

GO BRIGHT Ahead



**2022 FALL PRODUCT PROGRAM GUIDE
FOR TROOP COORDINATORS &
SERVICE UNIT DIRECTORS**

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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
- **Media Group (M2)**—online platform used for sales of nuts, candies and magazines
- **Nut Bucks**— Council owned incentive reward, starts at \$5 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

GO BRIGHT Ahead

Dear Volunteers,

Welcome and thank you for your participation in the 2022 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. Troops and 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.

2022 Fall Product Program Theme is "GO BRIGHT AHEAD".

The 2022 Fall Product Program provides girls with an opportunity to "Go Bright Ahead" while learning more about the Hawaiian Monk Seal.

2022 Fall Product Program Mascot is the HAWAIIAN MONK SEAL

Fun facts about the Hawaiian Monk Seal. The Hawaiian Monk Seal can grow up to seven feet long and can weigh as much as 600 pounds! These seals are found on the main and Northwestern Hawaiian Islands. They live in warm, subtropical water and spend two-thirds of their time at sea. They can dive more than 1,800 feet deep, that's the length of FIVE football fields and they love to sleep on the beaches for days at a time!

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 Department



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 the Girl Scout, using the 5 Skills she learned while participating in the Girl Scout Product Programs!



IMPORTANT DATES

AUGUST / SEPTEMBER 2022

<p>Month of August/ September</p>	<p>Service Unit Directors and Troop Coordinators complete the Participation and Financial Agreement Form</p> <ul style="list-style-type: none"> • Form link available on GSCCS website www.girlscoutscs.org <p>Service Unit Directors, and Troop Coordinators Complete Training</p> <p>Service Unit Directors and Troop Coordinators receive “Welcome” email for early access to M2</p> <p>Fall Product Program Materials Shipped to Service Unit Directors</p> <ul style="list-style-type: none"> • Service Unit Directors distribute to Troop Coordinators • Troop Coordinators to distribute to girls
<p>Friday, September 30</p>	<p>Fall Product Program Begins—Order Cards and Online Orders Start</p> <ul style="list-style-type: none"> • Girls allowed access to M2 and begin setting up online stores and sending emails to friends and family • Girls begin taking orders using order cards

OCTOBER 2022

<p>Friday, October 14</p>	<p>In-Lieu of Recognitions Agreement form due to Council. Form available on GSCCS Website</p>
<p>Monday, October 24</p>	<p>Order Cards End, Online Sales Continue</p> <ul style="list-style-type: none"> • Girls enter their order card entries in M2
<p>Starting October 19-25</p>	<p>Troop Coordinators able to Enter/Adjust Orders for Girls in M2—Locked out Oct. 25 at 8:59pm</p> <ul style="list-style-type: none"> • Troop Coordinators verify all girl order cards have been entered correctly into M2 • Troops order any extra product for Booths
<p>Starting October 23-26</p>	<p>Service Unit Directors able to Enter/Adjust orders for Girls/Troops In M2—Locked out Oct. 26 at 8:59pm</p>
<p>Wednesday, October 26</p>	<p>Girl Delivery Online Orders for Nut and Chocolates Ends</p> <ul style="list-style-type: none"> • Direct Delivery online orders for nut/chocolates and magazines continue <p>Service Unit Directors Verify Product Delivery Address in M2</p>

NOVEMBER 2022

<p>November 11-16 Product Delivery</p>	<ul style="list-style-type: none"> • Order Cards, Online Girl Delivery and Extra Product Orders Delivered to Service Unit Directors • Service Unit Director receives, sorts and distributes products to Troop Coordinators • Troop Coordinator receives, sorts and distribute products to girls: parents/guardians
<p>Wednesday, November 16</p>	<p>Boothing and Lemonade Stands Begin</p>
<p>November 24-25</p>	<p>GSCCS Holiday—Fresno and Bakersfield Council Offices and Gold Mine Stores Closed</p>
<p>Sunday, November 27</p>	<p>Fall Product Program Ends at 8:59pm</p> <ul style="list-style-type: none"> • Final day for Booths and Lemonade Stands • Final day of online orders for magazines and direct shipped nuts/chocolates—M2 online closes at 8:59pm
<p>Wednesday, November 30</p>	<p>Troop Coordinators Locked out of M2 at 8:59pm</p> <ul style="list-style-type: none"> • Troop Coordinators verify Girl Rewards Orders have been placed in M2 <p>Parent Delinquency Forms Due to Council. Form available on GSCCS Website</p>

