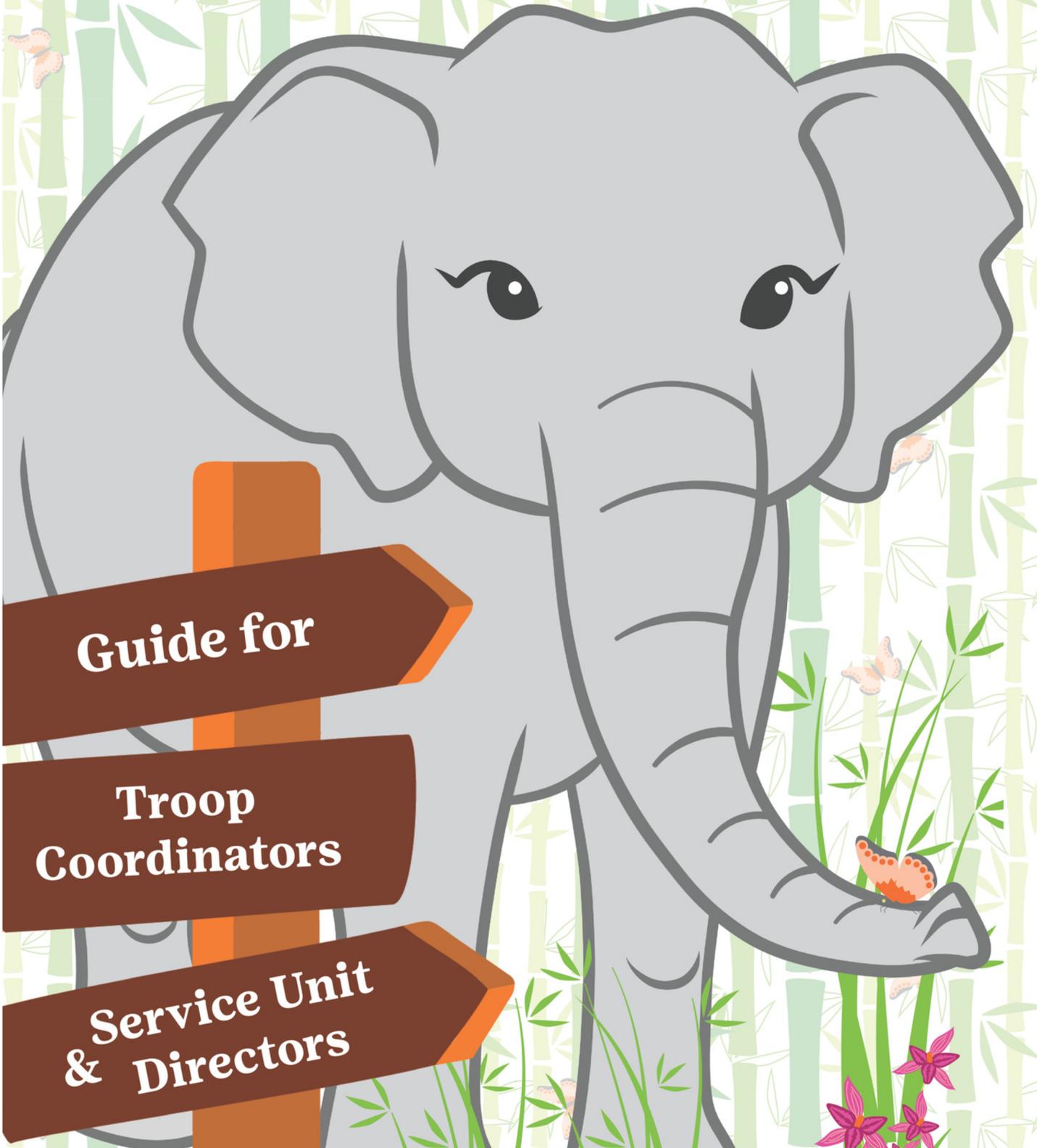


2024 Fall Product Program



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 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

September 2024

Monday, September 23

- Troop & SU Access to M2

October 2024

Tuesday, October 1

- Start of Fall Product Starts
- Girl/Parent Access to M2
 - The site opens for participants, and girls may begin sending emails and gaining sales.

