

# 2023 Fall Product Program

## Family Guide



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# Welcome to the annual Fall Product Program!

This short, fun and engaging program is a great way for girls to learn important life skills and to earn money for their Girl Scout activities early in the troop year. The nuts and candy are delicious and designed specifically for Girl Scouts, and the magazine program is a great opportunity to renew existing subscriptions or suggest friends and family try out a new magazine they've been considering while supporting Girl Scouts. One of the most important elements of the program is the opportunity for girls to set and achieve goals while earning money for troop activities. Like the iconic Girl Scout Cookie Program, the Fall Product Program teaches important life skills including goal setting, decision-making, money management, people skills, and business ethics. Thank you for supporting your girl and Girl Scouts by participating in the Fall Product Program. Every dollar stays right here in our local council to provide quality council events, provide training for volunteers, maintain camp properties, and provide service to our members.

## Important Dates

**The Fall Product Program runs September 15- November 27!**

September 15	Family access to M2OS
September 15	In-person/online sales begin
September 15	Online direct ship sales begin
October 16	Troop transfer deadline
October 15-19	Paper order entry by girls
October 20-22	Paper order entry by troop
October 24	Girl delivery ordering ends
November 8-10	Product pickup/delivery to troops
November 8-27	Girls deliver product
November 27	Fall Product Program ends
November 27	All monies due to troop
November 28	Girl recognition selections deadline
March 2024	Recognitions shipped to SUPM early

# Glossary



**GSOSW:** Girl Scouts of Oregon and Southwest Washington, our local Girl Scout council (sometimes referred to as GSOSW or the council).”

**Product Program department (PPD):** The staff who support the product programs at GSOSW.

**Service Unit Product Manager (SUPM):** The volunteer responsible for your service unit’s Fall Product Program.

**Troop Product Manager (TPM):** The person in a troop responsible for the Fall Product Program.

**Service Unit (SU):** A community of troops grouped together based on their geographic location, typically designated by school district boundaries.

**Ashdon Farms:** Program partner providing the nuts and candies for our Fall Product Program.

**M2/M2OS:** M2 is the program partner that provides and supports the magazine portion of our fall product program. M2OS is the software and online sales system used to track the Fall Product Program, including nuts/candies.

**Permission/Ethics Pledge:** The *2023 Fall Product Program Permission & Ethics Pledge* is the online form used to track guardian permission for a girl to participate in the Fall Product Program, and the adult’s acceptance of behavior and responsibility expectations. This form is required for any girl or adult to participate in the product program.



# Program Guidelines



- Only girls registered for the 2023-2024 Girl Scout membership year (October 1, 2023-September 30, 2024) can participate in the Fall Product Program.
- Volunteers and guardians must have no outstanding *Product Program Missing Funds Reports* or financial restrictions.
- Troops are required to give receipts to families each time money or product exchanges hands.
- Guardians are responsible for product they have ordered and signed for.
- Product(s) cannot be returned to the troop, SU or to the council for any reason.
- Girls and volunteers in the troop must complete a *2023 Fall Product Program Permission & Pledge* at [ethics.girlscoutsosw.org](https://ethics.girlscoutsosw.org) to participate.

## Quick Reference Info

**M2OS:** [gsnutsandmags.com/gsosw](https://gsnutsandmags.com/gsosw)

**Permission & Ethics Pledge:** [ethics.girlscoutsosw.org](https://ethics.girlscoutsosw.org)

**Coronavirus (COVID-19) Updates and Information:** *Girl Scouts Together* is your one-stop-shop for all of the information you need to conduct safe, successful Girl Scout programming during the COVID-19 pandemic. For the most up-to-date version of *Girl Scouts Together*, visit [girlscoutsosw.org](https://girlscoutsosw.org).

Troop Product Manager (TPM) Name: \_\_\_\_\_

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

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

M2OS Website: [gsnutsandmags.com/gsosw](https://gsnutsandmags.com/gsosw) \_\_\_\_\_

M2OS Login: Email address of primary adult contact listed for girl \_\_\_\_\_

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



# Permission & Ethics Pledge

## Why is the *Permission & Ethics Pledge* Completed?

Just like at school, when a permission slip is needed to take a field trip, one is required for a girl to participate in each product program. Participation is voluntary, and we want to be sure adults understand what they and their girls are being asked to do. Girls should only be given program sales materials when there is a signed and complete *Permission & Ethics Pledge* on file. The *Permission & Ethics Pledge* also ensures individual responsibility.

## Who fills out a *Permission & Ethics Pledge*?

- Adult volunteers supporting the program that handle product, product funds, or accessing the M2OS system in support of the troop.
- An adult on behalf of every girl participating in the program granting permission and accepting financial responsibility.
- If a girl will have more than one adult or adults from more than one household handling product and payments being collected for sales, each adult should complete a separate pledge.
- Troops are notified by GSOSW staff if there are adults connected with their troop that have had financial restrictions placed on their participation. Adults with financial restrictions cannot handle funds related to a product program. This includes handling funds as a volunteer supporting the program.
- Guardians of girls who have a financial restriction can grant permission for the girl to participate in a product program, but cannot accept financial responsibility for girl participation. An additional, unrestricted adult must complete a *Permission & Ethics Pledge* accepting financial responsibility for the girl's product participation.