DECEMBER 2022

<p>Sunday, December 4</p>	<p>Service Unit Directors locked out of M2 at 8:59pm</p> <ul style="list-style-type: none"> • Service Unit Directors verify Troop Reward Orders have been placed in M2
<p>Monday, December 5</p>	<p>ACH Balance Due to Council (100%)</p>

JANUARY 2023

Rewards Delivered to Service Unit Directors
 Service Unit Directors distribute to Troop Coordinators
 Troop Coordinators distribute to girls
Rewards Delivered to Council Coordinators
 Council Coordinators distribute to Juliettes/Start Up Troops

MY CONTACTS

Girl Scouts of Central California South

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

Email: customer care@girlscoutscs.org

Fall Product Service Unit Director: _____

Phone: _____

Email: _____

Fall Product Troop Coordinator: _____

Phone: _____

Email: _____

M2 Customer Service: 1-800-372-8520 or questions@gsnutsandmags.com

M2 Website: www.gsnutsandmags.com/gscs

M2 Username/Email: _____

M2 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
 - * If a troop takes a bill larger than a \$20.00 and it is a counterfeit, Council will not reimburse the troop
- ⇒ Keep money secure at all times- Daisies cannot handle money

Check Handling

Checks that are taken as a form of payment must have the following written on check: (see example check)

- ⇒ Persons Information
 - ⇒ first and last name
 - ⇒ address
 - ⇒ driver license number
- ⇒ Date
- ⇒ Payable To: Troop Number (ex: Troop 1234)
- ⇒ Memo: Troop Number and/or Girl Name

Your Name 123 Main St Somewhere, US 10111	Persons Information	Date	Month/ Date / Year
PAY TO THE ORDER OF		Troop #####	\$ Amount
Amount in Word Form example: Forty and 00/00		DOLLARS	
Your Bank 456 Main St Somewhere, US 10111	MEMO	Troop # / Girl Name	Persons Signature
123456789		1001001234	0111

*Please note that if a check does not clear the bank and the information above is not on the check, Council will not reimburse the troop.

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, 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

Adjustments cannot be made without a corresponding receipt that shows the correct transaction.

Rewards and Nut Bucks

- ⇒ Rewards are automatically calculated. Parent/girl need to enter rewards selections into M2 . If no selections are made, the "default" item will be selected. 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 M2 system
- ⇒ Nut Bucks are a GSCCS Council owned incentive reward, and not managed by the M2 system
- ⇒ Nut Bucks are cumulative based on combined sales (nut order card, online sales and magazine sales)

WAYS TO PARTICIPATE

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

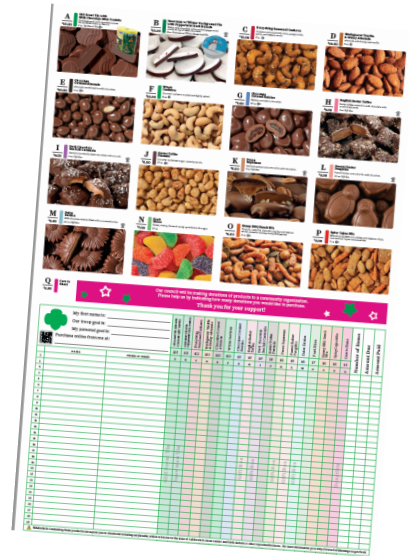
1) In-Person Sales

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

Customers not wishing to purchase products have the option to donate \$5.00 toward care to share. The girl will receive credit for the donation and Council will donate the products to a local charity. Always collect the Care to Share donation payment at time of order. This option is also available online.

