

# 2023 Fall Product Program



## Guide for Troop Coordinators & Service Unit Directors

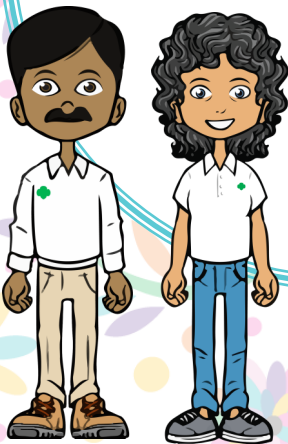
2023

**NEW  
in  
2023**

# OWN YOUR magic

**IF 150 troops  
register and sell**

**ALL Registered and Selling  
Troops will receive a  
personalized  
4' x 2' banner**



**IF 1100 girls  
register and sell**

**ALL Registered and Selling Girls  
will receive the exclusive  
Own Your Magic T-Shirt!**



# Table of Contents

Topic	Page
Glossary	2
Important Dates	3
Product Programs Message	4
Program Entrepreneur Skills	5
Product Program Contacts	6
Program Basics	7
Safety Basics	8
Ways to Participate	9
Sale Types	10
Troop Coordinator Section	11-16
Service Unit Director Section	17-20

## Glossary

- **ACH**— Automatic Clearing House is the process of Council electronically depositing and collecting payments to and from troop bank accounts
- **Combined Sales**—total of all nuts, candies and magazines sold in person and online
- **Direct Delivery**—online orders shipped to customer from Trophy Nut
- **Girl Delivery**—items ordered online and delivered by girls to customers
- **Juliette**—an individual Girl Scout that is not associated with a troop or whose troop is not participating
- **M2 Media Operating System (M2OS)**—online platform used for sales of nuts, candies and magazines
- **Nut Bucks**— Council owned incentive reward, starts at \$10 increments, and accumulative up to \$500 MAX. Nut Bucks can be used for Goldmine retail purchases; GSCCS, Service Unit and troop activities; GSCCS membership and more. Nut Bucks have no cash value, and cannot be redeemed for cash.
- **Service Unit Director (SUD)**—designated person in a Service Unit who manages the Product Programs for their troops
- **Troop Coordinator (TC)**—designated person in a troop who manages the Product Program for their entire troop

# important dates

SEPTEMBER 2023	
Friday, September 29	<b>Fall Product Program Begins—Order Cards and Online Orders Start</b> <ul style="list-style-type: none"> <li>Girls allowed access to M2OS and begin setting up online stores and sending emails to friends and family</li> <li>Girls begin taking orders using order cards</li> </ul>
OCTOBER 2023	
Friday, October 13	<b>In Lieu of Recognitions/Rewards Form Due</b> <ul style="list-style-type: none"> <li>Cadettes to Ambassadors troops only</li> <li>Webform available on the council website</li> </ul>
Tuesday, October 24	<b>Girl Order Card Ends</b> <ul style="list-style-type: none"> <li>Girls enter their order card entries in M2OS</li> </ul>
Wednesday, October 25	<b>“Girl Delivery” Online Orders Ends (nuts and chocolates only)</b> <ul style="list-style-type: none"> <li>“Direct Delivery” online orders for nut/chocolates and magazines continue</li> </ul>
Starts October 19 Ends October 25 at 8:59 pm	<b>Troops Orders “Extra Products” in M2OS</b> <ul style="list-style-type: none"> <li>Troops order “extra products” for troop booths/girls</li> </ul> <b>Troop Coordinators Reviews &amp; Adjusts Girls Orders in M2OS</b> <ul style="list-style-type: none"> <li>Troops locked out October 25 at 8:59 pm</li> </ul>
Starts October 24 Ends October 26 at 8:59 pm	<b>Service Unit Directors Reviews&amp; Adjusts Girls/Troops orders in M2OS</b> <ul style="list-style-type: none"> <li>Service Unit Directors locked out October 26 at 8:59 pm</li> </ul>
NOVEMBER 2023	
Week of November 13-17	<b>Products Delivered to Service Unit Directors Order Cards, Online Girl Delivery and Extra Product Orders</b> <ul style="list-style-type: none"> <li>Service Units distribute to troops</li> <li>Troops distribute to girls</li> <li>Girls distribute to customers &amp; collects payments</li> </ul>
Saturday, November 18	<b>Booth and Lemonade Stands Begin</b> <ul style="list-style-type: none"> <li>Troops may booth at storefront locations</li> <li>Girls may host lemonade stands on residential property</li> </ul>
Thursday & Friday November 23—24	<b>GSCCS Holiday Closure Fresno and Bakersfield Council Offices and Gold Mine Stores</b>
DECEMBER 2023	
Friday, December 1 Ends 8:59pm	<b>Fall Product Program Ends at 8:59 pm</b> <ul style="list-style-type: none"> <li>Final day for booths and lemonade stands</li> <li>Final day of online “direct ship” orders</li> <li>Final day to distribute products to girls in M2OS</li> </ul>
Wednesday December 6 Ends at 8:59 pm	<b>Troops Rewards Order Due in M2OS</b> <ul style="list-style-type: none"> <li>Girls rewards choices due in M2OS</li> <li>DEFAULT items awarded to girls/troops with no rewards choices</li> </ul> <b>Troops locked out of M2OS at 8:59 pm</b> <ul style="list-style-type: none"> <li>Enter all financial transactions into M2OS</li> </ul> <b>Parent Delinquent Forms Due by Troop</b> <ul style="list-style-type: none"> <li>Submit Parent Delinquent webform for all outstanding Girl Balance Due</li> <li>Webform available on the council website</li> </ul>
Sunday, December 10 Ends at 8:59 pm	<b>Service Units Locked out of M2OS at 8:59 pm</b> <ul style="list-style-type: none"> <li>Service Unit Directors verify Girl/Troop Rewards Orders are in M2OS</li> </ul>
Wednesday, December 15	<b>Troop Bank Deposits</b> <ul style="list-style-type: none"> <li>Ensure all troop bank deposits are completed by 11:59 pm</li> </ul>
Thursday, December 21	<b>100% ACH Withdrawal</b> <ul style="list-style-type: none"> <li>Final Ensure all troop bank deposits are completed by 11:59 pm</li> </ul>
JANUARY/FEBRUARY 2024	
<b>Rewards Delivered to Service Unit Directors</b> Service Units Directors distribute to Troop Coordinators Troop Coordinators distribute to girls <b>Rewards Delivered to Council Coordinators</b> Council Coordinators distribute to Juliettes/Start Up Troops DEFAULT items awarded to girls/troops with no rewards choices	

