girl scouts
of orange county

2022 Fall Product Program
Service Unit Plan Book

GO BRIGHT Ahead

IMPORTANT INFO:

Service Unit: _____

Volunteer Resources Found on: www.gscookiesetc.org

Password: _____

M2OS Website: _____

M2OS User Name: _____   M2OS Password: _____

M2 Customer Service: 800-372-8520   GSOC Customer Care: customercare@girlscoutsoc.org

www.gscookiesetc.org

Check the Fall Product Website often for the latest information regarding the Fall Product program.
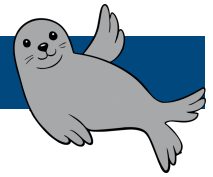
Table of Contents

Quick Checklist

August-September
- ☐ Meet the products
- ☐ Notify Troop Product Coordinators of training and create a roster
- ☐ Create and update Troop Product Coordinator Roster
- ☐ Send welcome email to appointed Troop Product Coordinators
- ☐ Review the *Service Unit Earned Cash Bonus* requirements
- ☐ Promote Fall Product Program
- ☐ Participate in the SUPM training

September 8
- ☐ Troop Trainings begin

September 10
- ☐ Receive launch email with login information for M2OS
- ☐ Add Delivery Station and Reward Delivery Information
- ☐ Enter appointed Troop Product Coordinators into M2OS
- ☐ Create Avatar

September 18
- ☐ Fall Product Program begins
- ☐ Send troops reminders listed on page 7 including sending the Email Blast to girls/parents through M2OS

October 6
- ☐ Council uploads troop bank information into M2OS
- ☐ Send troop reminders listed on page 7

October 14
- ☐ Send troop reminders listed on top of page 8

October 16
- ☐ Last day for order taking

October 17
- ☐ Final Girl Reward Choices due in M2OS
- ☐ Send troop reminders listed in the middle section of page 8

October 18
- ☐ SU Order Processing

November 5—6
- ☐ Delivery and Distribution of Products
- ☐ Girl Deliveries Begin

November 9
- ☐ Troop refunds via ACH begins

December
- ☐ OC Bucks and Online Loot emailed to girls by council

Early January
- ☐ Service Unit receives and distributes girl rewards

January 23
- ☐ Last day for Troop girl reward adjustments

January 25
- ☐ Final girl reward adjustments due from Service Unit

Trophy Nuts, Candies, and Care to Share

Online Nut Store (Trophy Nut Items)

As part of the M2OS online system, emails to friends and family will include the option for them to order, pay for and have nuts delivered to their home/business or to be delivered by their favorite Girl Scout. Below are the items available for both direct ship and girl delivered. Plus, there are more items available online for the direct ship option only!

$14 Mint Trefoils Girl Scout Tin

$14 Peppermint Bark Rounds Tin

$9 Chocolate Covered Almonds

$9 Madagascar Vanilla Honey Almonds

$9 Whole Cashews

$8 English Butter Toffee

$8 Dark Chocolate Sea Salt Caramels

$8 Chocolate Covered Raisins

$7 Peanut Butter Penguins

$7 Pecan Supremes

$7 Honey BBQ Snack Mix

$7 Cranberry Trail Mix

$7 Butter Toffee Peanuts

$6 Honey Roasted Peanuts

$6 Spicy Cajun Mix

$6 Fruit Slices

$6 Virtual Care to Share*

Earn the Virtual Care to Share Patch
8+ Care to Share Items

*Girl Scouts participating in the Girl Scout Fall Product Program can give back to their community through **virtual Care to Share**. More information about virtual Care to Share and Care to Share receipts can be found on www.gscookiesetc.org.

M2 Media Online Products

Online Magazine Orders (M2 Media Items)

Give subscriptions as gifts, renew existing subscriptions or order new subscriptions! There are over 500 magazines both print and digital versions to choose from!

Girls may send emails inviting friends and family to order products online using the M2OS online sales system

Getting Started

August and Later

Before Training

- ❑ Review the *Service Unit Earned Cash Bonus* form requirements. Partner with your Service Unit Team on strategies to achieve the Service Unit Earned Cash Bonus.

- ❑ Create a roster of all Troops and Troop Product Coordinators for your Service Unit using the *TPC Roster* template on www.gscookiesetc.org.

- ❑ Notify Troops of Fall Product Training.

- ❑ Update Troop Product Coordinator roster to record each step as completed. Follow the instructions on the *Instructions* tab on the *TPC Roster* template.