## How do you fill out a *Permission & Ethics Pledge*?

Visit [ethics.girlscoutsosw.org](http://ethics.girlscoutsosw.org) to complete a pledge. If you are a volunteer supporting the program and a guardian of a girl, you only need to complete the guardian form to cover both circumstances.

If online access is a challenge, or for a Spanish-language option, paper forms are available from your TPM. Even if a paper form is completed, the submission must eventually be made online by the TPM or SUPM.

## When is the *Permission & Ethics Pledge* completed?

Completed by guardians before girls receive their sales materials or before they begin online participation.

## How do we know if the pledge is completed?

Those who complete a form will receive an email confirmation. The TPM also has access to a dedicated site for reviewing completed forms.

# Why Participate in the Fall Product Program?

- 100% of the proceeds stay within our local council.
- Financial literacy opportunities for girls.
- Additional troop funds early in the season.
- Great practice for the Girl Scout Cookie Program.
- Easy-to-sell products.
- Short, simple product program during a gift-giving season.

## **Troop Proceeds**

Not only do girls receive individual recognition, they also contribute to the group experience for the coming year and beyond. Troops are able to deposit troop proceeds right away!

## **Individual Girl Recognitions**

While participation in a troop activity gives girls the opportunity to work as a group and learn valuable skills in propelling a team, they also receive recognition for their individual contributions to the group effort. Review the girl order card and Pages 10-11 for more detail.

## **Council-Wide Benefits**

When girls and troops participate, they contribute to the experience of girls all across our council. Their participation helps contribute operating funds to their local service unit. Additionally, the product programs help GSOSW maintain camp properties, offer special programming, reduce the cost of activities, and provide financial assistance for memberships and more. When you think of all the amazing things our members do to help make the world a better place, it's easy to see how this experience has a global impact!



# Recognitions

In addition to contributing to troop proceeds, girls also earn individual recognitions for their efforts during the Fall Product Program. Girls can see what is available on the back of their order card, as well as Pages 10-11 of this guide. While the system automatically calculates what each girl has earned based on their sales, action is required by midnight, EST on November 28 to complete the process.

- Selections must be made in M2OS to complete the process.
- We encourage girls to select their recognitions in M2OS early in the program. To do so, choose the Physical Reward icon (pictured, right) on the M2OS dashboard. Mark a choice at each level that has more than one option.
- All recognitions are cumulative. This means that a girl receives the recognitions at all levels up to their sales total. If a girl sold 50 units, they would earn all recognition items offered up to 50 units.
- At some levels, the girl will need to choose between Fall Product Program Credits OR a recognition. A girl can choose credits at one level, but a physical recognition at another level.
- The girl can never receive both the physical item and the credits on the same sales level. Exception: Girls receive any related patch offered at a sales level regardless of physical item or credit selection.
- If selections aren't made, the physical recognition will be the default and this election cannot be undone.

*Note: Recognitions are subject to minimums and possible substitutions may be made. Items received may not appear exactly as shown in pictures.*



## Goal Setting

Girls learn to rise up as goal setters, both individually and with their sister Girl Scouts, developing cooperation and team building skills along the way!



## Decision Making

Girls become decision makers who decide how to spend their Fall Product Program proceeds, using critical thinking and problem-solving techniques.



## Money Management

Girls become money managers and determine the real costs associated with the goals they want to achieve. They manage their participation level, gaining practical life skills and improving their financial literacy!



## People Skills

Girls practice communication skills by asking their families and communities to help them reach their goals while educating them on the importance of Girl Scouts.



## Business Ethics

Girls grow to appreciate the value of responsibility and honesty while becoming entrepreneurs and running their own businesses!



# Fall Product Program Credits

Fall Product Program Credits are credits that girls earn and may use with Girl Scouts of Oregon and Southwest Washington in many ways. Fall Product Program Credits earned during the 2023 fall program credits are valid upon receipt through September 15, 2025. Fall Product Program Credits will be sent directly to the girl. Families are encouraged to review their My GS accounts now to verify that GSOSW has the correct mailing address on file.

Fall Product Program Credits can be used towards:

- Girl membership renewal.
- GSOSW Girl Scout Shop purchases.
- GSOSW-sponsored events.
- Travel (troop travel, travel patrols, Destinations or council-sponsored travel; not individual trips).
- Service unit events.
- Girl Scout camp (day and overnight).
- Supplies needed for Girl Scout Gold Award projects.

Fall Product Program Credits earned during the 2023 Fall Product Program are valid upon receipt through September 15, 2025. Fall Product Program Credits will be sent directly to the girl. Families are encouraged to review their My GS accounts now to verify that GSOSW has the correct mailing address on file.