# OWN YOUR magic

Dear Girls and Families,

Welcome and thank you for your participation in the 2023 Fall Product Program! This is a fun and rewarding experience for the Girl Scouts of Central California South. With your help, girls learn that they can do anything they set their minds to. The Fall Product Program is comprised of nuts, chocolates and magazines. All components have an online option to purchase products. The nuts and chocolates can also be pre-ordered on an order card for girls to deliver. Girls can choose to participate in the sale via order card, online or both.

## **Benefits of Participating**

The Fall Product Program is an excellent way to earn start up proceeds for your troop to use during the Girl Scout year to fund your activities and projects. Troops may purchase crafts and programming supplies and older girls can use the funds to help with deposits such as for Travel Club. The Fall Product Program enables troops to get an early start on reaching their financial goals.

The Fall Product Program is the beginning platform for the Girl Scout Entrepreneurship Program. Girls learn the five key entrepreneur skills; goal setting, decision making, money making, money management, people skills and business ethics. The Fall Product Program teaches girls valuable life lessons and to believe in themselves.

## **2023 Fall Product Program Theme is “Own Your Magic”.**

The 2023 Fall Product Program provides girls with an opportunity to “Own Your Magic” while learning more about the Ocelot.

## **2023 Fall Product Program Mascot is the OCELOT**

Fun facts about the Ocelot. The Ocelot lives in rainforests, are picky eaters and are nocturnal, meaning they sleep during the day and hunt at night. Ocelots characteristics have grey to golden brown fur. Their brown spots and patches are boarded by black on their sides. Their spots can come in may patterns. It has two to three stripes on its cheeks and four to five horizontal stripes on its neck and chest.

Do not go nuts! This guide is designed to assist you with all aspects of the Fall Product Program. It is a reference to help you with Girl Scouts of Central California South’s policies, procedures and resources.

We appreciate you so much and are here to support you!

*-The Product Programs Dept.*



# Program Entrepreneur Skills

Product Programs is the integral part of the Girl Scout's journey toward leadership, learning and developing the five-key skills in entrepreneurship through the Fall Product and Girl Scout Cookie participation.

1. **GOAL SETTING:** The Girl Scout sets Fall Product and Girl Scout Cookie sales goals individually and, with her team, creates a plan to reach them. This matters because girls need to know how to set and reach goals to succeed in school, on the job, and in life. She develops cooperation and team building skills all along the way!
2. **DECISION MAKING:** The Girl Scout helps decide how her team will spend their cookie money, furthering the critical thinking and problem solving skills that will help her in many aspects of her life. This matters because girls need to know how to handle money—from their lunch money to their allowance to (someday) their paycheck.
3. **MONEY MANAGEMENT:** Your Girl Scout takes Fall Product and Girl Scout Cookie orders, handles customers' money, and gains valuable and practical life skills around financial literacy. This matters because it helps them do better in school (on group projects, on sports teams, and on the playground) and, later, at work.
4. **PEOPLE SKILLS:** The Girl Scout learns how to talk to, listen to, and work with all kinds of people while selling Fall Product and Girl Scout Cookies. These experiences help her develop healthy relationship and conflict resolution skills that she can use throughout her life. This matters because it helps them do better in school (on group projects, on sports teams, and on the playground) and, later, at work.
5. **BUSINESS ETHICS:** Your Girl Scout is honest and responsible at every step of the Fall Product and Girl Scout Cookie sale. Her business ethics reinforce the positive values she is developing as a Girl Scout. This matters because employers want to hire ethical employees—and the world needs ethical leaders in every field.

## Why do they matter?

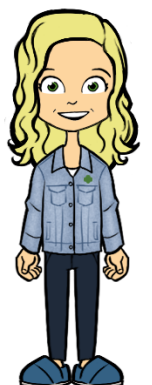
Because when the Girl Scout has learned these skills, she'll be poised for success in her career. Think about it:

When employers interview job candidates, they all look for the same things. This is true whether the employer is a bank, high-tech company, university, hospital, publishing house, car dealership, accounting firm—or even the local pet store!

They want:

- ☛ Someone who can set goals and meet deadlines.
- ☛ Someone who works well with others.
- ☛ Someone who understands customers.
- ☛ Someone who can influence others.
- ☛ Someone who is honest, trustworthy, and reliable.

That's your Girl Scout, using the 5 Skills she learned while participating in the Girl Scout Product Programs!