How to Use the 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.



2) Online Store Orders

The online platform used for the Fall Product Program is called M2 Media Group. This platform allows girls to enter product ordered on the order card, set up a store, track online orders and more.

To take orders online a girl must set up their own personalized online M2 store. All orders and payments online will be automatically credited to the girl.

For magazines, a customer can only order and pay through the girls online M2 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 M2 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. Drive-thru bothing is permitted, however, only adults may approach vehicles. Bothing 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.

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 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.

SALES TYPES

Product	Sale Type	Money Collections	Delivery to Customers	Proceeds
Nuts and Chocolates	In-Person	<ul style="list-style-type: none"> ◆ Girls collect money from customers ◆ Parents/Troops enter orders into M2 by deadline ◆ Girls turn in money to troop 	Girl Delivery to customers	Troops: \$1 per item sold SU: .05¢ per item sold
	M2 Online Girl Delivered	<ul style="list-style-type: none"> ◆ Girls create a store in M2 and send emails to friends and family ◆ Customers pay online for girl delivery ◆ Orders/payments automatically credited to girls 	Girl Delivery to customers	Troops: \$1 per item sold SU: .05¢ per item sold
	M2 Online Direct Ship	<ul style="list-style-type: none"> ◆ Girls create a store in M2 and send emails to friends and family ◆ Customers pay online for direct ship ◆ Orders/payments automatically credited to girls 	Direct Shipped to customers by Trophy Nut (1-2 weeks standard delivery after order processing; customers have options for expedited shipping)	Troops: \$1 per item sold SU: .05¢ per item sold
Magazines	M2 Online Only	<ul style="list-style-type: none"> ◆ Girls create a store in M2 and send emails to friends and family ◆ Customers pay online ◆ Orders/payments automatically credited to girls 	Direct Shipped to Customers by Trophy Nut (6-8 weeks standard delivery time after order processing)	Troops: 20% per magazine sold



REWARDS

\$100+ combined sales

Seal Keychain* OR Pop Magnet



OR



\$200+ combined sales

Seal Charm Bracelet* OR 3" Squishy Seal



OR



\$300+ combined sales

Small Plush* OR Seal Journals



OR



\$400+ combined sales

NUT BUCKS

Nut Bucks are cumulative.

Receive \$5 in Nut Bucks for every \$50 sold up to the MAX of \$500 Nut Bucks



500+ combined sales

Go Bright Ahead T-Shirt* OR Seal Floops



OR



\$800+ combined sales

Luau Party Event OR Carabineer Bluetooth Speaker*



OR



1,000+ combined sales

Led Strip Lights* OR LED Inflatable Beach Ball



OR



1,300+ combined sales

Beach Towel* OR WWF Adopt a Seal Kit



OR



1,500 combined sales

Cosmic Bowling w/CEO Event OR Giant Inflatable Bowling Game*



OR



2000+ combined sales

GPS Drone



3000+ combined sales

Aquarium of the Pacific Overnight Event



ALL REWARDS ARE CUMULATIVE, unless otherwise stated. Rewards/Patches subject to change due to unforeseen circumstances and similar items may be used as a substitute that includes color, size, and brand. Enlarge pictures to show details. All items with an asterisk * denotes a default item. World Wildlife Fund. WWF® Adoption Kit includes: 5" x 7" formal adoption certificate, 5" x 7" full-color photo of your species, a species spotlight card and a personalized acknowledgment letter.

Theme Patches

The 3 Theme patches can fit together to form a scene!