## Care to Share Program



Customers who would like to support girls can also give the gift of nuts/candies to Operation Gratitude. Orders for donation of nuts/candies count toward girl nut/candy recognitions and troop proceeds. Girls will earn the Care to Share patch with at least five donations! When Care to Share products are ordered by customers, the product is sent directly to Operation Gratitude. The customer and troop do not receive the physical product.



# Program Recognitions

## Nuts, Candy, Magazines



Own Your Magic Patch

12+ Total Items



Flower Necklace

24+ Total Items



Ocelot Charm & Bracelet

36+ Total Items



Goal Getter Patch and  
Choice Small Plush **OR**  
\$6 Program Credits

48+ Total Items



Ocelot Socks **OR**

\$7 Program Credits

60+ Total Items



Color Changing Markers **OR**

\$8 Program Credits

80+ Total Items



Theme T-Shirt **OR**

\$17 Program Credits

100+ Total Items



Large Plush **OR**

\$20 Program Credits

125+ Total Items



Cat Wireless Headphones **OR**

\$22 Program Credits

150+ Total Items



**Let Your Magic Shine Kit** (Selfie Sticks, Ring Light, Retro Bulb, LED Bike Lights) **OR**

\$27 Program Credits

200+ Total Items

## Bonus



**Ocelot Patch**

3+ Mag Items



**2023 Patch**

18+ Emails



**Care to Share**

5+ Gift of Caring

## Personalized Patches



**Personalized Patch**

\$375+ Total Sales

& 18+ Emails & Share & Avatar



**Volunteer Patch**

\$1200+ Total Sales

& Parent Adult Email Campaign



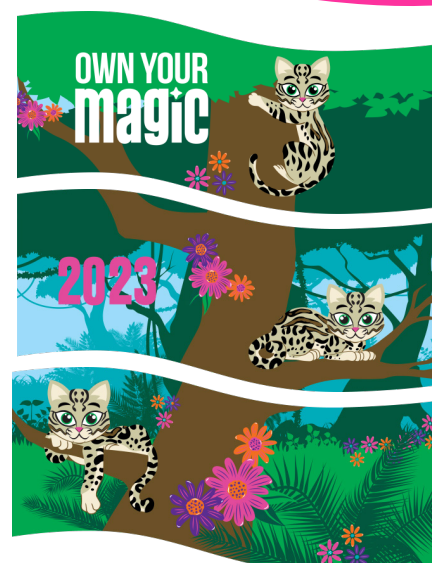
## Crossover Patch



**Crossover Patch**

Girls earn this patch when they send 18 Emails & Share & Avatar in the 2023 Fall Product Program **and** sell 300+ boxes of cookies during the 2024 Girl Scout Cookie Program







## Earn The Complete Set!






# Girl Scout Financial Literacy Badges and Learning Objectives

## Our Vision

Girl Scouts develop money skills through understanding budgeting, investing, and financial planning.

Award/Badge	What Girl Scouts Learn
Daisy (Grades K-1) Money Explorer 	How much paper bills and coins are worth and how to use money
Daisy (Grades K-1) My Money Choices 	How to know the difference between what they need and what they want and how to make choices about the money they spend
Brownie (Grades 2-3) Budget Builder 	How to make smart budget decisions by learning how much things cost, the difference between wants and needs, and how to be thrifty
Brownie (Grades 2-3) My Own Budget 	How to create a real-life budget to spend on things they want or need now, save for something they want or need later, and share to help others
Junior (Grades 4-5) Budget Maker 	How to create a budget to spend, save, and share and understand how financial services work
Junior (Grades 4-5) My Money Plan 	How to earn an income, make it grow by saving and investing, and protect their money and information

Award/Badge	What Girl Scouts Learn
Cadette (Grades 6–8) Budget Manager 	How to make smart money decisions that reflect their values, explore their money habits, and know how to track their spending
Cadette (Grades 6–8) My Dream Budget 	How to create a budget for their future based on earning power, living expenses, and giving back
Cadette (Grades 6–8) My Money Habits 	How to invest, manage their spending habits, be a safe and savvy spender, and make informed money decisions
Senior (Grades 9–10) Savvy Saver 	How to be financially savvy by understanding income, planning expenses, reducing financial risk, and being disciplined in saving for their goals—including a big purchase
Senior (Grades 9–10) My Financial Power 	How to have strategies for their financial stability, including how to earn money, what it means to invest, how inflation works, and how to give back to a community
Ambassador (Grades 11–12) Financial Planner 	How to explore expenses, build and keep good credit, make informed decisions about borrowing money, and commit to financial responsibility
Ambassador (Grades 11–12) My Financial Independence 	How to avoid financial pitfalls and prepare a financial plan while they learn to be independent, think of where they'll live, what their daily needs will be, and how to invest and share with others

Scan for more  
on badges





### Benefits of Participating:

- Girls learn and practice the Five Skills: people skills, money management, business ethics, goal setting, and decision making, as they earn funds for their troop and exciting rewards.
- The Fall Product Program is an excellent way to earn start up funds for your troop to use during the Girl Scout year to fund your activities and projects.