# Product Program Contacts

Girl Scouts of Central California South

Phone: (800) 490-8653 For regular hours and after hour emergencies

Email: customercare@girlscoutscs.org

Fall Product Service Unit Director: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Fall Product Troop Coordinator: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

M2OS Customer Service: 1-800-372-8520 or questions@gsnutsandmags.com

M2OS Website: www.gsnutsandmags.com/gscs

M2OS Username/Email: \_\_\_\_\_

M2OS Password: \_\_\_\_\_

## Product Delivery Date, Time and Location

Service Unit/Troop Pick-up Day: \_\_\_\_\_  
(Date and Time)

Location: \_\_\_\_\_  
(Address)

Girl Pick-up Day: \_\_\_\_\_  
(Provided by Fall Product Troop Coordinator—Date and Time)

Location: \_\_\_\_\_  
(Address)

# Program Basics

## Money Handling



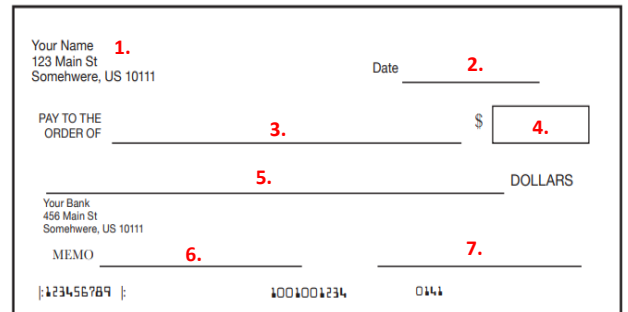
- ⇒ No bill larger than a \$20.00 may be taken
- ⇒ Keep money secure at all times- Daisies cannot handle money

*\*NOTE: If a troop takes a bill larger than \$20 and it is counterfeit, Council will not reimburse the troop. Contact Customer Care for instructions on counterfeit money.*

## Check Handling

Checks that are taken as a form of payment must have the following written on check

1. Personal Information
  - first and last name
  - Address, city, state, zip code
  - driver license number
2. Date: Month, Day, Year
3. Pay To: troop number
4. Amount: in numeric form
5. Amount: in word form including cents
6. Memo: Troop Number and/or Girl Name
7. Signature



The diagram shows a check with the following fields numbered 1 through 7:

- 1. Your Name (123 Main St, Somewhere, US 10111)
- 2. Date
- 3. PAY TO THE ORDER OF
- 4. Amount in numeric form (indicated by a box)
- 5. Amount in word form (indicated by a line) followed by DOLLARS
- 6. MEMO
- 7. Signature

Additional information on the check includes: Your Bank (456 Main St, Somewhere, US 10111) and MICR line (⑆123456789⑆ 1001001234 0144).

*\*NOTE: If a check does not clear the bank and the information above is not on the check, Council will not reimburse the troop. Contact Customer Care for instructions on “uncleared” check.*

## Product Delivery

- ⇒ Service Units and Troops are financially responsible for all product ordered
- ⇒ Council will not accept any product returns, unless product damaged by vendor
- ⇒ Reach out to other Service Units, Troops and Council’s Customer Care for help with excess product
- ⇒ Remember there are no cupboards, troops must order extra product for booths/lemonade stands

## Storage

- ⇒ Product should not be stored directly on the ground
- ⇒ Product must be kept in a temperature controlled environment
- ⇒ Chocolate items will begin to melt at 77° degrees
- ⇒ Do not leave product in a car, Council will not reimburse for stolen product

## Receipt, Receipt, Receipt

- ⇒ Never accept or transfer product without a detailed receipt
- ⇒ **Once you accept and sign a receipt for product, you are financially responsible for it**
- ⇒ Anytime money or product changes hands, both parties should have a signed receipt

*NOTE: Adjustments cannot be made without a corresponding receipt that shows the correct transaction, signed by all parties with quantities and date.*

## Rewards and Nut Bucks

- ⇒ Rewards are automatically calculated. Parent/girl need to enter rewards selections into M2OS
  - ⇒ If NO selections are made, the “default” item will be automatically selected for participants
  - ⇒ See order card for default item selections
- ⇒ Personalized patches will be mailed directly to the Girl Scout by M2
  - ⇒ Make sure the address is entered and correct in the M2OS
- ⇒ Nut Bucks are a GSCCS Council owned incentive reward, and not managed by the M2OS
- ⇒ Nut Bucks are cumulative based on combined sales
  - ⇒ nut order card, online sales, and magazines sales
- ⇒ Nut Bucks are digital and managed by Finance Dept.



# Safety Basics



## Show you're a Girl Scout

- Use the Buddy System. Girl Scouts **NEVER** sell **ALONE!**
- Girl Scouts wear the membership pin, a uniform or "Girl Scout" apparel to identify as a Girl Scout
- Adults are present at all times when taking orders, selling and delivering products
- Clean frequently touched objects i.e. phones, order cards, pens etc.



## Do Not Enter

- Girl Scouts never enter a strangers' home while selling product
- Girl Scouts never enter a vehicle of a stranger
- Girl Scouts do not enter a yard if there is a dog or closed gate/fence
- Girl Scouts do not enter bars, casinos, or dispensaries



## Daytime Selling

- Girl Scouts may not sell door to door after dark
- Girl Scouts stay outside the home where they can be seen by their adult/guardian
- Girl Scouts never accept food or beverages while selling in public from strangers



## Be Street Wise

- Girl Scouts may not sell in front of any establishment they cannot legally patronize or enter themselves ( i.e. bars, casinos, dispensaries)
- Girl Scouts always follow safe pedestrian practices, especially when crossing at intersections or walking along roadways
- Girl Scouts are aware of traffic when unloading products and passengers from vehicles



## Protect Privacy

- Girl Scouts should never give out their last name, phone number, address while selling online
- Girl Scouts protect customer privacy, by not sharing their personal information online
- Girl Scouts never publish your girls direct link to any 3rd party selling sites (eBay, Amazon, Facebook marketplace etc.)

# Ways to Participate

**There are 3 ways to participate... Girl Scouts can choose them all or customize their sale!**

## 1) In-Person Sales

Participants receive an order card with pictures, descriptions, cost per item, and information; such as gluten free products, kosher etc. for nuts and candies available.