Wednesday, October 16

- First day for Girls/parents/guardians to enter their paper card order

Friday, October 18

- Troop Recognition Opt-Out
 - Cadette, Senior, Ambassador Troops Only

Tuesday, October 22

- First day Troop Coordinators and Service Unit Directors can enter/edit card orders

Friday, October 25

- Last day for Girl Scouts/Parents/Guardians to enter paper orders

Saturday, October 26

- Last day for customer to place order for Girl Delivery on the Girl Scout's storefront

Sunday, October 27

- Last day for Troop Leader to edit paper orders on behalf of the Troop

Monday, October 28

- Last day for Service Unit Directors to edit paper orders

November 2024

Monday, November 11

- Service Unit Deliveries Begin

Friday, November 15

- Service Unit Deliveries End

December 2024

Sunday, December 1

- Campaign End Date
 - Direct Ship Nuts
 - Online Magazines, BarkBox, Tumblers, and Personalized Items

Tuesday, December 3

- Parent Delinquency Date

Wednesday, December 4

- Last Day for Girls/Troops to Make Reward Choices

Monday, December 9

- Fall Product ACH 100% Pull

Skills & Contact

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: _____

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: 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 123 Main St Somewhere, US 10111	1.	Date	2.
PAY TO THE ORDER OF	3.	\$	4.
	5.		DOLLARS
Your Bank 456 Main St Somewhere, US 10111			
MEMO	6.		7.
423456789 1001001234 0144			

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 Scouts in November. Be sure to fill out the order card completely. Payment may be collected at the time of order (whenever possible) or at the 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 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 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 participant's online M2OS store. Magazine orders will be delivered directly to the customer. A customer orders, renewals, 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

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 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"> <input type="checkbox"/> Girls collect money from customers <input type="checkbox"/> Parents/Troops enter orders into M2OS by deadline <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Girls create a store in M2OS and send emails to friends and family <input type="checkbox"/> Customers pay online for girl delivery <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Girls create a store in M2OS and send emails to friends and family <input type="checkbox"/> Customers pay online for direct ship <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Girls create a store in M2OS and send emails to friends and family <input type="checkbox"/> Customers pay online <input type="checkbox"/> 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

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





Patches

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
- Send 18+ Emails



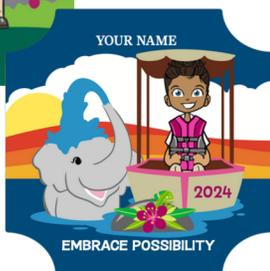
Ancillary Patches

Care to Share Patch

- 5+ Care to Share items

Visualize Patch

- Upload a Video in M2OS



Fall Personalized Patch

Girls have the choice between two backgrounds!
Patch comes with your personalized avatar and first name on it.
To Earn:

- Create your avatar in M2OS
- Send 18+ emails
- Sell \$300+ in total combined sales
- Use the “Share My Site” function in the M2 system to ask friends and family for support

2025 Girl Scout Cookie Crossover Personalized Patch

Patch comes with your personalized avatar and first name on it. Patch is mailed directly to you by M2OS

To earn the fall & cookie crossover patch:

- Create your avatar in M2 (2024 Fall Product)
- Send 18+ emails (2024 Fall Product)
- Sell 350+ packages of cookies during the 2025 Girl Scout Cookie Program
- Use the “Share My Site” function in the M2 system during the Fall Product Program



2024 Fall Product Rewards



EMBRACE POSSIBILITY

ALL REWARDS ARE CUMULATIVE, unless otherwise stated. Rewards are subject to change due to unforeseen circumstances and similar items might be used as a substitute; this includes color, brand and design. Dates and times for events and experiences are subject to change due to venue's operating schedule and availability. All information for events and details listed are at the time of publication, additional details may follow, and information subject to change. Default items are "**bold and underlined**" and do not include events. Once a reward is selected, it is non-transferable and non-exchangeable, meaning it cannot be traded with other participants or exchanged for an alternative reward.