- ❑ Appoint Troop Product Coordinator and send "Welcome" email using the template found on www.gscookiesetc.org to Troop Product Coordinators.

- ❑ Promote participation at August/September Leader Meetings.

Troop Training Packets/Girl Mailing

- Troops will receive training materials including Troop Plan Book, Family Guide, and more in the mail (one per Troop). Troops who did not receive a training packet can contact CustomerCare@GirlScoutsOC.org and one will be mailed to them. The Troop Plan Book and Family Guide are also available on www.GSCookiesEtc.org.

- In September, GSOC will mail to every girl a Fall Product Packet with Family Guide, M2 Media flyer, and more!

Additional materials are available for pick-up at the council office. Send an email to CustomerCare@GirlScoutsOC.org with "Fall Product Materials" in the subject line and what materials are needed in the body of the email.
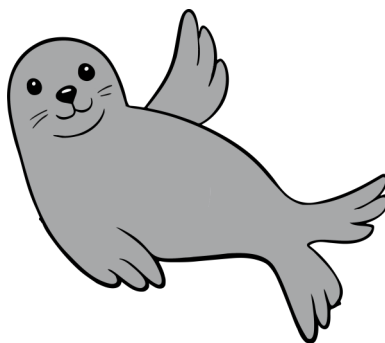
Training and M2OS Access

August

Online Fall Product Program and SUPM Training

In an effort to simplify the Fall Product Program, GSOC has taken the program completely online. Girls may send text messages and emails inviting friends and family to order products online using the M2OS online sales program. Customers order online, pay online, and can choose to have the product shipped to them or delivered by their favorite Girl Scout. No more order cards, money to collect, or fall booth sales makes this the simplest fall program yet!

❑ Participate in the Service Unit Product Manager training online beginning **August 23, 2022** to learn more about the program and your role as the Service Unit Product Manager.

September 8

Online Troop Training

The key to a successful program is training. It is mandatory for every Troop Product Coordinator to participate in a training—even if it is not their first time doing the job. Training helps Troop Product Coordinators have current information and be prepared to support girls and families.

Online Troop training begins on September 8 and can be found in gsLearn.

September 10

Access to M2 Operating System (M2OS)

The M2 Operating System (M2OS) is the online program used to manage the Fall Product Program.

♦ Receive email with registration information for the M2 Operating System (M2OS).

♦ Add Delivery Station and Reward delivery information. See instructions on page 5.

♦ Enter appointed Troop Product Coordinator's information into M2OS making sure their email information is entered correctly to ensure they receive their registration email. See instructions on page 6.

♦ Create your avatar!
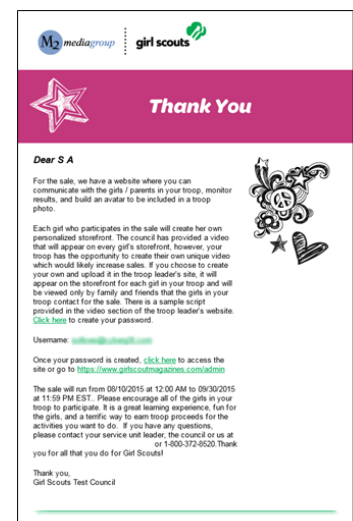
Adding Delivery Station and Reward Delivery Information

