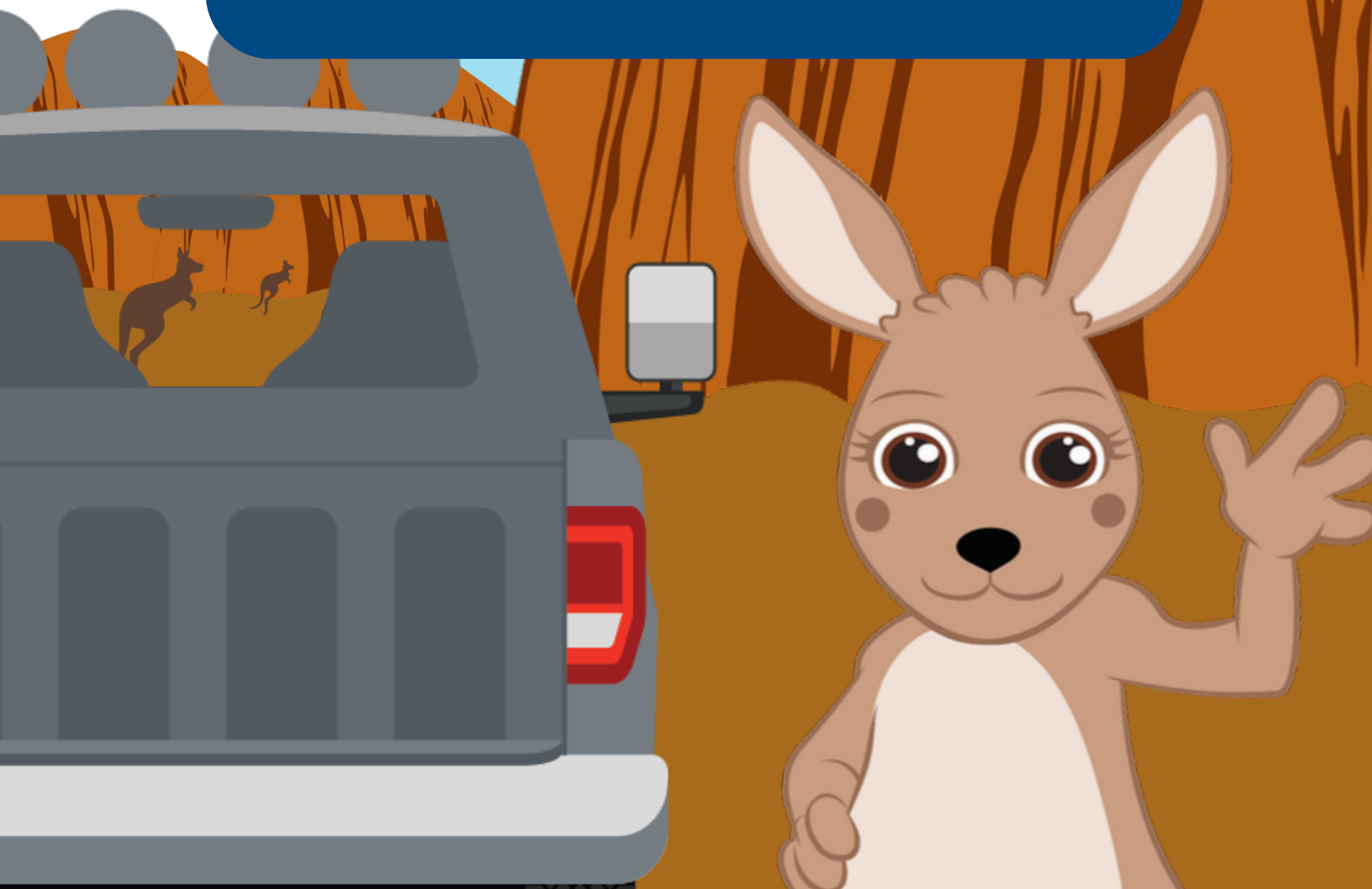


As of 9/01/26

2026

Fall Product Guide for Troop Coordinators & Service Unit Directors



READY TO
explore

girlscouts
of central california
south

M2 Media

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As of **9/01/26**

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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 sales of all nuts, candies, and magazines sold in person and online.
- Direct Delivery - online orders shipped to customers from Trophy Nut.
- Girl Delivery - items ordered online and delivered by girls to customers.
- Juliette - an individual Girl Scout who is not associated with a troop or whose troop is not participating.
- M2 Media Operating System (M2OS) - the online platform used for sales of nuts, candies, and magazines.
- Nut Bucks - Council-owned incentives 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