*All reward images are representative. Exact items may vary.

Instant Rewards

We're excited to bring a little extra fun to our Girl Scouts with the Fall Product Instant Rewards! This new program is designed to give girls a quick, easy, and super fun way to earn rewards while they rock their sales.

girl scouts
of central california
south



How it works:

For every \$50 in sales (up to \$400), your Girl Scout will earn a super-cool Silly Pop Keychain! The more she sells, the more she can collect! It's like a little celebration for each milestone!

How to Claim:

It's all based on the honor system – when your Girl Scout hits \$50 in sales, she can swing by one of our two council offices or connect with her SU Directors, who will be fully stocked to make it easy for those in the outer areas! Just make sure to tell your troop coordinator that you've picked up your keychain.



Bonus Alert!

This is just a little something extra – your Girl Scout will still get all her main rewards, too! We appreciate all the hard work and can't wait to see the girls having fun with this awesome bonus program! Let's make this season exciting and rewarding—one keychain at a time!

Events



\$200 +
COMBINED SALES

Ice Cream Social

Date:
February 12, 2025
Time:
6:00 - 8:00 pm
Location:
Bakersfield & Fresno

Join us for a sweet and fun-filled Ice Cream Social designed especially for our Girl Scouts! This event is a great opportunity for girls to relax, socialize, and enjoy a variety of delicious ice cream flavors and toppings. It's also a chance to celebrate achievements, build friendships, and make lasting memories.

This is not a drop-off event but is for the Girl Scout and chaperone to socialize with other Girl Scouts at this event. A GSCCS hosted event by the staff of GSCCS.



\$300 +
COMBINED SALES

Movie Night

Date:
January 11, 2025
Time:
5:00 - 8:00 pm
Location:
Bakersfield & Fresno

Get ready for a cozy and entertaining Movie Night with your fellow Girl Scouts! We'll be featuring a fun and engaging movie perfect for all ages. It's the ideal chance to unwind, enjoy some popcorn, and spend quality time with friends.

Dinner will be served along with snacks. This is a drop-off event and will allow you to watch a movie with your Girl Scout troop or new friends. The movie title and specifics will be provided at the time of registration. A GSCCS hosted event by the staff of GSCCS.



\$500 +
COMBINED SALES

Embrace Possibility "Glow Party"

Date:
January 25, 2025
Time:
5:00 - 7:00 pm
Location:
Bakersfield & Fresno

Get ready to shine bright at our Embrace Possibility "Glow Party"! This electrifying event invites you to step into a world of glowing fun, where the lights are low, and the excitement is high. Dress in your best neon and glow-in-the-dark gear to fully experience the vibrant atmosphere.

Dinner will be served along with some snacks. This is a drop-off event and will allow you to dance your heart out with the lights low and the glow sticks flowing. A GSCCS hosted event by the staff of GSCCS.



\$800 +
COMBINED SALES

Crochet Elephant Workshop

Date:
February 19, 2025
Time:
6:00 - 8:00 pm
Location:
Bakersfield & Fresno

Join us for a creative and hands-on Crochet Elephant Workshop! This engaging session is perfect for anyone looking to learn the art of crochet while creating a delightful elephant plushie. Whether you're a beginner or an experienced crocheter, you'll leave with a beautiful handmade creation and new skills.

Girl Scout will receive a kit to crochet a small elephant stuffie. A crochet lesson will be provided. So come out and learn a new skill and enjoy creating a new friend with yarn. This is a drop-off event, and a snack will be provided. A GSCCS hosted event by the staff of GSCCS.

Events



\$1150 +
COMBINED SALES

Elephant Paint Night

Date:
February 25, 2025
Time:
6:00 - 8:00 pm
Location:
Bakersfield &
Fresno

Unleash your inner artist at our Elephant Paint Workshop, featuring a fun and relaxing paint-by-number activity! Join us to create a stunning elephant painting with easy-to-follow instructions and all the supplies you need.