To Earn all 3 patches:

- Sell 15+ Nuts /Chocolates units
- Sell 2+ Magazine items
- Enter 18+ emails



Ancillary Patches

Care to Share Patch

- 5+ Care to Share items

Visualize Patch

- Upload a Video in M2

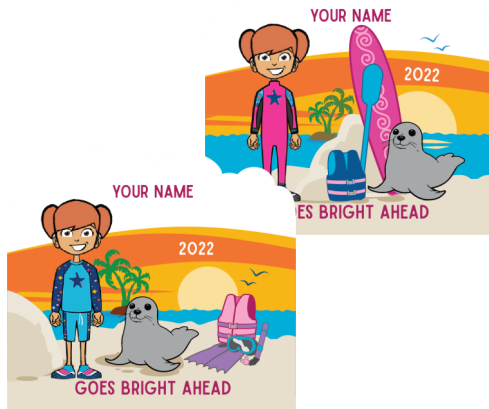


Fall Personalized Patch

Girls have the choice between two backgrounds and two NEW outfits! Snorkeling Gear with Swimwear Outfit or a Paddle Board with Wetsuit Outfit! Patch comes with your personalized avatar and first name on it.

To Earn:

- Create your avatar in M2
- Send 18+ emails
- Sell \$300 in total combines sales (Nuts/Chocolates and Magazine)



Troop Coordinators

Earn your personalized avatar Patch!

- Create your avatar in M2
- Troop total sales is \$1,000+

Girl Scout Cookie Crossover Personalized Patch

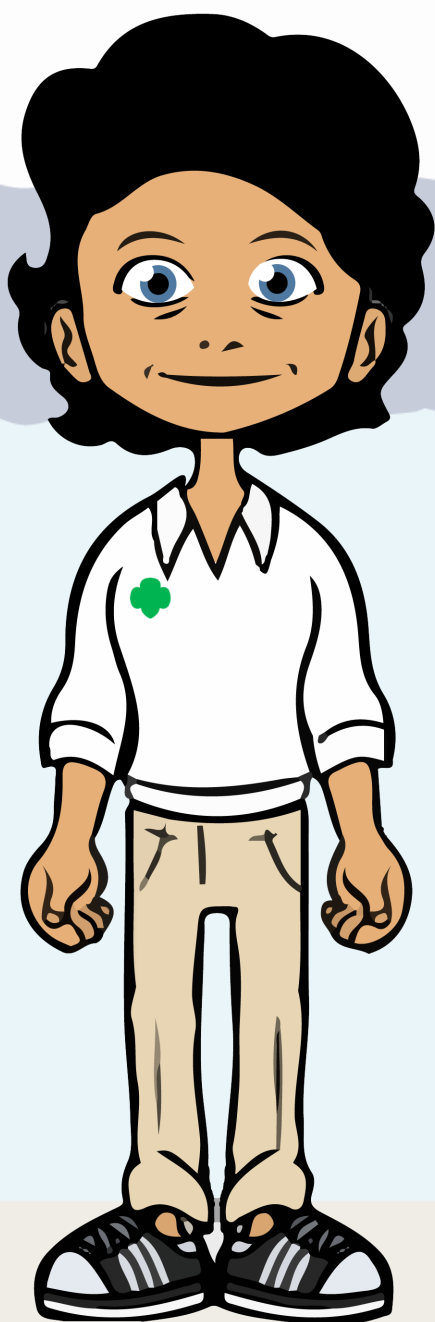
Patch comes with your personalized avatar and first name on it. Patch is mailed directly to you by M2.

To earn the fall & cookie crossover patch:

- Create your avatar in M2 (2022 Fall Product)
- Send 18+ emails (2022 Fall Product)
- Sell **350+** packages of cookies during the 2023 Girl Scout Cookie Program



GO BRIGHT
Aheado



*TROOP COORDINATORS
SECTION*

TROOP COORDINATOR

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

In order to participate, all Troop Coordinators must

- 1) Be a background checked, GSCCS registered member for 2022-2023 membership year
- 2) Be financially compliant with Council office
- 3) Ensure troop financials for 2021-22 have been turned in, if the troop was active at any time from June 1, 2021 to June 30, 2022.
- 4) Have a completed Troop Coordinator Participation and Financial Agreement Form for the 2022-23 year
- 5) Provide troop bank account number and routing number for ACH withdrawal

