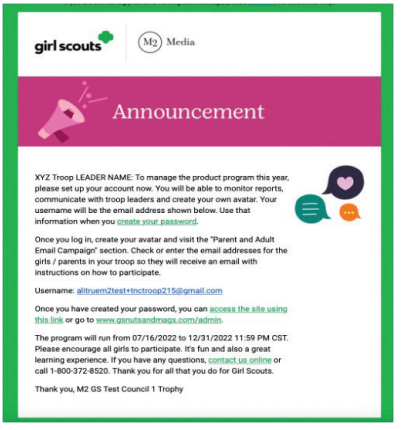
Money Earning

Two Ways to Earn Money with Fall Product Program

There are two sales components to the Fall Product Program: in-person and online sales of nuts/candy, and online-only sales of magazines (as well as some other fun products)! Your troop is welcome to participate in one or both sales programs.

Our product partner for the nuts/candy portion of the Fall Product Program is Trophy Nut Company, and our partner for the magazine sales is M2 Media Group.

Troops earn 12.5% on nut and candy products and 2.5% on online Mags and More sales.

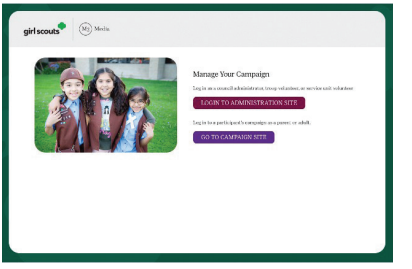


M2OS

Getting Started with M2OS

M2OS is the online system that troops will use to manage their Fall Product Program. Registered troop volunteers will receive a welcome email (example pictured below) on or around September 11, 2026, which will contain information on how to get started by creating a password.

Volunteers are also welcome to log in to M2OS directly at www.gsnutsandmags.com/gssem.



Once you have created your password, you are ready to log in. Select the "Login to Administration Site" button (example pictured below).

Next, you'll be asked to update your user profile and accept the Responsibility Pledge.

Once logged in, you can create your avatar, add a troop video, launch an invitation email to the Girl Scouts/Caregivers in your troop, and monitor your troop's sales.

If you experience any log-in issues, please contact the Product Program team at productsales@gssem.org.

Nut & Candy Sales

Taking In-Person Orders

Troops should receive one nut/candy paper Order Card per Girl Scout. This Order Card lists all of the nut/candy products that are available for in-person sales this year. It also has pictures of the rewards available for Scouts to earn, and the levels at which the Scouts can earn them! Girl Scouts should use these cards to record in-person orders from family and friends.

Taking Online Orders

Girl Scouts can email a link to their online storefront to friends and family, inviting them to order nuts, candy, magazines and more. To get started, caregivers and Scouts should visit www.gsnutsandmags.com and follow the instructions to create their webpage.

There are two delivery options for online sales. Customers can choose **Direct Shipping** to have items sent directly to them for an added shipping fee, or **Girl Delivery** to have a Girl Scout deliver the order in person at no extra cost.

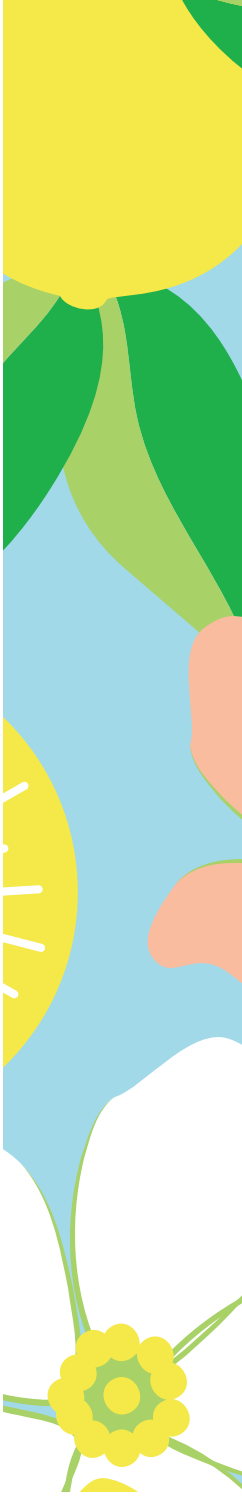
All online orders are paid for at the time of purchase, regardless of the delivery method selected.