### Order Card

Record items that customers wish to order. Explain that products will be delivered by the Girl Scout in November. Be sure to fill out the order card completely. Payment may be collected at time of order (whenever possible) or at time of delivery.

### Care to Share

The Care to Share program offers customers to purchase products to have donated towards Operation Gratitude. These products go directly to first responders, military and medical professionals. The participants receives credit for the donation and Council will donate the products. This option is also available for online purchase.

## 2) Online Store Orders

The online platform used for the Fall Product Program is called M2OS. This platform allows participants to enter product ordered on the order card, set up a store, track online orders and more.

To take orders online a participant must set up their own personalized online M2OS store. All orders and payments online will be automatically credited to the girl.

For magazines, a customer can only order and pay through the participants online M2OS store. Magazine orders will be delivered directly to the customer. A customer orders, renews, and pays for a subscription in the online store.

For nuts and chocolates with the **direct delivery** option, the customer orders, pays and product is shipped directly to customer.

For nuts and chocolates with the **girl delivery** option, the customer orders, pays online and product is delivered by girls. Online girl delivery orders are automatically added to a girl's order in M2OS and delivered with order card orders to their Service Unit Director.

## 3) Booths and Lemonade Stands

A booth takes place in front of a business, with the permission of the store owner. A drive-thru booth is permitted, however, only adults may approach vehicles. Booth sales may not take place in streets or medians.

A lemonade stand is an individual stand located on residential property that is owned by the parent/guardian or by someone they know. Individual Girl Scouts and Juliettes may host a lemonade stand with adult supervision at all times.

Troops, and Juliettes will need to secure their own booth locations, Council does not secure booths for Fall Product. All booths must be marked with Girl Scout signage. If a location requests a Certificate of Insurance (COI), please contact Customer Care at (800) 490-8653 or by email at [customer care@girlscoutscs.org](mailto:customer care@girlscoutscs.org).

To secure a booth, contact the store owner/manager and establish a time and date your Girl Scout/Troop will be there. Bring plenty of product, a table for showcasing items, a secured cash box/apron/fanny bag with change, and Girl Scout signage to display at your booth. On day of activity, check-in with the store owner/manager to inform them you have arrived and to receive any special instructions from store management.

# SALE TYPES

Product	Sale Type	Money Collections	Delivery to Customers	Proceeds
Nuts and Chocolates	In-Person	<ul style="list-style-type: none"> <li>◆ Girls collect money from customers</li> <li>◆ Parents/Troops enter orders into M2OS by deadline</li> <li>◆ Girls turn in money to troop</li> </ul>	Girl Delivery to customers	Troops: \$1.00 per item Service Units: .05¢ per item  *OPT-OUT Troops: \$1.20 per item sold
	M2OS Online Girl Delivered	<ul style="list-style-type: none"> <li>◆ Girls create a store in M2OS and send emails to friends and family</li> <li>◆ Customers pay online for <b>girl delivery</b></li> <li>◆ Orders/payments automatically credited to girls</li> </ul>	Girl Delivery to customers	Troops: \$1.00 per item Service Units: .05¢ per item  *OPT-OUT Troops: \$1.20 per item
	M2OS Online Direct Ship	<ul style="list-style-type: none"> <li>◆ Girls create a store in M2OS and send emails to friends and family</li> <li>◆ Customers pay online for <b>direct ship</b></li> <li>◆ Orders/payments automatically credited to girls</li> </ul>	Direct Shipped to customers by Trophy Nut (1-2 weeks standard delivery after order processing; customers have options for expedited shipping)	Troops: \$1.00 per item Service Units: .05¢ per item  *OPT-OUT Troops: \$1.20 per item
Magazines & More	M2OS Online Only	<ul style="list-style-type: none"> <li>◆ Girls create a store in M2OS and send emails to friends and family</li> <li>◆ Customers pay online</li> <li>◆ Orders/payments automatically credited to girls</li> </ul>	Direct Shipped to Customers by Trophy Nut (6-8 weeks standard delivery time after order processing)	Troops: 20% total magazines sold  *OPT-OUT Troops: 23% total magazines sold

*\*OPT-OUT Troops are for Cadettes—Ambassadors*





# TROOP COORDINATOR SECTION

The role of the Troop Coordinator is to manage the Fall Product Program for the troop. The Troop Coordinator will be the main point of contact for girls, parents, Service Unit Director and the Product Program Dept. In addition, follow the guidelines, due dates, and abide by the Promise and Girl Scout Law at all times.

Troop Coordinators are required to complete all training and fulfill all requirements necessary to be active in the Troop Coordinator role in the M2 Operating System (M2OS).

Troop Coordinators must be

- 1) GSCCS registered adult member
- 2) Live Scanned background check
- 3) Mandated Reporter Certified
- 4) Complete all Fall Product Training

Troops participating in Fall Product must have

- 1) Troop financials completed for previous year
- 2) Be in good financial standing with GSCCS
- 3) Have a Troop Coordinator for Fall Product to receive troop proceeds

Troops participating in Fall Product with NO Troop Coordinator

- 1) Troop will not receive troop proceeds
- 2) Troop will be managed by Product Programs
- 3) Troops products and rewards will be distributed by Product Programs at council facilities
- 4) Troop/girl payments are managed in collaboration with the council Goldmine Store

Program Materials

Troops materials are provided by the Service Unit Director. Distribute materials to each troop participant and review Important Dates, Programs Basics and Program Safety.