### How the Fall Product Program Works:

This financial literacy program allows girls to be entrepreneurs by offering family and friends the opportunity to purchase delicious nuts, chocolates and magazines.

#### There are multiple ways to participate:

- In-person by taking orders using the nut order card and collecting payments.
- Online by inviting friends and family to place an order. Customers can choose to have nuts, chocolates, or magazines shipped directly to them, or they can select from a group of nut and chocolate products that girls can deliver.

By participating in the Fall Product Program, you have the opportunity to practice the Five Skills and earn additional badges tied to Financial Literacy\*.

### How to Get Started:

- ✓ **SET** a Goal. Goal setting is important because you create a plan and list steps you need to take to reach them. You can set an individual and troop goal. Think about what activities you want to do and how much they will cost.
- ✓ **PLAN** your strategy to reach your goal. Think about what steps you and your troop need to take to meet your goal. How many magazines and/or nut and chocolate items do you need to sell?
- ✓ **START** selling and remember to always follow Girl Scout Safety Activity and council guidelines.
- ✓ **TRACK** your progress.
- ✓ **CELEBRATE** your accomplishments together!

Below are the badges you can earn when you...

**Go above and beyond in the Fall Product Program in Financial Literacy\***



Daisy  
(K-1)



Brownies  
(2-3)



Junior  
(4-5)



Cadette  
(6-8)



Senior  
(9-10)



Ambassador  
(11-12)

\* Check with your council for more information on how to earn Financial Literacy badges.

Questions? Contact us at [support.gsnutsandmags.com](http://support.gsnutsandmags.com) or 1-800-372-8520

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# Girl Participation



## Nuts/Chocolate Sales

Sales Type	Money Collection	Delivery to Customers	Troop Proceeds
In-Person	Girls collect money from customers at time of delivery. Family/troop enters orders into M2OS by October 19, 2023. Girls turn in money to troop.	Delivered by girls to customers.	\$1 per item sold.
Online: Direct-Ship	Girls create their personalized storefront in M2OS and send emails to friends and family. Customers pay online, including cost of shipping. Orders are automatically credited to the girl in M2OS.	Shipped directly to the customer. (1-2 weeks standard delivery timeframe after order processing. Customers have the option for expedited shipping.)	20% of all online orders.
Online: Girl-Delivered	Girls create their personalized storefront in M2OS and send emails to friends and family. Customers pay online, including cost of shipping. Orders are automatically credited to the girl in M2OS.	Delivered by girls to customers (if girl/family receives an online order from a customer where they will not be able to deliver the items in person, they will need to contact M2 customer service by October 24, 2023 to cancel).	20% of all online orders.

## Magazine Sales

Sales Type	Money Collection	Delivery to Customers	Troop Proceeds
Online	Girls create their personalized storefront in M2OS and send emails to friends and family. Customers pay online, including cost of shipping. Orders are automatically credited to the girl in M2OS.	Shipped directly to the customer (6-8 weeks standard delivery timeframe after order processing).	10% of all magazine sales.

# Online Safety

The safety of Girl Scouts is important to us, especially online. Girl Scouts should never post identifying information (full names, phone numbers, addresses etc.) online.

## **Promoting vs. Selling**

Girl Scout product programs intentionally put girls in the driver's seat, and to ensure they get the most from this entrepreneurial experience, girls do the selling, not adults. Adults can support girls by promoting their participation, rather than doing the selling for them. This is a subtle but important difference:

- **Promoting:** "Olivia is selling Girl Scout candy and nuts! To find out more, visit her sales website ... or let us know if you are interested so Olivia can reach out."
- **Selling:** "Hello! Olivia is selling Girl Scout candy and nuts! Put your order in the comments and I'll get back to you with the totals."

## **Facebook/Instagram/Nextdoor or Other**

Personal social media accounts with appropriate privacy settings are recommended when sharing a girl's online storefront link or similar information with social media contacts. Public sites can be used to share online storefront links, but be aware that once posted, the link is searchable by anyone and could potentially appear anywhere on the internet. Regardless of how information is posted, families will need to closely manage girl delivery requests through M2OS (approve/not approve) to identify customers they are comfortable delivering to and notifying those who would need to pick an alternative delivery option. Using social media as a marketing tool is allowed, but not to sell fall product or take orders. It is important that all online sales are managed by a Girl Scout and are conducted through M2OS.

## **eCommerce Outlets**

Selling on eCommerce outlets is not allowed. Examples of prohibited sites include, but are not limited to, Facebook Marketplace, eBay, Craigslist, Amazon, local garage sale sites and others. These eCommerce outlets are not licensed by Girl Scouts of the USA (GSUSA) to sell fall product. GSUSA strongly cautions against purchases of Girl Scout products found for sale online at sites like these. The freshness or integrity of this product cannot be guaranteed (in many instances, the products are actually expired), and purchasing product in this way does not support Girl Scouts participating in the Fall Product Program.