All online sales will automatically appear in your troop's online account. Nut and candy items purchased for **Girl Delivery** will be added to your troop's order for pickup at a GSSEM Service Center.

Do not manually enter these orders for each Scout, as this will result in duplicate orders.

Booths

Troops are welcome to arrange their own nut/candy booths with local businesses or at community events (e.g., craft fairs, school events). However, please **do not contact Walmart, Lowe's, Sam's Club, or Kroger** for Fall Product Program booths. These retailers only support cookie booths, and violating this policy may jeopardize our future partnerships with them during the Cookie Program.



You may begin hosting booths **after you pick up your troop's Fall products**. The final day to host a booth is **November 29, 2026**.

If you need extra products for booths, be sure to **include them in your troop's nut/candy order**—there will be no additional opportunities to request more.

When submitting your order, **assign booth inventory to Girl Scouts**. Since you won't yet know who sold what at the booth(s), you may divide the sales evenly or allocate them however it makes sense for your troop.

Please note: **GSSEM does not accept returns on any products.**





Submitting and Picking Up Your Troop's Nut/Candy Order

Before submitting your troop's nut/candy order, make sure you've collected all Scout paper Order Cards. It's a good idea to set an early deadline for families to turn them in, so you have enough time to manually enter the orders and submit by the deadline.

Enter all paper Order Card orders—and any additional booth products—into **M2OS** to complete your troop's order.

Do not manually enter Girl Delivered online orders, as those are automatically included in your troop's order.

All in-person orders must be entered by **11:59 PM on October 28, 2026**.

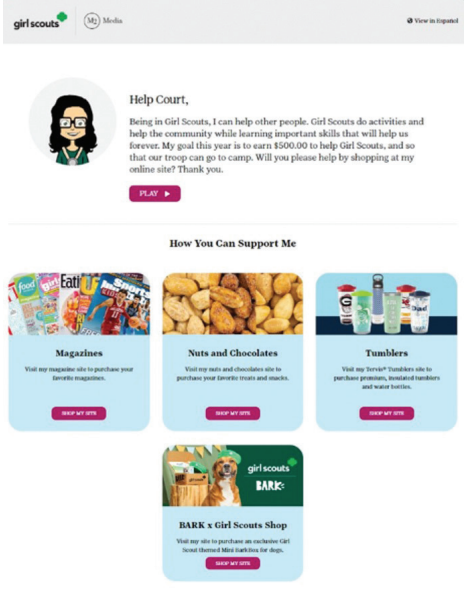
Your troop's full order—including paper Order Card items, booth extras, and Girl Delivered online orders—will be available for pickup at your selected GSSEM Service Center.

Note: Sales that are distributed separately will not be picked up by the troop. These items include items mailed directly to customers—online orders for direct shipping and online exclusive mags and more items—and Care to Share donations, which are distributed by GSSEM.

Mags and More
Some items in the Fall Product Program are only available through a Girl Scout's online storefront and are not included in the troop's product pickup.

Magazines, Tervis Tumblers, BarkBox, and more are available for **online purchase only** and will be **shipped directly to customers**.

Customers can access these items by visiting a Girl Scout's online storefront and selecting the appropriate tab (such as "Magazines"). With hundreds of options to explore, it's a great opportunity for holiday shopping!



Recap of Fall Product Program Sales Components

Product	Sale Type	Money Collection & Order Submission
Nuts/ Chocolate	In-Person via paper Order Card	• Girl Scouts collect money from customers in-person either at time of sale or time of delivery. • Girl Scouts turn in Order Card to troop leader to finalize order card entry; Girl Scouts also turn in money collected for orders to troop.
	Online Direct Shipped	• Customers pay online at time of purchase; shipping fee applies. • Orders are automatically added/credited to the Scout in M2OS.
	Online Girl-Delivered	• Customers pay online at time of purchase; no shipping fee. • Orders are automatically added/credited to the Scout in M2OS.
Online Mags and More	Online	• Customers pay online at time of purchase. • Orders are automatically added/credited to the Scout in M2OS.

Rewards

Earning Rewards

Girl Scouts earn rewards and patches based on the total number of items sold. Specific information about the rewards/patches can be found on the paper Order Card.

Rewards will be automatically submitted on October 28 at 11:59 PM, so please be sure to have all of your orders entered and products assigned to Scouts by that time. GSSEM is unable to fulfill late orders.