Duties and Responsibilities:

- Complete Troop Coordinator Fall Product Program training provided by Council
- Complete set up as Troop Coordinator in M2
- Adhere to important due dates and deadlines
- Verify troop banking information in M2
- Receive program materials* from Service Unit Director and distribute to participating girls
- Instruct Parents/Guardians to complete necessary product program training
- Verify roster of participating girls are correctly entered in M2
- Verify girl/troops orders are entered/updated in M2
- If troop/girls are planning on booth or host lemonade stands, order the “Extra Product” in M2
- Receive ordered product from Service Unit Director and verify count before distributing to girls
- Distribute ordered products to girls, verify product counts and have parents sign the receipt for product
- Collect all funds from girls and deposit into troop bank account, issue individual receipts for funds collected. ***Never accept a payment without providing the parent with a receipt!***
- Submit Parent Delinquency forms to Council (forms located on GSCCS website www.girlscoutscs.org)
- Enter/verify reward selections for girls are in M2
- Receive rewards from Service Unit Director and verify counts
- Distribute rewards and Nut Bucks to girls

For any discrepancies with materials, products or rewards, contact your Service Unit Director immediately

* Program Materials

Troop materials provided and Girl sellers packets to be distributed to all girls participating in the Fall Product Program.

- ◆ 2022 Fall Product Program Guide for Troop Coordinators and Service Unit Directors
- ◆ Order Cards
- ◆ Money Envelopes
- ◆ Product Receipt booklet
- ◆ M2 Informational Flyer
- ◆ Girl Fall Product Program Sellers Packet—ONE PER PARTICIPATING GIRL
 - ⇒ Order Card
 - ⇒ Money Envelope
 - ⇒ M2 Informational Flyer

MANAGING TROOP CAMPAIGN



Welcome to M2 Media system, the online platform for the Fall Product Program.

Upon successful completion of the Troop Coordinator DocuSign that has been approved by GSCCS council, you will receive an email invitation to set up your administrative level access to the M2 online system. Below are the steps to successfully manage your campaign and Troop Dashboard using the M2 system.

Getting Started

Go to www.gsnutsandmags.com/gscs and create a “Volunteer” user account.

You will be navigating your M2 Troop Dashboard, you will be prompted to do the following upon login:

- Watch a training video
- Create your avatar
- Create your personalize patch and shipping information
- View troop photo (pre-loaded participating girls in M2)

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

Campaign Set Up

Set up the M2 troop dashboard by becoming familiar with the homepage.

- Customize your storefront video, by uploading a personalized video parents will see upon registering an account to use used on your campaign
- Watch the video instructions—review the video instructions at any time. Topics include: How to Make a video for Friends and Family to view, Sample Script and Safety Information.
- Add parent/guardians email addresses for email blasts
- Send parent/guardian email blast. Type of email templates available to use are listed below.
 - ⇒ Announcements
 - ⇒ Participates with missing patch action
 - ⇒ Participates with missing rewards action
 - ⇒ Participates who have not sent emails
 - ⇒ Participates who have sent less then 18 emails
 - ⇒ Participates with sales
 - ⇒ Thank you emails

Managing System Users for Girls

Girls are uploaded by GSCCS council and will be continuously added into your troop roster, upon successful completion of girls DocuSign form: Parents Financial & Participation Agreement Form. Review all your users information is completely filled out and accurate.

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



MANAGING TROOP CAMPAIGN (CONT.)

Adding Girl Paper Orders into M2 system

- Parent/Guardians will first work with girls to enter the girls order cards items into their own M2 girl account
- Troop Coordinators must enter any orders not entered by parents into M2 system. Juliettes will work with Council Coordinators
- Do not enter products that were ordered online by customers for “girl delivery”, as orders are automatically entered into the M2 system
- Enter girl total nut/chocolates items by variety from girls’ **order card**
- Make sure the totals match the order card
- Orders are transmitted for fulfillment automatically after the cutoff date

TIP: DO NOT enter “Online Girl Delivered” products

Managing Extra Product for Troop

Troops who wish to order “extra product” will need to order for the entire troop as a “bulk order” in the M2 system. It is the troops financial responsibility for payment of all “extra products”. All extra products will be delivered to the Service Unit Director, along with the troops– Girl order at the same time.