	Private Social Media	Door Hangers/ Fliers	Public Social Media	Business or School Websites, Social Media etc.	Paid Online Advertising	eCommerce Sites (Facebook Marketplace, Amazon, eBay etc.)
Sharing Girl Links	Yes	Yes	Yes	Yes	No	No
GSOSW	Yes	Yes	Yes	Yes	Yes	No

**Green:** Approved.

**Yellow:** Approved but be aware that once posted, the link is searchable by anyone and could potentially appear anywhere on the internet.

**Red:** Not Approved.

**Private Social Media**

This includes any personal Facebook, Instagram, Nextdoor, etc. account, communicating with private friends/connections or groups.

**Public Social Media**

This includes any public groups on Facebook, Instagram, Nextdoor, etc., where information is shared publicly outside of private friends/connections.

**Business or School Websites, Social Media Accounts, etc.**

If a business or school is willing to post a girl’s online storefront link via their website or social media accounts, this is permitted.

**Use of Girl Scout Trademark**

Use of the Girl Scout trademark or trademarked images is prohibited without the express written permission of Girl Scouts of the USA. If you wish to work in partnership with a local community business partner in relation to Girl Scout product, please email [answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org).



# M2OS



We're pleased to welcome families to use our program partner platform, M2OS. Our partner M2 has been supporting Girl Scout councils for many years and has a reputation of providing excellent service. Their online platform, M2OS, is used to facilitate the Fall Product Program. There are varying ways to leverage this platform. While not required, there are many features that a girl and family can utilize.

- Girls can make recognition selections to ensure the troop requests a girl's personal choices.
- Girls can set up an online storefront for customers to make online orders.
- Girls can record any in-person sales they receive, even if they don't receive or promote online customer orders.
- For a troop to order product to fill in-person customer orders, those products must be entered through M2OS. To reduce errors, we request that families enter their own orders.
- Girls who are working towards the personalized patch or the Fall Product Program/ Girl Scout Cookie Program crossover patch will need to log in in order to create their avatar and list their mailing address.
- Families can choose to use the site in Spanish!

## Girl Access to M2OS

All girls registered for the 2023-2024 membership year in an eligible troop are able to participate in the Fall Product Program—even if the troop elected not to participate. Starting on September 15, registered girls in eligible troops will receive an invitation email to log in.

- Emails are sent to the primary caregiver listed on the girl's record. Only one adult email is used to access the system for the season.
- Girls and families can follow the link in their email to gain access.
- Girls can also go direct to [www.gsnutsandmags.com/gsosw](http://www.gsnutsandmags.com/gsosw) to gain access. They can search by their troop number and name.
- Once girls have gained entry they can set up their sales site, create their avatar, make recognition selections for all sales level, and even add their own order card orders!

**M2 Customer Service can assist you with any questions or concerns regarding the M2OS system at 800-372-8520.**



# Tips On Using M2OS

- Upon signing in, you'll need to watch an introduction video, create an avatar, and add at least one email address for a customer to proceed. This email can be any customer. If you don't intend to use the site for online sales, feel free to use a household email, a close friend or family member. That person will receive a sales invitation. You are not required to add any additional email addresses.
- When you've completed your initial log in, you'll receive a unique code that represents your girl's site. We recommend you make note of this number for future use.
- The site will also provide you links to easily promote your girl's site on social media. See pages 16-17 for guidance on online postings.
- Users can switch the site to show in Spanish at any time by choosing "View in Español."
- A girl's avatar has a "room" on the site and accessories for the room are earned after completing different actions and milestones for a fun girl experience.
- All deadlines associated with M2OS are midnight, Eastern time.



# Helping Girls Promote Their Business

There is so much opportunity for girls to be creative during the Fall Product Program. Adults are encouraged to share the valuable insight their personal business experience can offer girls. Encourage girls to think without limits on how they want to grow their small business. The five skills (outlined on Page 8) are the are at the heart of Girl Scout product programs, and serve as a roadmap to highlight the main purpose of product programs—to help girls explore being an entrepreneur!

## **Suggestions and Promotion Techniques**

- Check out the digital resources in M2OS! Customizable business cards, door hangers, fliers and more.
- Be careful when leaving door hangers or products at a residence. Do so in a less conspicuous place in case the resident won't be able to check outside for awhile.
- Girls can make a sign for their caregivers' workplace and include a stack of cards.
- Keep materials at hand in the car for those surprise connections in public.
- Give girls a chance to practice their personalized sales pitch and record it as a video! Add the video to girl storefronts and for promotional posts on social media. Pair this personalized tool with approved online social media posting guidelines to keep girls in the driver's seat.
- Role play with your girl, giving them a chance to practice engaging with customers.
- Help girls create a script for engaging customers to make phone calls to friends and family easier to navigate.
- Review the available products with girls and even practice placing orders together so the girl has an idea of the customer experience.



# Girl Delivery in M2OS

Girl delivery is a versatile feature offered for online customer orders for those that would like to use a credit or debit card for payment and live close enough for the girl to deliver nut and candy products in person.