Troop Reward Order Submissions

M2OS will automatically calculate the rewards/patches each Girl Scout earns based on the number of products sold/assigned to them.

Please note, rewards typically take 1-2 hours to update after new sales come in or any other adjustments are made to products sold.

Delivery to Customers	Troop Proceeds
Delivered to customers in-person by the Girl Scout.	12.5% of each item
Shipped directly to the customer within 1-3 weeks of purchase.	12.5% of each item
Delivered to customers in-person by the Girl Scout.	12.5% of each item
Shipped directly to the customer withing 8-10 weeks of purchase.	2.5% of each item

There is no “submit” button for your troop’s reward order. Rewards will be automatically submitted on October 28 at 11:59 PM, so please be sure to have all of your orders entered and products assigned to Scouts by that time. GSSEM is unable to fulfill late orders.

Opting Out of Rewards
Troops may choose to opt out of Fall rewards to earn an additional 2.5% per item in troop proceeds. This decision must be made with input from the whole troop and should be voted on by the Scouts prior to the start of the Fall Program. Caregivers should be informed of the troop decision before the program starts.

The last day for troops to opt out of rewards is October 22, 2026.

Please contact the Product Program team at productsales@gssem.org if you need assistance with opting out of rewards.

Care to Share

What is Care to Share and How Does it Work?

The Care to Share donation program gives customers a chance to support Girl Scouting and military troops. The customer donates $8.00 for the purchase of nuts/candy to be sent to military members.

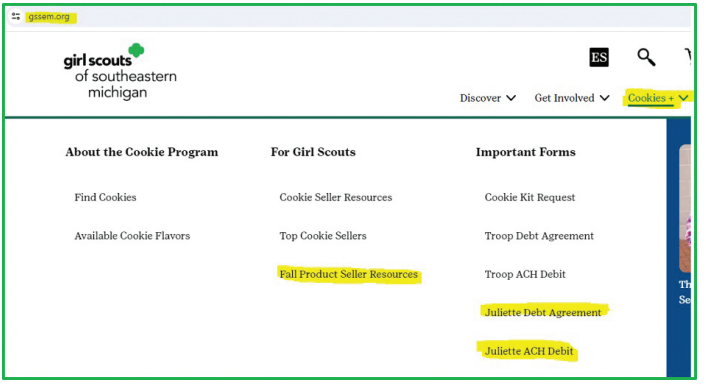
There is a column on the paper Order Card labeled "Care to Share," where Girl Scouts can record any in-person donations received. The troop leader will enter these Care to Share items into M2OS when inputting the paper Order Card orders for each girl. Please note, however, these Care to Share items will **not** be included in your troop's order that you are picking up from a Service Center; rather, these items are held at the warehouse, for GSSEM to distribute directly to our partner, Soldier's Angels. **There will be no handling of Care to Share items by troops/Girl Scouts/Caregivers.**

Girl Scouts can earn the Care to Share patch by selling five Care to Share items.

Financials

Required Financial Forms

Your troop must submit both the Troop Agreement to Assume Debt (AAD) form, and the Troop ACH Debit Authorization (ACH) form before the Fall Product program begins. The image below is an example of how to locate the forms from http://www.gssem.org.



Troop Banking
Troops must notify the GSSEM Finance department of ANY changes to their bank information during and after the program.

Troops must deposit all Fall Product Program funds into their troop bank account promptly and frequently.

Personal use of troop funds at any time is illegal; personal funds and troop funds should never be mixed.

ACH Withdrawal
All monies owed to GSSEM from the Fall Product Program will be collected from troops via electronic withdrawal. These funds must be available in the troop bank account (with checks cleared) by **Wednesday, December 2, 2026**.