Troop materials include:

- 2023 Fall Product Order Card
- Money Envelopes
- M2 Information Flyer

Overview, this section is to provide relevant information and instructions for managing the Fall Product sale in conjunction with how to navigate the M2 Operating System (M2OS)

# managing the TROOP campaign

girlscouts M2 Media

Girl Scouts of Central California South

**Girls and Parents/Adults**

Already Registered?

LOGIN

New User?

CREATE AN ACCOUNT

**Troop Leaders or Volunteers**

New and returning users

VISIT ADMIN SITE

**Welcome!**

Thank you for participating with Girl Scouts. You're helping today's Girl Scouts make the world a better place.

- Create your avatar
- Earn rewards (your avatar can too!)
- Invite friends and family to visit your personalized site

Illustration of three diverse girls in Girl Scout uniforms.

Welcome to M2 operating system, (M2OS) the online platform for the Fall Product Program.

Troop Coordinators will receive an email invitation to set up the administrative level access to the M2OS. Below are the steps to successfully manage your campaign and Troop Dashboard using the M2OS.

## Getting Started

Scan the QR code to instantly get started or login into [www.gsnutsandmags.com/gscs](http://www.gsnutsandmags.com/gscs) and create a “Troop Leader or Volunteers” user account under the “Visit Admin Site”. Upon login, you will be prompted to do the following in the Troop Dashboard platform:

- Watch a training video
- Enter your mailing address
- Create your personalized avatar
- Preview pre-uploaded girls in your troop roster
  - ⇒ *Don't worry if not all troop members show up on this list, they can be added during the sale.*



*NOTE: Write down your username and password on the Contact Page.*

## Campaign Set Up

Set up the M2OS Troop Dashboard by becoming familiar with the homepage. The Troop Dashboard will show the campaign metrics of all sales types at a glance. Sales data is updated every 15-30 minutes. Campaign metrics show the following:

- Total Sales
- Online Magazines
- Direct Ship Nuts
- Online Nut Girl Delivered
- Nut Card

## Parent/Adult Email Campaign

Launch the PAEC (parent/adult email campaign) to the Girl Scouts in your Troop to get them started. A scripted email will be sent to all participants listed on your email list.

## Default Storefront Video

Customize your storefront video, by uploading a personalized video to be used on your troop campaign storefront. Parents will see this video upon registering their girl account in M2OS.

## Training Video

Watch the **Training Video** on how to navigate Troop Dashboard. The video will go into detail how to manage the M2OS platform.

- This video can be viewed at any time during the Fall Product sale

## Video Instructions

There are instructional videos on how to:

- ⇒ make a video for friends and family to view
- ⇒ sample script
- ⇒ safety information

# managing the TROOP Campaign (cont.)

## Managing System Users

Participants are uploaded by the Product Programs dept. and will be continuously added into your troop roster. Review and access your girls user information to verify all information is completed. **IF information is missing, there will be an “exclamation point” meaning attention is needed.**

### Send Messages

- Send messages to your troop roster—stay communicative during the entire sale
- Write notes to your roster—can be reminders of important dates, financials, rewards etc.

### Manage Troops and Girl Scouts

- View pre-loaded girls participating in the sale
- Review girls “launched/not launched” participation status
- Reset girls passwords—as needed

### Manage Admin Users

- Can edit user information, update address’, phone numbers etc.
- Can reset password

## Financials & Reporting

### Banking and Payments

Troops must have a troop bank account. Payments are collected for all products ordered by each girl and each girl has their own balance due and all monies to be collected in a timely manner.

Manage the banking and payments received for the troop.

- Continuously collect girl payments for all products received by girl
- Record all payments received by girls using a receipt
- Record **ALL** payment details for **ALL** girls in the M2OS under Financials
  - ⇒ Amount
  - ⇒ Form of payment (cash, credit, check)
  - ⇒ Payment date
- Deposit all money into your troop bank account frequently and keep all bank deposit slips
- Enter all ACH details for the troop in the M2OS. **ACH details cannot be deleted once completed.**
  - ⇒ Troop Bank name
  - ⇒ Troop Routing number
  - ⇒ Troop Account number
- Troops amount owed to GSCCS will be deducted via an ACH withdrawal
- Troops amount due is calculated automatically in the M2OS
- Money for all online orders shows as already paid to council, and not part of the ACH
- Final ACH will be adjusted for the troop to earn proceeds on these sales

***NOTE: Never accept a payment without providing the parent with a receipt!***

### Reports

In the M2OS, view financial and special reports for the campaign. All reports can be printed, downloaded into a PDF file and exported into an excel file. Reports can also be emailed in a PDF or excel format. Reports types include:

- All Sales
- Magazines
- Direct Ship Nuts
- Nut Order Card
- Online Nuts Girl Delivered
- Special Reports
- Summary Report

### Troop Summary/Amount Due Report

Download the Troop Summary Report. This report includes all sales information for the troop. Report includes the following information Total Sales, Online Magazine Sales, Direct Shipped Sales, Nut Card Sales, Online Nuts Girl Delivered, and Campaign Stats.

***NOTE: Download the Troop Summary Report for the end of year financials.***



# managing the TROOP Campaign (cont.)

## Product Management

### Paper Order Entry

Parent/Guardians will enter their girls order card items into their own M2 girl account. Troop Coordinators must enter any orders not entered by parents into M2OS. Do not enter products that were ordered online by customers for “Girl Delivery”, as orders are automatically entered into the M2OS.

- Enter girl total nut/chocolate items by variety from girls’ **order card**
- Make sure the totals match their individual order card
- Orders are automatically transmitted for fulfillment after the due date

*NOTE: DO NOT enter “Online Girl Delivered” products*

### Managing Extra Products

Troops who wish to order “extra product” will need to order for the entire troop as a “bulk order” in the M2OS. It is the troops financial responsibility for payment of all “extra product”. All extra product will be delivered to the Service Unit Director, along with the troops– Girl order at the same time.