- Log into the M2 system
- Manage Extra Product tab
- Quantities can be changed anytime, up to the due date provided

Product Delivery and Distribution for Girls

- Coordinate with your SU Director to pick up your troop’s nut/chocolates items
- Print a delivery ticket for each girl’s order from your dashboard.
- As you distribute items to each girl, have their parent 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 booklets provided in your materials packet to give to parent/guardians at product pick-up.
- For discrepancies with products, contact your Service Unit Director immediately

TIP: Never accept product without a receipt from the Service Unit Director!

Banking and Payments for Troop & Girls

Manage the banking and payments received for the troop.

- Collect girl payments upon product delivery
- Record all payments received by girls using a receipt
- Enter **ALL** Payments details for **ALL** girls in the M2 system
 - ⇒ 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 M2 system. ACH details cannot be deleted once completed.
 - ⇒ bank name
 - ⇒ routing number
 - ⇒ account number
- Amount owed to GSCCS will be deducted via an ACH withdrawal
- Amount due is calculated automatically in the M2 system
- Money for all online orders shows as already paid to council
- Final ACH will be adjusted for the troop to earn proceeds on these sales

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

MANAGING TROOP CAMPAIGN (CONT.)

Rewards Management & Personal Patches

Review the rewards options for the troop. Troops who wish to “Opt-Out” of recognitions and choose the financial payment reward only option must submit the “In Lieu of Recognitions Form” by due date. The “opt-out” option is available for Cadettes - Ambassador troops and require 100% girl participation to “opt-out” of all tangible rewards.

- Rewards are automatically calculated for each girl
- Parent/girl will need to enter their rewards selections into M2 when applicable
 - ⇒ If no selections are made, default item will be selected **by GSCCS** (denoted default items on rewards flyer)
- Personalized Patches will be mailed directly to the Girl Scout using the address provided in the M2 system
 - ⇒ Ensure the address are entered and correct
 - ⇒ Ensure all Avatars have been created
- Nut Bucks are a product of GSCCS Council, and not managed by the M2 system
- Nut Bucks are accumulated by Combined Sales (nuts, chocolates and magazine orders combined)
- Nut Bucks are distributed to Service Unit Director



Rewards Delivery & Distribution to Girls

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.

- Coordinate product delivery with Service Unit Director
- Print delivery tickets for each girls rewards from the troop dashboard
- Sort and stage rewards for girl distribution
- Coordinate with the parent/guardian to pick up girl rewards items
 - ⇒ Have the parent/guardian count and inspect items and sign the delivery ticket for your records
- For discrepancies with rewards, contact the Service Unit Director

Reports

In the M2 system, 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:

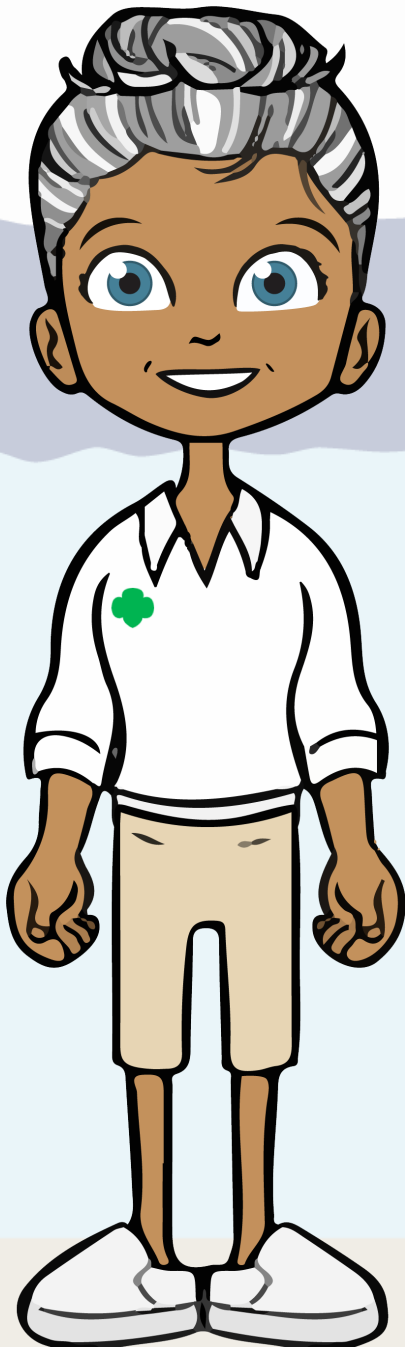
All Sales
Magazine Sales
Direct SHIP Nuts
Nut Order Card
Online Nuts GIRL delivered
Summary report
Special Reports

TIP: Download the Troop Summary Report for the end of year financials. Download Delivery Tickets for product distribution and for rewards distribution!

End of Sale

- All funds collected must be deposited into the troop’s bank account
- Ensure all girl payments are recorded in M2
 - ⇒ **If** a girl does not turn in money at the scheduled time, contact her parent/guardian immediately
 - ⇒ Submit the **Parent Delinquent Form** for outstanding girl balances by due date
- Distribute all girls rewards in a timely manner
 - ⇒ Return all un-delivered girl rewards to your nearest council office within 2 months

GO BRIGHT
Ahead



*SERVICE UNIT DIRECTORS
SECTION*

SERVICE UNIT DIRECTOR

The role of the Service Unit Fall Product Program Director is to coordinate the Fall Product Program for your Service Unit and be the main point of contact for the troops. In addition, follow the guidelines and due dates and to abide by the Girl Scout Law and Promise at all times.

In order to participate, all Service Unit Directors must

- 1) Be a background checked, GSCCS registered member for 2022-2023 membership year
- 2) Be financially compliant with Council office
- 3) Ensure service unit financials for 2021-22 have been turned in if the SU was active at any time from June 1, 2021 to June 30, 2022.
- 4) Have a completed Service Unit Director Participation and Financial Agreement Form
- 5) Provide service unit bank account and routing number for ACH deposit of proceeds

Duties and Responsibilities

- Notify council that you are the SU Director for 2022 by emailing customer care@girlscoutscs.org
- Complete Service Unit Director Fall Product Program training provided by council
- Complete M2 set up as SU Director
- Adhere to important due dates and deadlines
- Verify SU banking information in M2
- Provide SU address for delivery of materials, products and rewards
- Receive (shipped from Trophy Nut) and distribute program materials* to Troop Coordinators
- Instruct Troop Coordinators to complete all necessary product program training
- Verify all participating troops have Troop Coordinators and are in M2
- Verify Troop orders are entered/updated in M2
- Receive product and verify counts before distributing to troops
- Distribute products to Troop Coordinators and have them verify count and sign receipt
- Receive recognitions and verify counts before distributing to troops

For any discrepancies with materials, products or recognitions, contact customer care immediately at (800) 490-8653 or email customer care@girlscoutscs.org

* Service Unit Program Materials

Service Unit materials provided and distributed to all Troops participating in the Fall Product Program. Troop packets to include materials for all girls participating in the Fall Product Program.

- ◆ 2022 Fall Product Program Guide for Troop Coordinators and Service Unit Directors
- ◆ Order Cards
- ◆ Money Envelopes
- ◆ Product Receipt booklets
- ◆ M2 Informational Flyers
- ◆ Troop Fall Product Program Packet—ONE PER PARTICIPATING TROOP
 - ⇒ Order Cards
 - ⇒ Money Envelopes
 - ⇒ M2 Informational Flyers
 - ⇒ Product Receipt booklet

MANAGING THE SERVICE UNIT CAMPAIGN



Welcome to M2 Media system, the online platform for the Fall Product Program.