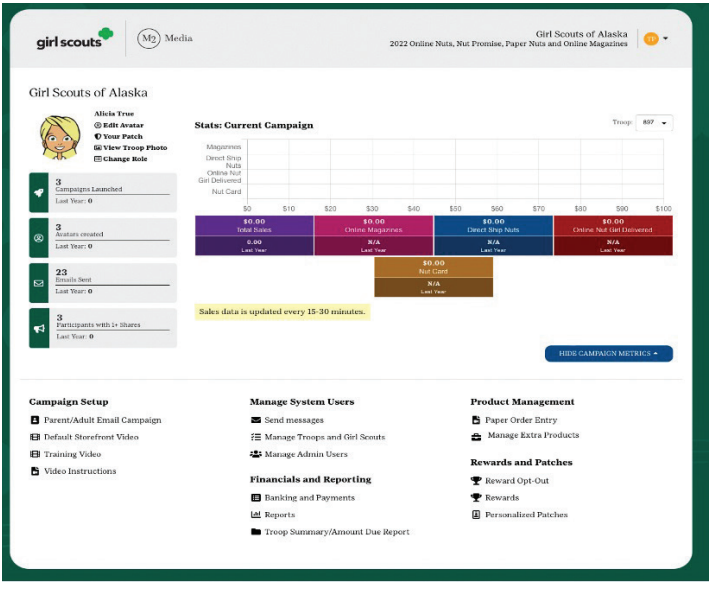
The Fall Program ACH sweep will take place on **Monday, December 7, 2026**.

ACH debits will continue to be deducted from your troop bank account until the amount due to the GSSEM Finance department has been collected. Bank NSF charges ($20) incurred by the GSSEM Finance department will be added to the troop debt for each ACH rejection.

Sales Report
At the end of the Fall Product Program, we recommend that troops save a copy of their fall sales report from M2OS for easy reference when completing the GSSEM finance report at the end of the membership year. More on how to access the sales report on page 14.

Navigating M2OS
Troop Dashboard – Top Half
Once you are logged in to M2OS and have your account set up, you will see the Dashboard (example pictured below), through which you will manage your troop and your troop's sales. This Dashboard provides a snapshot of 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 from a dropdown in the upper right. Please note, if you do have more than one troop, you will have one single login!



At the upper left is a link labeled “Edit Avatar;” just like your Scouts, you will be able to create your own personalized avatar! Also in the upper left corner, you will see “Your Patch,” where you will be able to make choices for your own personalized patch!

Girl Scout Personalized Patch Criteria:

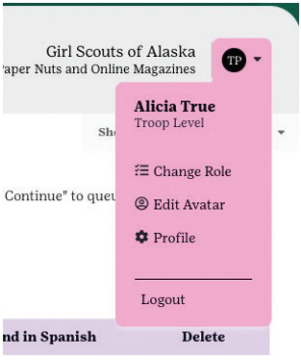
- Sell 4+ mags & more, 30 + Nut/ Candy items, and send 18 + emails.
- Patch is sent directly to the Girl Scout! The personalized patch typically arrives within 6-8 weeks of earning it.

You can also select “View Troop Photo,” which will allow you to see all the avatars that have been created by the Scouts in your troop. “Change Roles” will allow you to select another role (e.g., if you lead multiple troops).

Below those options, you will be able to track the activities of the Scouts in your troop; number of campaigns launched (Scouts who sent at least one email), number of avatars created, number of emails sent, and number of participants with 1+ shares (those who have shared via M2OS to Facebook, for example), can all be viewed from the Dashboard. Each of these will also show you what the totals were for the previous sales season (if applicable to your troop).

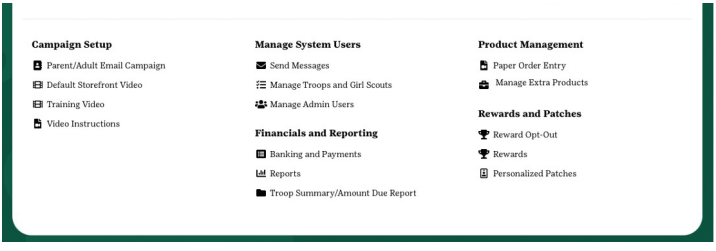
You will also see the stats of the current sales campaign. Be sure to check out the graph of your troop's sales, as well as the specific data points such as "Total Sales," "Online Magazines," "Direct Ship Nuts," etc. These data points are updated every 15 – 30 minutes (though you will need to refresh your screen to see any updates).

In the upper right, there is an icon labeled "TP" (for troop). Hover your mouse/pointer over the icon, and you will see options available to you. If you manage more than one troop, you will be able to use "Change Role" to toggle between the two. You will also be able to edit your avatar, update your profile, or log out from M2OS.