As of **9/01/26**

September 2026

September 1	• Program Begins • Girl/Parent Access to M2 ◦ The site opens for participants, and girls may begin sending emails and making sales. • Booth and Lemonade Stands Begin ◦ Tagalong Tote Program
September 16	• First day for Girls/parents/guardians to enter their paper card order into the M2 website
September 17	• First day for Girls/parents/guardians to enter their paper card order into the M2 website
September 22	• First day Troop Coordinators and Service Unit Directors can enter/edit card orders in the M2 System
September 30	• Last day for Order Cards entered into M2 • Last day for Girl Delivery orders allowed on the M2 website

October 2026

October 00	• Last day for Troop Leader to edit paper orders on behalf of the Troop in the M2 website
October 00	• Last day for Service Unit Directors to edit paper orders in the M2 website
October 19 - 26	• Nut and Chocolate products delivered to Service Units

November 2026

November 2	• Campaign End Date ◦ Direct Ship Nuts ◦ Online Magazines, BarkBox, Tumblers, and Personalized Items
November 3	• Parent Delinquency Date
November 4	• Last Day for Girls/Troops to Make Reward Choices
November 9	• Fall Product ACH 100% Pull

Skills & Contact

As of **9/01/26**

Entrepreneurship Skills

Product Programs is an 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.

**Goal
Setting**

**Decision
Making**

**Money
Management**

**People
Skills**

**Business
Ethics**

These are the 5 skills learned while participating in the Girl Scout Product Program!

Important Contact Information

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: _____

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: _____

Location: _____

Girl Pick-up Day: _____

Location: _____

Fall Product: Volunteer Essentials



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.



Money Handling

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

NOTE: Please note that we are unable to reimburse any transactions involving counterfeit currency. Thank you for your understanding.

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: Girl Scouts Troop ###, or if account not set up, Girl Scouts of Central California South
4. Amount: in numeric form
5. Amount: in word form including cents
6. Memo: Troop Number and Girl Name
7. Signature

Your Name 1. 123 Main St Somewhere, US 10111		Date 2.
PAY TO THE ORDER OF 3.		\$ 4.
5.		DOLLARS
Your Bank 456 Main St Somewhere, US 10111		
MEMO 6.	7.	
⑆123456789⑆ 1001001234 0141		

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

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.

Please Note: Once financial responsibility has been accepted by the Girl Scout, parent, or guardian, we are unable to accept any product returns.

Safety Basics

As of 9/01/26



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.



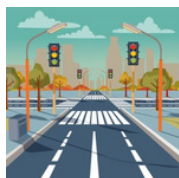
Do Not Enter

- 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



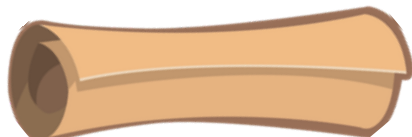
Be Street Wise

- 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

As of 9/01/26

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

1) In-Person Sales (Tagalong Tote)

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. If the Girl Scout signs up for our Tagalong Tote program they will receive product in hand starting from day 1.

Order Card

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

Care to Share

The Care to Share program allows customers to purchase products to have donated to Operation Gratitude. These products go directly to first responders, military, and medical professionals. The participants receive 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 products 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 participant's 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 the product is shipped directly to the customer.

For nuts and chocolates with the girl delivery option, the customer orders, pays online, and the 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 (Tagalong Tote)

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.

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 the day of the 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

As of 9/01/26

Product	Sale Type	Money Collections	Delivery to Customers	Proceeds
Nuts and Chocolates	In-Person	☐ Girls collect money from customers ☐ Parents/Troops enter orders into M2OS by deadline ☐ Girls turn in money to troop	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	☐ Girls create a store in M2OS and send emails to friends and family ☐ Customers pay online for girl delivery ☐ Orders/payments automatically credited to girls	Girl Delivery to customers	Troops: \$1.00 per item Service Units: .05¢ per item OPT-OUT Troops: \$1.20 per item
	M2OS Online Direct Ship	☐ Girls create a store in M2OS 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: \$1.00 per item Service Units: .05¢ per item OPT-OUT Troops: \$1.20 per item
Magazines, Tumblers, Personalized Items	M2OS Online Only	☐ Girls create a store in M2OS 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% total section sold OPT-OUT Troops: 23% total this section sold