- Manage Extra Product tab
- Enter all quantities for each product, changes can be made prior to the due date
- After the due date, the system will no longer accept changes

*NOTE: Troop is financially responsible for all “extra product” ordered*

### Delivery Tickets

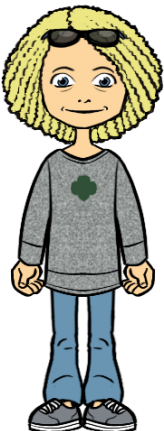
Once product is available for distribution, the system will create the **Product Delivery Tickets**. Delivery tickets can be downloaded and printed. Delivery tickets are great usage as a receipt of product acceptance by parent/guardian. Delivery tickets are available for nut/chocolate items and for rewards distribution.

- Troop Tickets by Troop—can also include financials—create ticket
- Girl Scout tickets— can include the financials—create ticket

### Product Delivery and Distribution to Girls

- Coordinate with your Service Unit Director to pick up your troop’s nut/chocolate items
  - ⇒ Count and inspect items and sign the product delivery ticket from the Service Unit Director
  - ⇒ For damaged products, contact your Service Unit Director immediately
- Print a **Product Delivery Ticket** for each girl’s order from M2OS troop dashboard
  - ⇒ If you do not have access to a printer for the “Product Delivery Ticket” printouts, use the product receipt sheets provided in your materials packet to give to parent/guardians at product pick-up
- Sort and stage products for girl distribution
- Coordinate with the parent/guardian to pick up the girl product items
  - ⇒ Count and inspect items and have the parent/guardians sign the product delivery ticket from the Troop Coordinator

*NOTE: Never accept product without a receipt from the Service Unit Director!  
Never distribute a product without a receipt to the parent/guardian!*



# managing the TROOP campaign (end)

## Rewards & Patches

Rewards are delivered to the Service Unit Director. The Service Unit Director distributes to Troop Coordinators and Troop Coordinators distribute to girls. Review the rewards options for the troop. **IF rewards information is missing, there will be an “exclamation point” meaning attention is needed.**

### Rewards Opt-Out

Troops may elect to “opt-out” of individual girl rewards. Cadettes to Ambassador troops are eligible for this type of “reward”. Opt-Out rewards provide additional troop proceeds for products sold. Participants will not receive individual rewards, however they will receive the following 1) earned patches and 2) Fall Product Nut Bucks (if applicable)

- **Complete the “In Lieu of Recognitions/Rewards” form by the due date.**

### Rewards

Rewards are automatically calculated for each participant in M2OS. Parent/girl will need to enter their rewards selections into M2OS when applicable.

- ⇒ If no selections are made, default item will be automatically selected by the **Product Programs Dept.**
- ⇒ Default items are denoted on the rewards flyer
- Coordinate with your Service Unit Director to pick up your troops rewards
  - ⇒ Count and inspect reward items and sign the reward delivery ticket for the troops records
  - ⇒ For damaged rewards, contact the Service Unit Director
- Print **Rewards Delivery Tickets** for each participant from the M2OS troop dashboard
- Sort and stage rewards for girl distribution
- Coordinate with the parent/guardian to pick up girl reward items
  - ⇒ Count and inspect items and have the parent/guardians sign the reward delivery ticket from the Troop Coordinator

### Nut Bucks

Nut Bucks are a digital rewards program that can be used as a payment method for items in the Goldmine Store, council programs, camps and more. Nut Bucks are a product of GSCCS Council, and not managed by the M2OS

- Nut Buck are electronically delivered to earned participants
- Nut Bucks are accumulated by Combined Sales (nuts, chocolates and magazine orders combined)
- Nut Bucks cannot be used to pay for any product in the Product Programs sale
- Nut Bucks are digital and managed by Finance Dept.

### Personalized Patches

Personalized patches will be mailed directly to the Girl Scout using the address provided in the M2OS.

- ⇒ Ensure all addresses are entered and correct
- ⇒ Ensure all Avatars have been created