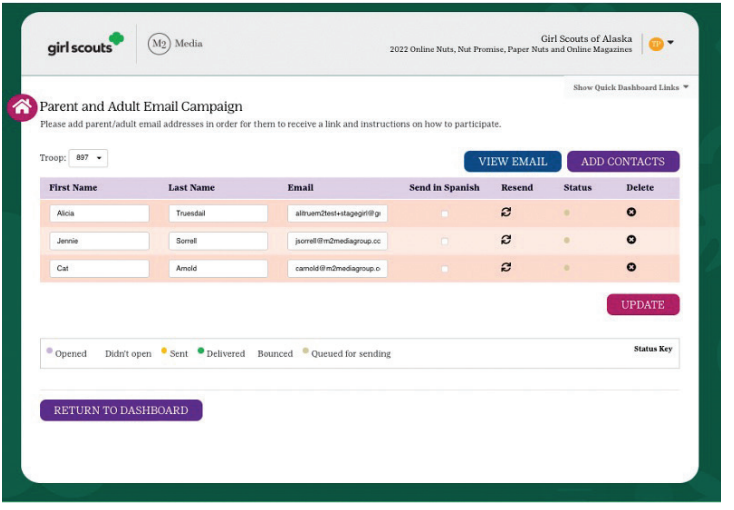
Troop Dashboard – Bottom Half

If you look at the bottom half of your Dashboard, you'll see even more options for managing your troop's Fall Program (example pictured below).

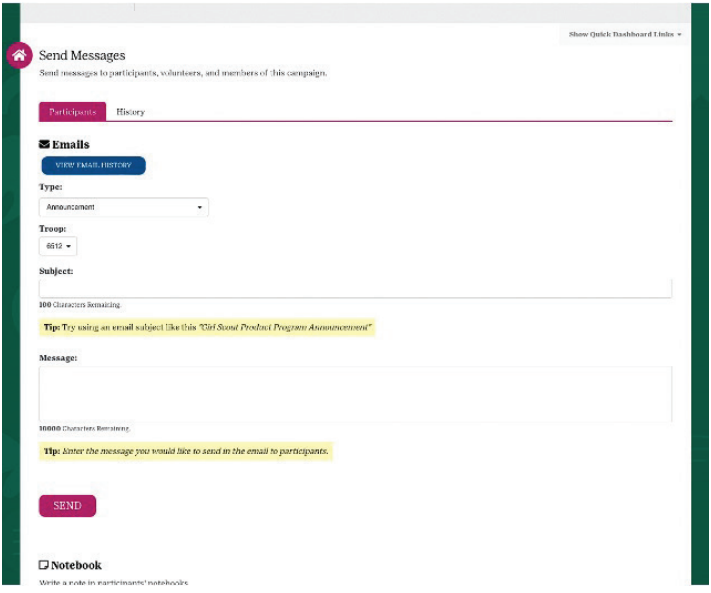


Campaign Setup

- You can add the email addresses of the Caregivers in your troop via “Parent/Adult Email Campaign.” By clicking on the “Parent/Adult Email Campaign” link, you will be taken to the screen shown below. Any Caregiver names and email addresses preloaded by GSSEM will show here. You can review the data, update the email address if necessary.
- This will send an email on the day the Fall Product Program starts with the link to participate.
- After you have sent your emails, you will be able to add additional contacts. When you are done sending emails, you can click “Return to Dashboard.” Click “View Email” to review the message sent to each of the Caregivers in your troop, including link. You will also be able to track the status of the message (was it opened, was it read, did it bounce, etc.).



- These launch messages are different from the “Messages” feature, where you can customize the content you send to your Caregivers throughout the program reminding them of important dates and deadlines, etc.