Come out for a paint-by-number activity with other Girl Scouts' friends to paint an Asian Elephant portrait. Light snacks will be provided. This is a drop-off event.
A GSCCS hosted event by the staff of GSCCS.

Elephant's Embrace: The Great Escape Event

*New Time for
Bakersfield as of 11/20/24



\$1150 +
COMBINED SALES

January 11, 2025
12:00 pm - 2:00 pm*
Bakersfield
January 25, 2025
12:00 pm - 2:00 pm
Fresno

Get ready for a wild adventure at "Elephant's Embrace: The Great Escape!" The jungle is buzzing with excitement, and it's up to you and your fellow Girl Scouts to crack the codes, solve the puzzles, and outsmart the mischievous monkeys! So put on your explorer hats, bring your best problem-solving skills, and get ready to embrace the wild in this unforgettable jungle adventure!

This is a drop-off event, a snack will be provided. A GSCCS-hosted event by the staff of GSCCS.

Embrace Possibilities with Cooking!



\$1300 +
COMBINED SALES

January 17, 2025
Time:
6:00 - 8:00 pm
Location:
Bakersfield & Fresno

Discover the joy of cooking and embrace new possibilities in the kitchen at our exciting "Embrace Possibilities with Cooking" event! Participants will receive a Dash waffle maker and learn how to use it to create delicious waffles and a variety of scrumptious recipes.

This is a drop-off event with dinner (that the Girl Scout cooks).
A GSCCS-hosted event by the staff of GSCCS.

Embrace Possibility with Science: Elephant Tooth Paste



\$1300 +
COMBINED SALES

January 11, 2025
12:00 - 2:00 pm
Fresno
January 25, 2025
12:00 pm - 2:00 pm
Bakersfield

Get ready for a bubbly, explosive science adventure at our "Embrace Possibility with Science: Elephant Toothpaste" event! Dive into the fascinating world of chemistry as we explore the science behind the spectacular Elephant Toothpaste experiment. This hands-on activity will let you create a massive, foamy eruption that's sure to amaze!

A GSCCS hosted event by the staff of GSCCS.

Events

CEO - Led Hike: Embrace Possibilities



\$1500 +
COMBINED SALES

Date:
April 26, 2025
Time:
TBD
Location:
Fresno

Discover the beauty and potential right in our own backyard with our "CEO-Led Hike: Embrace Possibilities in Nature" event! Join our CEO on a guided hike through local trails as we explore the natural wonders close to home. This is a unique opportunity to connect with leadership, enjoy the outdoors, and find inspiration in the possibilities that nature offers, all within our local community.

The hike time and location will be sent to attendees based on trail conditions and Girl Scouts' age level. Snacks will be provided. A chaperone is required to attend the hike. Transportation is not provided. A GSCCS hosted event by the staff of GSCCS.

CEO - Cooking Night



\$1500 +
COMBINED SALES

Date:
May 7, 2025
Time:
TBD
Location:
Kern Area

Get ready for a delicious and interactive evening at our "CEO Cooking Night: Pizza Party"! Join our CEO in the kitchen as we roll up our sleeves, make our own pizzas, and enjoy a fun night of cooking and conversation. This event is a great opportunity to connect with leadership in a relaxed, culinary setting while creating your own custom pizza masterpiece.

This is a drop-off event. Transportation is not provided.
A GSCCS hosted event by the staff of GSCCS.

A Night Out



\$3000 +
COMBINED SALES

Date, Time, &
Location:

Based on the
availability of the
Girl Scout

Indulge in a relaxing and pampering evening with "A Night Out" featuring a luxurious manicure and pedicure, followed by a delightful dinner and dessert. Join us for a special night with two staff members of GSCCS, where you can unwind, enjoy great company, and treat yourself to some well-deserved self-care.

A GSCCS hosted event by the staff of GSCCS.