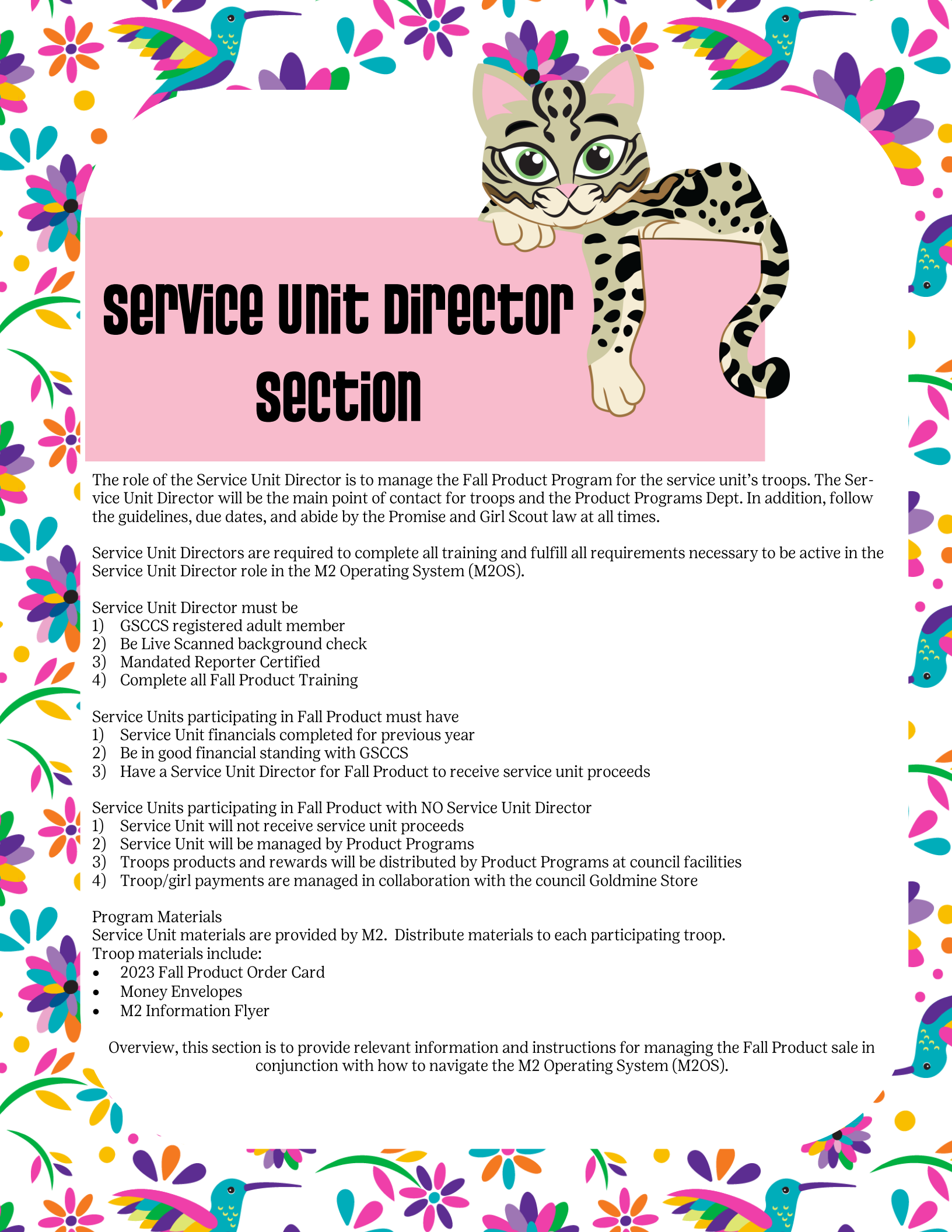
## End of Sale

- All funds collected must be deposited into the troop’s bank account
- Ensure all girl payments are recorded in M2OS
  - ⇒ If a girl does not turn in money at the scheduled time, contact her parent/guardian immediately to discuss the Parent Delinquent form
  - ⇒ Submit the **Parent Delinquent form** for outstanding girl balances by due date
- Distribute all girls **products** in a timely manner
  - ⇒ Return all un-delivered products to your nearest council office within 2 months
- Distribute all girls **rewards** in a timely manner
  - ⇒ Return all un-delivered girl rewards to your nearest council office within 2 months
- Download all reports necessary for troop archive and to complete the End of Year financials

**CONGRATULATIONS! You have successfully managed the 2023 Fall Product Sale as Troop Coordinator!**







# Service Unit Director Section

The role of the Service Unit Director is to manage the Fall Product Program for the service unit's troops. The Service Unit Director will be the main point of contact for troops and the Product Programs Dept. In addition, follow the guidelines, due dates, and abide by the Promise and Girl Scout law at all times.

Service Unit Directors are required to complete all training and fulfill all requirements necessary to be active in the Service Unit Director role in the M2 Operating System (M2OS).

Service Unit Director must be

- 1) GSCCS registered adult member
- 2) Be Live Scanned background check
- 3) Mandated Reporter Certified
- 4) Complete all Fall Product Training

Service Units participating in Fall Product must have

- 1) Service Unit financials completed for previous year
- 2) Be in good financial standing with GSCCS
- 3) Have a Service Unit Director for Fall Product to receive service unit proceeds

Service Units participating in Fall Product with NO Service Unit Director

- 1) Service Unit will not receive service unit proceeds
- 2) Service Unit will be managed by Product Programs
- 3) Troops products and rewards will be distributed by Product Programs at council facilities
- 4) Troop/girl payments are managed in collaboration with the council Goldmine Store

Program Materials

Service Unit materials are provided by M2. Distribute materials to each participating troop.

Troop materials include:

- 2023 Fall Product Order Card
- Money Envelopes
- M2 Information Flyer

Overview, this section is to provide relevant information and instructions for managing the Fall Product sale in conjunction with how to navigate the M2 Operating System (M2OS).

# managing the service unit campaign



Welcome to M2 Media operating system (M2OS), the online platform for the Fall Product Program.

Service Unit Directors will receive an email invitation to set up your administrative level access to the M2OS online system. Below are the steps to successfully manage your campaign and Service Units' Dashboard using the M2OS system.

## Getting Started

Go to [www.gsnutsandmags.com/gscs](http://www.gsnutsandmags.com/gscs) and create a "Volunteer" user account.

You will be navigating your M2OS Service Unit Dashboard, you will be prompted to do the following upon login:

- Watch a training video
- Create your avatar
- Enter all service unit information
  - ⇒ Address, phone number, and email
- **Enter Product Delivery address**
- **Enter Rewards Delivery address**
- Add Special Instructions
  - ⇒ Gate codes, best delivery times/days/hours or additional notes for the delivery agent.

*NOTE: NO P.O Boxes can be used as an address for both product and rewards deliveries.*

## Campaign Set Up

Set up the M2OS service unit dashboard by becoming familiar with the homepage. The Service Unit dashboard has 2 parts. The top page has campaign metrics board. A quick overview of the sale progress for the service unit. The bottom half has links to various pages within the M2OS.

- Watch the Troop Training Video

## Managing System Users

Troops and Girls are uploaded by the Product Programs Dept. and will be continuously added into your service unit roster. Review all your users information is completely filled out and accurate. **If information is missing, there will be an "exclamation point" meaning attention is needed.**

### Send Messages

Encourage troops to participate by sending email blasts. Type of email templates available to use are listed below.