Upon successful completion of the Service Unit Director DocuSign that has been approved by GSCCS council, you will receive an email invitation to set up your administrative level access to the M2 online system. Below are the steps to successfully manage your campaign and Service Units' Dashboard using the M2 system.

Getting Started

Go to www.gsnutsandmags.com/gscs and create a "Volunteer" user account.

You will be navigating your M2 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

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

Campaign Set Up

Set up the M2 service unit dashboard by becoming familiar with the homepage. The SU dashboard has 2 parts. The top page has campaign metrics board. A quick overview of the sale progress for your service unit. The bottom half has links to various pages within the M2 system.

- 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

Managing System Users for Service Unit, Troops and Girl Scouts

Troops and Girls are uploaded by GSCCS council and will be continuously added into your Service Unit roster, upon successful completion of the DocuSign form and approved by GSCCS council. Review all your users information is completely filled out and accurate.

Troops

- Review troops levels
- Review troops bonus (None/rewards Opt Out)
- Review Product Pick up (Complete/Incomplete)

Girl Scouts

- Review all status (Launched/Not Launched)

MANAGING THE SERVICE UNIT CAMPAIGN

Financials and Reporting

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

- Enter all ACH details for the Service Unit in the M2 system. ACH details cannot be deleted once completed.
 - ⇒ bank name
 - ⇒ routing number
 - ⇒ account number
- Amount owed to GSCCS will be deducted via an ACH withdrawal
- Amount due is calculated automatically in the M2 system
- Final ACH will be adjusted for the service unit to earn proceeds on these sales

Product Management for Troops

Review the paper orders for the troops in the M2 system.

- Verify Troop Coordinators have entered all girls orders into M2 system
- Enter missing troops total nut/chocolates items by variety from girls' **order cards**
 - ⇒ Make sure the totals match the order card
 - ⇒ Do not enter products that were ordered online by customers for "girl delivery", as orders are automatically entered into the M2 system
- Orders are transmitted for fulfillment automatically after the cutoff date

TIP: DO NOT enter "Online Girl Delivered" products

Managing Extra Product for Service Unit

To order "extra product" to be delivered to the delivery site for the service unit. It is the service units financial responsibility for payment of all "extra products". All extra products will be delivered with the troops– girl order at the same time.

- Verify delivery site information
- Enter extra product (Manage Extra Product tab)
- Quantities can be changed anytime, up to the due date provided (see calendar)

Product Delivery and Distribution to Troops

- Coordinate product delivery with delivery agent
 - ⇒ Count and verify incoming from Delivery Agent are accurate without any excess or shortages
- Print 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 booklets provided in your materials packet
- For discrepancies with products, contact the Product Programs

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

MANAGING THE SERVICE UNIT CAMPAIGN

Rewards Management & Personal Patches

Service Unit Directors cannot make rewards selections for Girls. Individual girl recognitions can be accessed from the Troop Coordinators and Parents dashboard. Rewards are automatically calculated for each girl.

- Personalized Patches will be mailed directly to the Girl Scout using the address provided in the M2 system
 - ⇒ 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
- Nut Bucks are a product of GSCCS council, and not managed by the M2 system
- Nut Bucks are accumulated by combined sales (nuts, chocolates and magazine orders combined)
- Nut Bucks are distributed to the SU by GSCCS council

Rewards Delivery & Distribution to Troops

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.

- Coordinate product delivery with delivery agent
- Print 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
 - ⇒ Return all un-delivered Troop rewards to your nearest council office within 2 months

Reports

In the M2 system , 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
Magazine Sales
Direct SHIP Nuts
Nut Order Card
Online Nuts GIRL delivered
Summary report
Special Reports

TIP: Download the Service Unit Summary Report for the end of year financials. Download Delivery Tickets for product distribution and for rewards distribution!