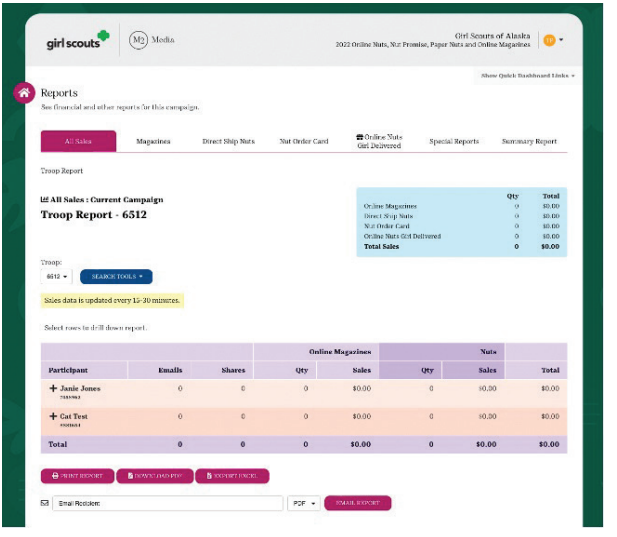


Manage System Users

- Under the “Manage System Users” section, there are a few more options. “Manage Troops and Girl Scouts,” for example, allows you to manage your Scouts and your troop.
- After clicking on “Manage Troops and Girl Scouts,” the default page is Troops. Here, you will see your troop listed. Click the “+” next to your troop number to reveal several options, such as “View Troop” (which shows you your troop number, your program age level – e.g., Daisy, Brownie, etc.), “View Sales Report” (shortcut to Reports), “View Payments” (shortcut to Banking & Payments), “Manage Extra Products,” and “Manage ACH” (where you will review your banking info).

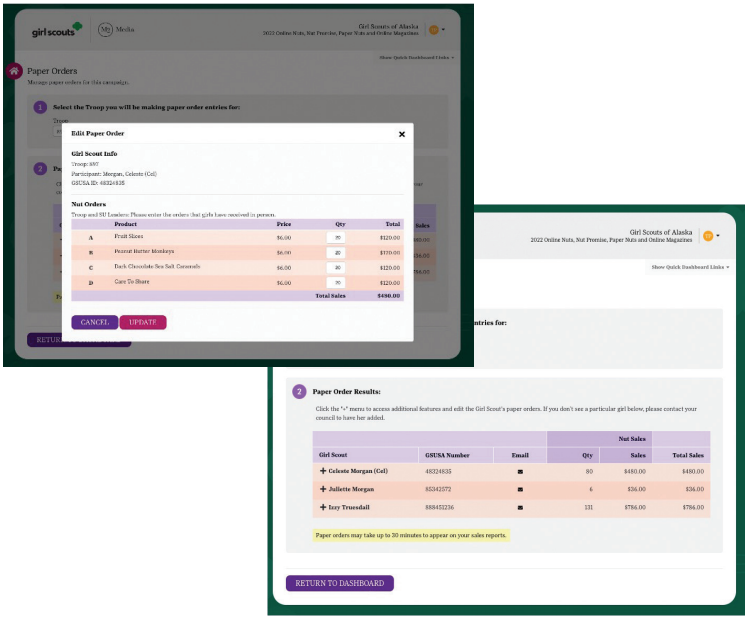
Financials and Reporting

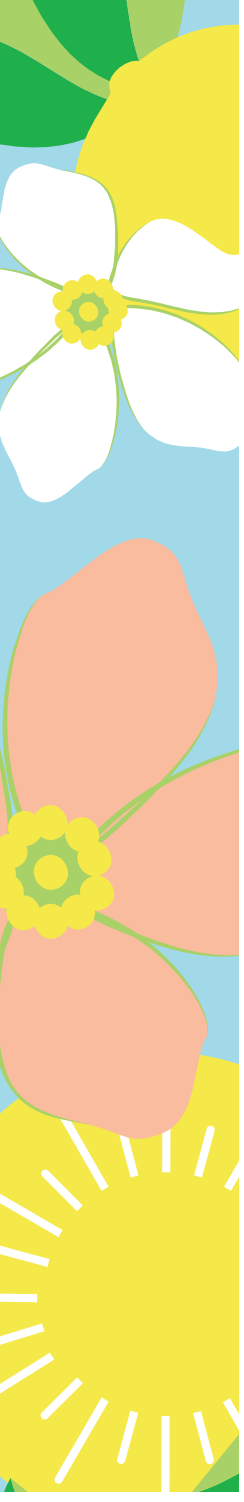
- Under the “Financials and Reporting” section, you’ll find options such as “Banking & Payments,” where you will see information for the ACH debit GSSEM makes in December, as well as your “Troop Proceeds.”
- Sales reports can be found by selecting the “Reports” link from the Dashboard. You have some options for how you want to view the data, each zeroing in on a particular type of order. “All Sales” is the default option; this allows you to see an overview of each Scouts’ sales. You can also view specific reports on “Magazine Sales,” “Direct Ship Nuts,” “Nut Order Card,” “Online Nuts Girl Delivered,” “Troop Summary Report.”