NEW!



GSCCS Selected Programming

If your Girl Scout is unable to participate or not interested in the Fall Product events listed on the prior pages, they can pick from the following GSCCS events and workshops coming up on our calendar as an alternative.

Pick 1

\$200 + COMBINED SALES

Cookie Kick off
Dec 14
Fresno

DEI workshop
Feb 27
Fresno

Astronomy Club
April 24
Fresno, Kern,
Mid Valley

Eco Learner
May 1
Fresno, Kern,
Mid Valley

Pick 1

\$300 + COMBINED SALES

Cookie Kick off
Dec 14
Fresno

DEI workshop
Feb 27
Fresno

Astronomy Club
April 24
Fresno, Kern,
Mid Valley

Eco Learner
May 1
Fresno, Kern,
Mid Valley

Robotics
May 20
Fresno, Kern

Pick 1

\$500 + COMBINED SALES

Cookie Kick off
Dec 14
Fresno

World Thinking Day
Feb 22
Kern

Journey Workshop
TBD
Fresno, Kern,
Mid Vally

CIT training
Mar 2
Fresno
Mar 9
Kern

First Aid Training
April 25
Kern

Pick 1

\$800 + COMBINED SALES

Cookie Kick off
Dec 14
Fresno

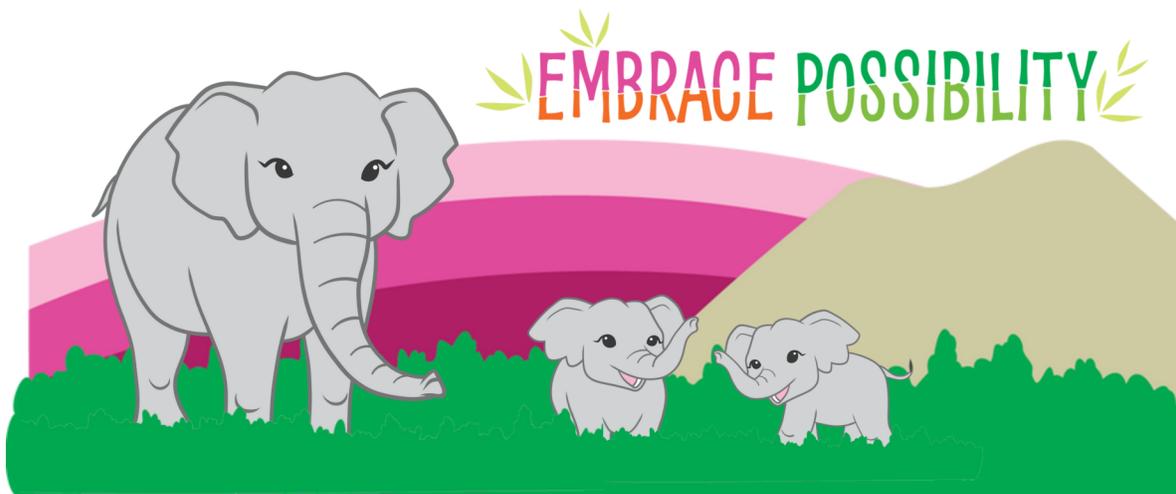
Snow Day DBJ
Jan 4

Snow Day CSA
Jan 12

World Thinking Day
Feb 22
Kern

Camporee
Mar 28-29
No guarantee for
family or Troop tickets.
Transportation not
provided.

For full details check gsEvents for times and locations for the above workshops.