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 Girl Scout Promise and 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) Complete the My 27 Back to Troop Survey
- 4) Have a Troop Coordinator for Fall Product to receive troop proceeds
- 5) Have a completed Troop Coordinator Participation and Financial Agreement Form

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 staff

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:

- 2026 Fall Product Order Card
- Money Envelopes
- M2 Information Flyer

Managing The Troop Campaign

As of 9/01/26



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



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 and create a "Troop 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 Parent/Adult 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 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

As of 9/01/26

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
- Troop amount owed to GSCCS will be paid via an ACH withdrawal
- Troop 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
- The 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.

In Lieu of Form:

All Girl Scout groups, from Daisies through Ambassadors, now have the option to complete and submit the form to opt in to the In Lieu of Recognitions program. To ensure fairness and accuracy, Troops are required to hold a vote, document the results in meeting minutes, and complete the official voting form. These materials must then be submitted through Cognito for council review and approval. Links for both are on our Fall Product Resources page.

Managing The Troop Campaign

As of 9/01/26

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!
Once financial responsibility has been accepted by the Girl Scout,
parent, or guardian, we are unable to accept any product returns.*



Managing The Troop Campaign

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 information is missing, there will be an “exclamation point” meaning attention is needed.

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
Rewards will come from M2 directly to the address entered into the M2 system for the SU and others will be available for pickup from Council Office. Rewards will arrive between December - February.
 - ☐ 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

Please note that Girl Scouts with an outstanding balance, or delinquency, are not eligible to receive rewards.

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 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.

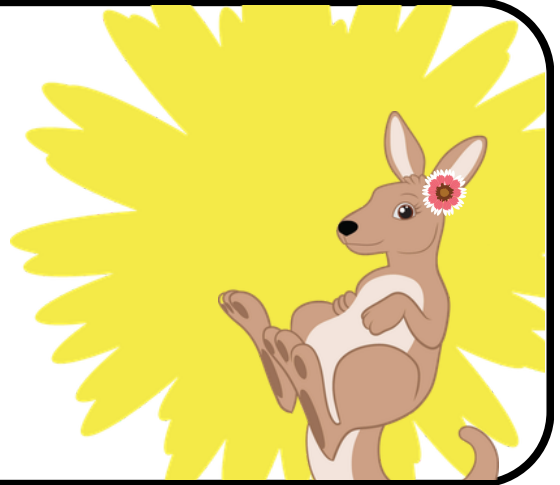
- ☐ Ensure all addresses are entered and correct
- ☐ Ensure all Avatars have been created

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 November 3
- 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 2026 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:

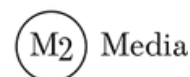
- 2026 Fall Product Order Card
- Money Envelopes
- M2 Information Flyer

Overview, this section 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 SU Campaign



As of 9/01/26



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 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 SU Campaign

As of 9/01/26

Financials & Reporting

Banking & Payments

- Remind Troop Coordinators of the ACH pull date and calculation of Troop amount due to GSCCS
- Fall Product ACH 100% Pull is Monday, November 9, 2026
- Amount owed to GSCCS will be deducted via an ACH withdrawal
- Amount due is calculated automatically in the M2OS
- The 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

The paper orders for the Troops that all girl orders are in the M2OS

- Communicate with Troop Coordinators about M2OS entries.
- Assist Troop Coordinators to reconcile order cards and amounts in 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
 - ☐ Count and verify incoming inventory 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!

Once financial responsibility has been accepted by the Service Unit, Troop, Girl Scout, parent, or guardian, we are unable to accept any product returns.



Managing The SU Campaign

As of 9/01/26

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 information is missing, there will be an “exclamation point” meaning attention is needed.

Rewards

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

Rewards will come from M2 directly to the address entered into the M2 system for the SU, and others will be available for pickup from Council Office. Rewards will arrive between December - February.

- 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

Please note that Girl Scouts with an outstanding balance, or delinquency, are not eligible to receive rewards.

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 2026 Fall Product Sale as SU Coordinator!

READY TO
explore

**Thank you for
all you do!**

girl scouts 
of central california
south