Product Management

- Under “Product Management,” you’ll find the “Paper Order Entry” option.
- “Paper Order Entry” refers to any in-person orders taken via the paper Order Card. You should enter each Scout’s orders, or have the Caregivers individually enter the orders for their Girl Scout. If you chose to do the data entry yourself (or when you review what the Caregivers entered), you will select the “Paper Order Entry” link. If you or the Caregivers have already entered Order Card orders, these products will show here.
- To view a Scout’s order, click on the ”+” next to their name, and select ”Edit Paper Order.” From here, you can review the order. If you need to make any adjustments, you can do so at this time. Be sure to click “Update” after making changes. Caregivers have until 11:59 PM on October 18, 2026, to add/edit any paper Order Card orders. From October 19 to October 28, 2026, troop leaders will have access to add/edit any paper Order Card orders for Scouts.

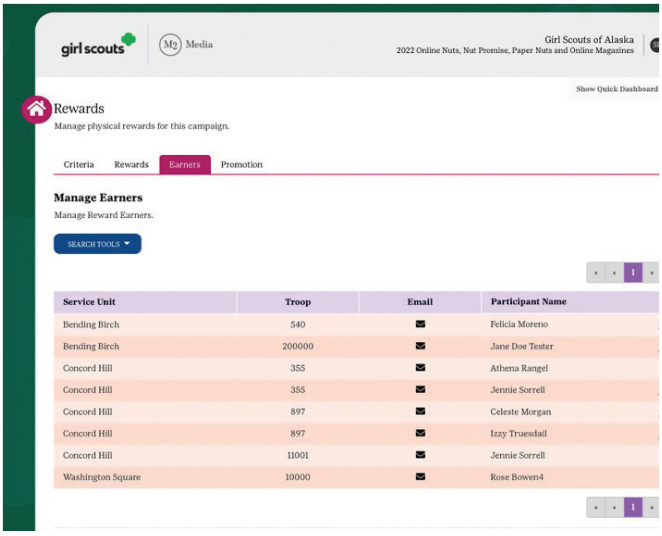




- Important tip, if you asked your Scouts' Caregivers to make the Order Card entries, you should still ask them to send you a copy of the Order Card, so that you can confirm the entries (the troop is responsible for what they order, so you want to make sure it's accurate).
- Orders that were taken online through M2OS with the Girl Delivered option selected will already be assigned to the Scouts; they cannot be changed. They will automatically be included in your troop's order, so you don't need to do anything with them but distribute them at delivery. You will want to make sure Caregivers have not double-entered orders that were placed by customers online.

Rewards and Patches

- Under "Rewards and Patches," you can track the rewards your Scouts are earning throughout the sale. Click on the "Rewards" link from your Dashboard, and you will see an option to "Manage Earners."
- You can see which rewards a Scout has earned to date; please note that rewards typically take 1-2 hours to update after adjustments have been made to products sold.
- After all troop extras have been assigned to Scouts in your troop, you can print a reward delivery ticket, which will include the rewards for your troop, and/or for a specific Scout.


girl scouts
M2 Media
Girl Scouts of Alaska
2022 Online Nuts, Nut Promise, Paper Nuts and Online Magazines
Show Quick Dashboard
Rewards
Manage physical rewards for this campaign.
Criteria
Rewards
Earners
Promotion
Manage Earners
Manage Reward Earners.
SEARCH TOOLS
Service Unit
Troop
Email
Participant Name
Bending Birch
540
Felicia Moreno
Bending Birch
200000
Jane Doe Tester
Concord Hill
355
Athena Rangel
Concord Hill
355
Jennie Sorrell
Concord Hill
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Celeste Morgan
Concord Hill
897
Izzy Truesdail
Concord Hill
11001
Jennie Sorrell
Washington Square
10000
Rose Bowen4

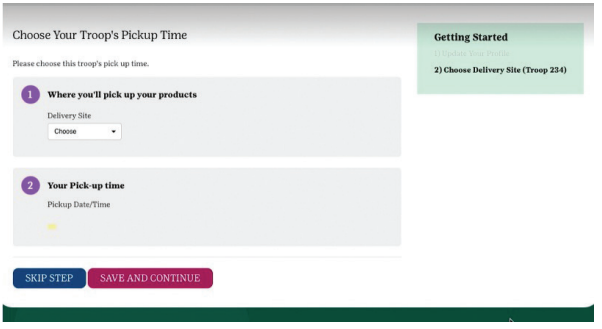


Selecting a Delivery Site

You'll need to select a location to pick up your troop's nut and candy order. If you're not ready to choose when you first log in, you can click **"Skip Step"** and return to make your selection anytime before **October 28**.