- We encourage families to use their own best judgement and local guidelines around personal contact during COVID-19 pandemic conditions.
- Girl delivery is available to all customers who enter a girl's sales site. This cannot be adjusted.
- If a family does not wish to provide girl delivery orders to a customer(s), they should adjust the messaging sent to the customer discouraging customers from electing that option.
- A customer self-selects a girl delivery order vs. a direct shipped order.
- Customers using girl delivery order and pay for their product online. No payment is collected at delivery.
- Families must review their girl's sales page regularly to see who has placed a girl delivery order.
- Girl delivery orders are automatically included in the troop order. They should NOT be manually entered by the family or troop in M2OS.
- If a girl delivery order was inadvertently duplicated manually and was not corrected by October 23, the troop/family is responsible for the cost of that duplicate product.

## What to Do If a Girl Delivery Order Should Not Proceed

**Before the troop order is placed:** Family needs to call the M2 customer service line 800-372-8520 to get the order reversed and refunded. The customer can then go back and place a new order as direct ship if desired.

**After the troop order is placed:** There is no way to reverse the order after this time. Once the order has been submitted by GSOSW to the manufacturer, the order will proceed and the product will be ordered. The product is the responsibility of the girl, and the family will need to coordinate directly with the customer to get the product to the customer somehow.



# Ordering Product



If a girl sells in person—whether in addition to or instead of online sales—the girl/troop must enter those paper orders into M2OS to ensure the product is ordered from the warehouse. The girl/family makes these entries by midnight, Eastern time on October 19.

- **Online orders— including girl delivery orders—DO NOT get manually entered by families or troops. Those are automatically included.**
- Customers are able to make online purchases until November 27.
- Girl delivery orders cease to be an option on October 24, but will automatically add to the troop order.
- All online orders continue to count towards troop funds and girl recognitions.
- TPMs are encouraged to communicate to families a plan for obtaining copies of the girl's paper order card to ensure all orders get filled. We discourage them from taking possession of the original paper order card. Were anything to happen or it get misplaced, that would be very challenging for the girl and troop. Please honor the TPMs timelines for this process as they have a limited window to review the information and submit everything in time.

## Family Entry of a Girl's Paper Order Into M2OS

1. Log into the M2 system and click on Manage Paper Orders from your dashboard.
2. Enter the quantities from the paper order card and click Update.
3. If you need to edit the quantities after the order has been entered, simply repeat these steps and click Update.
4. Families are unable to make adjustment after midnight, Eastern time on October 19, 2023.
5. Troops then have access to make corrections October 20-22.
6. No changes can be made after midnight, Eastern time on October 23.

## Personalized Patches

Girls have the ability to earn a custom patch for making \$375 or more in total sales AND having sent 18 or more emails through M2OS. There are important things to consider when earning this patch:

- The girl must have created an avatar in M2OS, and added their mailing address into the system.
- Girls choose between a tree or waterfall background.
- The 18+ emails that are part of earning the patch must be sent by the girl through their M2OS storefront. Emails sent from outside M2OS do not count towards the recognition.
- As soon as the recognition is earned, the system initiates the patch production and it is mailed direct to the girl.
- If families have trouble with receiving the patch or setting up the girl avatar, they should contact M2OS customer care directly by calling 800-372-8520.



# Receiving Customer Orders From the Troop

Troops notify the warehouses of the product needed to fill all girls' in-person and girl delivery orders in October. Those products become available to collect by the troop November 8-10. Troops obtain the product from their local service unit volunteers, then sort into girl orders and distribute to families.

## **When Receiving Product From the Troop:**

- Always count and recount. Do not rush, and take your time no matter what. If there isn't time to count, then there isn't time to accept the order.
- Families should retain all receipt copies until after recognitions are received.
- Your troop should provide you with a money envelope with your balance and the date money is due. TPMs are empowered to set their own deadlines to stay in compliance with GSOSW deadlines.
- If your girl will have multiple caregivers taking orders, be sure that each picks up their own order. Also ensure that each caregiver signs their own *Permission & Ethics Pledge*.

## **Be Prepared for Your Product Pickup**

- Arrive at the product exchange already aware of what items you should be receiving to fill your orders.
  - In M2OS, choose the Sales Report icon on your dashboard.
  - You can print or download the information provided, which includes the items from your Nut Order Card and online girl delivery orders.
- You will receive exactly what was listed in M2OS from your order card submission, plus product ordered to fulfill girl delivery orders. The troop does not receive any extra product.
- Arrive at your assigned pickup location and time. (Be sure to follow any specific instructions that may be communicated regarding your specific pickup location.)
- You are required to get out of your vehicle and count and sign for the product. It's your responsibility to make sure you have your complete order.
- **Do not accept orders from your troop without having counted them yourself.**
- Thoroughly check and recount the order. GSOSW and the troop are not able to fix shortage errors once signed for. Count, count, and recount before you leave and verify products, as they are similar in can and box size.
- Your troop should provide you a receipt of the items you've been given that is signed by both parties. Once signed and accepted, the family is financially responsible for the signed items.
- If you miss your pickup due to an emergency, contact your TPM immediately.