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 25 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

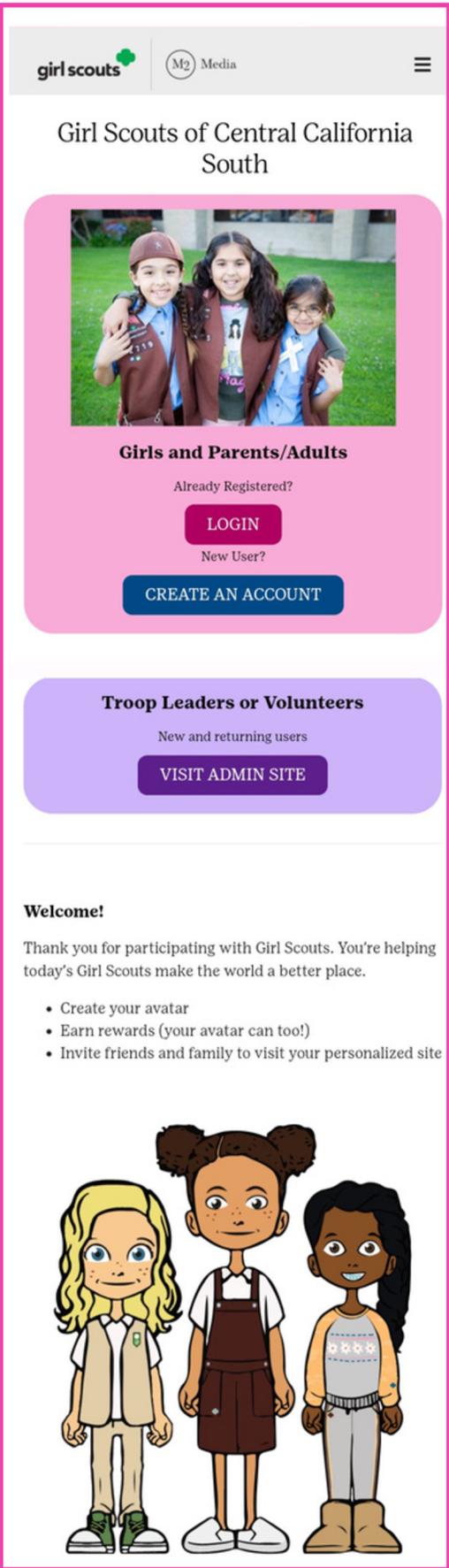
Program Materials

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

Troop materials include:

- 2024 Fall Product Order Card
- Money Envelopes
- M2 Information Flyer

Managing The Troop Campaign



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

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.

Managing The Troop Campaign

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

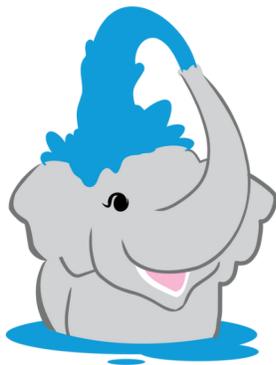
Once product is available for distribution, the system will create the **Product Delivery Tickets**. Delivery tickets can be downloaded and printed. Delivery tickets are great usage as a receipt of product acceptance by parent/guardian. Delivery tickets are available for nut/chocolate items and for rewards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

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 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 **October 18, 2024**.

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.

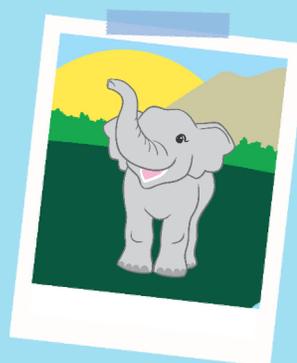
- Ensure all addresses are entered and correct
- Ensure all Avatars have been created

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 December 3rd.
- 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 2024 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:

- 2024 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



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

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, December 9, 2024
- 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

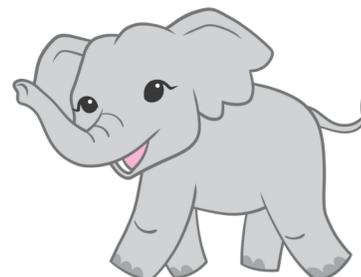
- Communicate with Troop Coordinators about M2OS entries.
- Assist Troop Coordinators to reconcile order cards and amounts in M2OS
- Orders are automatically transmitted for fulfillment after the due date

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!



Managing The SU Campaign

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 2024 Fall Product Sale as SU Coordinator!



2024 Product Programs Dept.