If you haven't chosen a location yet, M2OS will remind you each time you log in.

After selecting your pickup location, **Step 2** will appear, where you'll choose a **pickup time**. Only available time slots will be shown. Click your preferred time, then click **"Save"** and **"Continue"** to confirm.



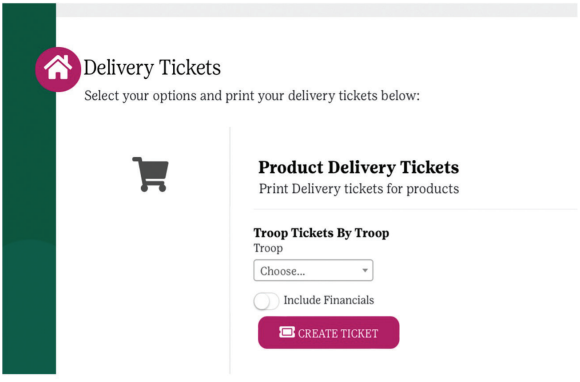


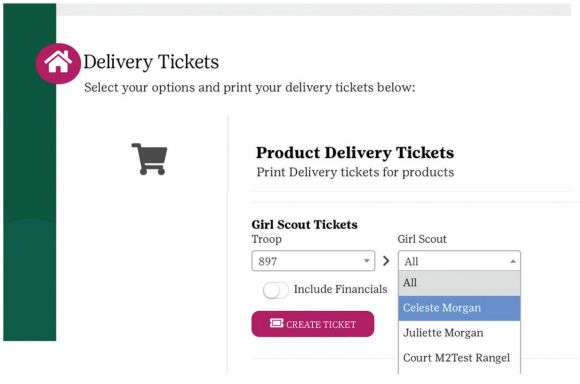
Delivery Tickets

Troops can print Delivery Tickets through M2OS, but the option won't appear on your Dashboard until GSSEM submits all orders to the vendor, **Trophy Nut Company**. Once the button becomes available, simply click it to access your tickets.

You can generate tickets for individual Scouts or for your full troop order. GSSEM staff will reference the **troop-level delivery ticket** at your pickup location.

You also have the option to include or hide financial information on the tickets, depending on your preference.





Additional Support

Product Program Team

For additional support in leading your troop's Fall Product Program, please reach out to the Product Program team at productsales@gssem.org!

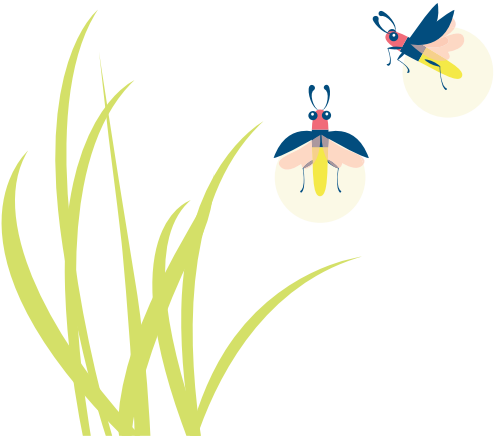
M2 Customer Care Team

M2 also has their own Customer Care team, who can provide support to volunteers, Scouts/Caregivers, and customers! They can assist with questions regarding magazine orders, online shipped orders, or any tech issues with the M2OS system.

They can be reached via phone at (800) 372-8520, or via email at question@gsnutsandmags.com.

To renew Girl Scout memberships, visit https://mygs.girlscouts.org.

Need assistance? Contact our Customer Care team at customercare@gssem.org or 1-800-482-6734 option 3.




girl scouts
M2 Media Group
Hi!
Our friendly customer service representatives are ready and waiting to answer all of your Fall Product Program questions!
question@gsnutsandmags.com
(800)-372-8520
We're happy to help!





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