### Separating Customer Orders

Now that you have all the product to fill customer orders, it will need to be separated by customer. All product must be delivered to customers by November 27. This is a fantastic place for girls to be fully engaged. While it may take a little more time to complete the task, having girls take ownership of the process is fundamental to the girl experience. Be patient and reassuring as they get acquainted with this process. Anyone who has performed a product inventory knows it can become overwhelming quickly. Review your paper order card to identify customer orders, and identify girl delivery customer orders. Give girls a chance to add their own flair to product delivery. Maybe include a handwritten note or other expression of gratitude. It is also helpful to create an easy way to identify what the balance due for an order might be. Maybe the girl can place a call to the customer to remind and coordinate delivery and reiterate balance due.

## Money Handling

While ultimate financial responsibility for product received rests with the family, keep an eye out for helpful reminders from the troop to help keep on track, including:

- **Scheduled Money Collection Opportunities.** TPMs set deadlines for collecting troop payments that not only align with council deadlines, but take into account volunteer and troop schedules and the time it takes to receive, process and deposit funds. These collection opportunities may fall outside of regular meeting times. When you honor these deadlines, your actions (1) show troop volunteers that you value their effort and time, and (2) allow volunteers the space to keep supporting this experience for girls.
- **Messaging to Remind About Deadlines.** TPMs may send deadline reminders through the M2OS system in addition to the troop's typical communication platforms. Their efforts are to provide families as much support as possible. We all know how time can get away from us, especially during busy times of the year!
- **Girl Balance Details.** We encourage TPMs to update families more than once during the program of what the troop believes a girl's balance due is. This provides an opportunity to ensure everyone is on the same page. See below on how to identify girl balances. Troops are not to cover unpaid girl balances as that deducts from the troops proceeds. If the troop is expecting a different balance than what the family shows, take time as early as possible to address these discrepancies together.

### **Determining Girl Balance Due**

Families will be able to see the total amount that they are expected to deposit to the troop. Remember that this amount will not include Girl Delivery product because that was already paid for online by customers, and applied to your girls account. Throughout the program the TPM should share with the caregiver what M2OS shows as due for the girl. This provides an opportunity to address any potential discrepancies either in product order or deposit recording. Once again, be sure to keep track of all signed receipts for exchanges between you and the troop. Each party should have a signed receipt for every transaction..

### **To Find a Girl's Starting Balance:**

1. Choose the *Sales Reports* icon from your dashboard.
2. Choose the *Nut Order Card* option from the pink menu ribbon near the top of the page.
3. This includes all nut product you personally requested. The total listed at the bottom indicates the total amount you will be expected to deposit to the troop.
4. The system does not reflect any deposits you have made to the troop in person. You will need to keep track of deposits made, and note your progress towards paying your full balance.

### **Missing Funds**

When a girl has not made full payment to the troop by required deadlines, this circumstance is commonly referred to as “Missing Funds.” We know that sometimes for various reasons, families experience trouble in making their full payments to the troop. In order to protect troop proceeds and fully support both troops and families, we ask troops to enlist the assistance of GSOSW. Troops are asked to submit a *Product Program Missing Funds Report* for families with past-due balances. This helps provide detail and context about the situation. Troops are also instructed not to cover the girl's amount due, as doing so would deduct from troop proceeds. The *Missing Funds Report* is a means to accurately support those involved moving forward. Girl Scouts of Oregon and Southwest Washington is committed to assisting our members in navigating their circumstances, but we cannot do so without active communication and participation by the adults involved. Accounts may be turned over to collections if agreements cannot be reached. Unresolved accounts can affect an adult's status as a volunteer and the girl's ability to participate in future product programs.

- Girls do not receive individual recognitions until rectified.
- Girl/caregiver may be prohibited or restricted in future product programs if not rectified.
- Repeated delinquencies may result in long term restrictions.

# In-Person Customer Payment Collection

Once girls receive the product to fill customer order card and girl delivery orders, it's time to sort and deliver! Girls should complete all customer deliveries by November 27 when the program ends.

- Payment for in-person nut/candy orders should ONLY be collected from customers when the order is delivered, not in advance.
- Check with your TPM on what types of payment your troop is accepting. When taking cash, we discourage accepting bills larger than \$20. If you discover you've received counterfeit funds, connect with your TPM right away for assistance. They have guidance on what to do..
- If a troop accepts customer checks, the following guidelines apply:
  - Make payable to "Girl Scouts."
  - When accepting a check, note your troop number and girl name in the memo line.
  - Make sure that the check amount is written correctly by comparing the numbers to the spelled out words.
- Once a family has requested product from the TPM by the October 24 deadline, that family is financially responsible for that product. There are no returns or cancellations of product once requested by the troop from GSOSW.
- Families should expect receipts for ALL product distributed, as well as money collected from girls. These records represent accountability for both parties and are indispensable should discrepancies need to be researched. If there isn't receipt, there should not be an exchange.
- Product payments from customers should never be deposited into personal accounts.
- It is a troop's group business decision to utilize Square® or similar systems during the Fall Product Program. Because fall sales are not made in a group environment, utilizing these platforms can be challenging. To find out more, see our *Mobile Payment Services Guidelines* (form #105) at [www.girlscoutsw.org/forms](http://www.girlscoutsw.org/forms) for more information. All costs, fees, and liability for the use of these platforms are the responsibility of the troop.