- Logged in
- Messages
- Not logged in
- Troops with sales
- Missing patch actions
- Participates with missing rewards action

### Manage Service Unit, Troops and Girl Scouts

Review all information and verify Product Delivery and Rewards Delivery addresses are entered.

- Review troops levels
- Review troops bonus (None/rewards Opt-Out)
- Review Product Pick up (Complete/Incomplete)
- Review all Girl Scouts status (Launched/Not Launched)

### Manage Admin Users

View all Troop Coordinators information. View individual roles, verify video training completed, and users last login. Export Admin Users into an excel report.

# managing the service unit campaign (cont.)

## Financials & Reporting

### Banking & Payments

Review the banking and payments received for the troops and girls.

- Enter all ACH details for the Service Unit in the M2OS. **ACH details cannot be deleted once completed.**
  - ⇒ Service Unit bank name
  - ⇒ Service Unit routing number
  - ⇒ Service Unit account number
- Amount owed to GSCCS will be deducted via an ACH withdrawal
- Amount due is calculated automatically in the M2OS
- Final ACH will be adjusted for the service unit to earn proceeds on these sales

### Reports

In the M2OS, view financial and special reports for the campaign. All reports can be printed, downloaded into a PDF file and exported into an excel file. Reports can also be emailed in a PDF or excel format. Report types include:

- All Sales
- Magazine Sales
- Direct Ship Nuts
- Nut Order Card
- Online Nuts Girl Delivered
- Special Reports
- Summary Report

*NOTE: Download the Service Unit Summary Report for the end of year financials.*

## Product Management

### Paper Order Entry

Review the paper orders for the troops in the M2OS.

- Verify Troop Coordinators have entered all girls orders into M2OS
- Enter missing troops total nut/chocolate items by variety from girls' **order cards**
  - ⇒ Make sure the totals match their individual order card
  - ⇒ Do not enter products that were ordered online by customers for "Girl Delivery", as orders are automatically entered into the M2OS
- Orders are automatically transmitted for fulfillment after the due date

*NOTE: DO NOT enter "Online Girl Delivered" products*

### Product Delivery and Distribution to Troops

- Coordinate product delivery with delivery agent
  - ⇒ Count and verify incoming inventory from Delivery Agent is accurate without any excess or shortages
- Print **Product Delivery Tickets** for each troops order from the service unit dashboard
- Sort and stage product for troop distribution
- Coordinate with the Troop Coordinators to pick up their nut/chocolates items
  - ⇒ Have the Troop Coordinator count and inspect items and sign the delivery ticket for your records
  - ⇒ If you do not have access to a printer for the "Delivery Ticket" printouts, use the product receipt sheets provided in your materials packet
- For discrepancies with products, contact the Product Programs Dept.

*NOTE: Never distribute product without a receipt to the Troop Coordinator!*



# managing the service unit campaign (end)

## Rewards & Patches

Service Unit Directors cannot make rewards selections for girls. Individual girl rewards can be accessed from the Troop Coordinators and parents dashboard. Rewards are automatically calculated for each girl. **If rewards information is missing, there will be an “exclamation point” meaning attention is needed.**

### Rewards Opt-Out

Troops may elect to “opt-out” of individual girl rewards. Cadettes to Ambassador troops are eligible for this type of “reward”. Opt-Out rewards provide additional troop proceeds for products sold. Participants will not receive individual rewards, however they will receive the following:

- Earned patches
- Fall Product Nut Bucks (if applicable)

### Rewards

Rewards are delivered to the Service Unit Director by the delivery agent. Service Unit Director distributes to Troop Coordinators and Troop Coordinators distribute to girls.

- Rewards are automatically calculated for each participant in M2OS
- Parent/girl will need to enter their rewards selections into M2OS when applicable
  - ⇒ If no selections are made, default item will be automatically selected by **Product Programs Dept.**
  - ⇒ Default items are denoted on the rewards flyer
- Coordinate product delivery with delivery agent
- Print **Rewards Delivery Tickets** for each troops rewards from the service unit dashboard
- Sort and stage rewards for troop distribution
- Coordinate with the Troop Coordinators to pick up their rewards items
  - ⇒ Have the Troop Coordinator count and inspect items and sign the delivery ticket for your records
- For discrepancies with rewards, contact the Product Programs Dept.
  - ⇒ Return all un-delivered troop rewards to your nearest council office within 2 months

### Personalized Patches

Personalized Patches will be directly mailed by M2 to the Girl Scout using the address provided in the M2OS.

- Ensure all participants avatars have been created
- Ensure all participants have mailing addresses
- Ensure all volunteer troop avatars have been created
- Ensure all volunteer troop coordinators have mailing addresses

***NOTE: NO P.O Boxes can be used as an address***

### Nut Bucks

Nut Bucks are a digital rewards program that can be used as a payment method for items in the Goldmine Store, council programs, camps and more. Nut Bucks are a product of GSCCS Council, and not managed by the M2OS.

- Nut Buck are electronically delivered to earned participants
- Nut Bucks are accumulated by Combined Sales (nuts, chocolates and magazine orders combined)
- Nut Bucks cannot be used to pay for any product in the Product Programs sale
- Nut Bucks are digital and managed by Finance Dept.

## End of Sale

- Distribute all troops **products** in a timely manner
  - ⇒ Return all un-delivered products to your nearest council office within 2 months
- Distribute all troops **rewards** in a timely manner
  - ⇒ Return all un-delivered girl rewards to your nearest council office within 2 months
- Download all reports necessary for service unit archive and to complete the End of Year financials

**CONGRATULATIONS! You have successfully managed the 2023 Fall Product Sale as Service Unit Director!**



**girl scouts**  
of central california  
south