# Wrapping Up the Program

The product program ends during a busy time of year for many families, so you'll want to be sure and stay on top of wrapping up the program.

## **On or Before November 27:**

- Communicate with your TPM regarding what your girl owes and investigate any discrepancies between your records and those of the troop.
- Take steps to ensure all customer product is delivered by November 28.
- Connect with your troop regarding scheduled times to submit final payments, which must occur no later than midnight, Eastern time on December 1.
- If you have not done so, have your girl indicate recognition selections in M2OS. This must be complete by November 28.
- Remember that online sales can continue to process until November 27. If your girl is close to reaching the next goal level, consider making another push to customers for last-minute orders.
- Troops will be conducting their last-minute audit of completed *Permission & Ethics Pledge* forms for girls. If your TPM contacts you to complete this form, please do so as soon as possible.

## **November 27—Program Ends:**

- All product should be delivered to customers.
- Final online sales placed by customers.

## **November 28—Girls Should Provide to TPM:**

- All payments for product sold in person.
- Recognition selections in M2OS by midnight, Eastern time.

## **Late March-April 2024:**

Estimate of when recognitions will arrive to troops. Fall Product Program Credits/ Pathway Cards are mailed to individual girls. Physical recognitions are provided to service unit volunteers, and then sorted and distributed to troops. Troops are likely to receive recognitions around March 2024.



# Fall Product Program Family Timeline Checklist

Please note that all deadlines listed below are the last possible date the activity must occur. It is possible that troop product managers will set earlier deadlines in order to meet GSOSW deadlines, while considering their own schedule and the schedule of the troop. Please honor troop deadlines and support your volunteers in having a successful program.

Sept	<ul style="list-style-type: none"> <li>• Troops host a girl goal-setting and parent information meeting.</li> <li>• Girls who wish to participate must complete online <i>Permission &amp; Ethics Pledge</i>. This is required for in-person and online sales. Required before girls receive program sales materials.</li> <li>• <b>September 15:</b> Program starts. Girls collect in-person orders (but not payment) for nuts/candy.</li> <li>• <b>September 15:</b> Girls are granted access to M2OS. Girls log in, create their avatar, make recognition selections, and share their online storefront with customers.</li> </ul>
Oct	<ul style="list-style-type: none"> <li>• <b>October 16:</b> Troop transfer deadline.</li> <li>• Families record paper orders in M2OS to be added to troop order.</li> <li>• <b>October 19:</b> Girl access to paper order card order entry closes at midnight, Eastern.</li> <li>• <b>October 20-22:</b> Troop access for order entry of all in-person orders.</li> <li>• <b>October 24:</b> Online girl delivery order placement ends.</li> </ul>
Nov	<ul style="list-style-type: none"> <li>• <b>November 8-10:</b> Product delivery/pick-up. Troops receive product and distribute to girls.</li> <li>• <b>November 8-27:</b> Girls deliver product to customers. Collect money for product delivered.</li> <li>• Troops deposit payments collected from girls.</li> <li>• <b>November 27:</b> Program ends. All product must be delivered to customer and payment collected.</li> <li>• <b>November 27:</b> Online orders for direct shipping end. All money due to TPM.</li> <li>• Girls make recognition selection in M2OS at applicable levels.</li> <li>• <b>November 28:</b> All girl recognition orders must be submitted in M2OS by midnight, Eastern.</li> </ul>

If a girl/family has an unpaid balance with the troop, troop submits *Product Program Missing Funds Report*. Girls with unpaid balances do not receive personal recognition items until rectified. Unpaid balances may impact a girl's ability to participate in future product programs including the Girl Scout Cookie Program.

Individual girl recognitions are shipped to area volunteers, then distributed to troop and girls around March 2024.



Your Name

Discuss what activities your troop would like to do this year

Determine how much money you will need to make that happen

Set a fall product goal based on your troop budget

\$   
My individual goal

\$   
My troop goal

### Share your goals with friends and family

1

Start by going to your council's website and clicking on the link to participate in the online portion of the program.

2

Enter your goals and your progress will appear on your online site for friends and family to see.

3

Check the dates of the product program and make sure to have all orders before the end date.

4

Practice telling customers about the benefits of buying and reading magazines. You might even suggest specific magazines to friends and family based upon your knowledge of their interests.

5

Thank every customer, whether they buy online or in person.

6

Make sure to follow all Girl Scout safety activity checkpoints for computer/online use and council sponsored product program. Only contact people you and your family know.

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

Mark your progress in the tree as you get closer to reaching your goal.





OWN YOUR  
MAGIC

2023



**girl scouts**   
of oregon  
& sw washington

[girlscoutsosw.org](http://girlscoutsosw.org)  
[answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org)  
(503) 977-6800