Step 1

Step 2

Step 3

1. Click <u>Manage Service Unit, Troops & Girl Scouts</u> on your dashboard.

2. Click on the <u>data row</u> for your service unit

3. Click <u>edit</u> under Product Delivery or Reward Delivery depending which one you are editing

4. Complete the form with the delivery station information

5. Click <u>save and continue</u> at the bottom of the screen

Step 4

Sample Product Delivery Form

Step 5

Step 4
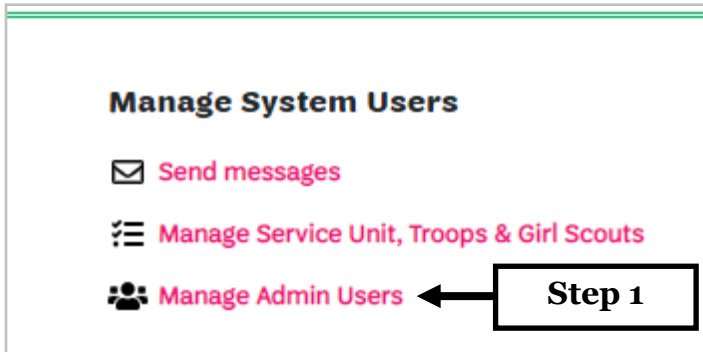
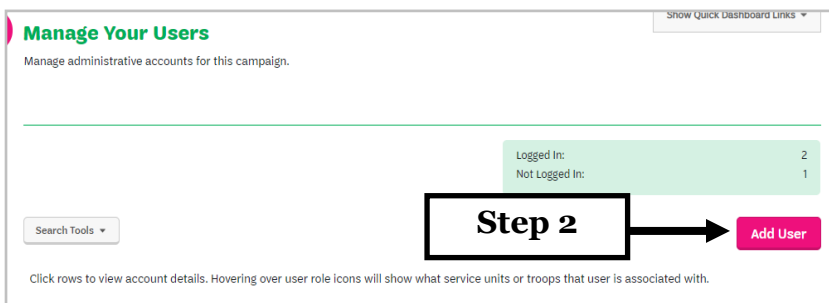*Sample Reward Delivery Form*

Step 5

Adding Troop Product Coordinators to M2OS

To add Troop Product Coordinators to M2OS

Manage System Users

✉ Send messages

⋮≡ Manage Service Unit, Troops & Girl Scouts

👥 Manage Admin Users ← **Step 1**

Manage Your Users
Manage administrative accounts for this campaign.

Show Quick Dashboard Links ▼

| Logged In: | 2 |
| Not Logged In: | 1 |

Search Tools ▼

Step 2 → Add User

Click rows to view account details. Hovering over user role icons will show what service units or troops that user is associated with.
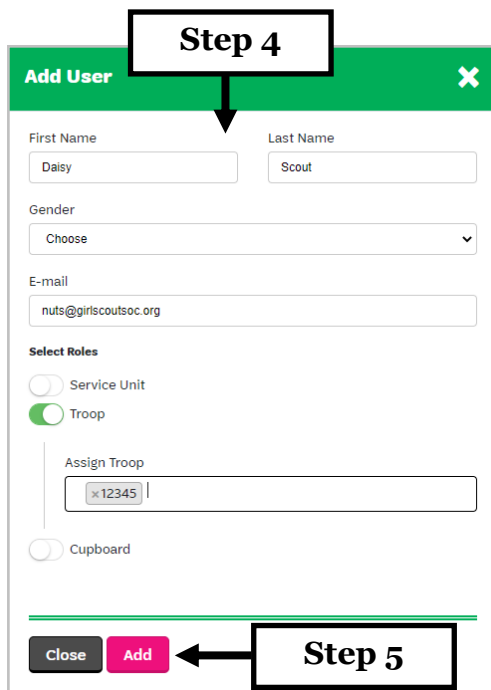
Add User **Step 3** ✖

Please enter the email of the user you'd like to add below:

E-mail
[|]

Cancel   Next

Step 4

Add User ✖

First Name: Daisy   Last Name: Scout

Gender: Choose

E-mail: nuts@girlscoutsoc.org

Select Roles

○ Service Unit
🟢 Troop

Assign Troop
[×12345 |]

○ Cupboard

Close   Add ← **Step 5**

1. Click on Manage Admin Users on your dashboard.

2. Click on the pink Add User button

3. Enter the Users email address and click Next

4. Add user's information
   * First & Last Name
   * Gender
   * Select Troop for TPC access
   * Enter the troop number

5. click the pink Add button

You will be bounced back to the Manage Your Users home screen. Verify the TPC is now listed.

Things to note:

- Shortly after adding the user they will receive their launch/welcome email.

- If you make a mistake on the volunteer's email you have to delete the user and add them again. To delete, click the X at the end of the row.

- If you click on the user you are able to edit the name, gender and troop assignment only. If you make changes be sure to click the "Update" button at the bottom of the window.

Fall Product Program Begins

September 18

NEW! Online Only Fall Program Begins

Girls with adult supervision begin sending emails to family and friends! Customers will have two options to purchase products through the email they receive.

- **Direct Ship Option:** Customers can choose the Direct Ship option where they will have the ability to purchase from a full assortment of Girl Scout products or magazines, and pay with a credit card. These items will be directly sent to the customer, with no money to collect or product to deliver. Shipping and handling fees will apply. Girls can also share their storefront with direct ship only on social media with adult supervision.

- **Online Girl Delivered Option:** Girls can choose to offer an online *girl delivered* option to customers in the local area where the customer pays for nuts online with a credit card and then the girl delivers the order. All sales and payments are automatically reported in M2OS. With this option, customers can select only from the 16 nut and candy items listed on page 2.

Remind Troop Product Coordinators:

- ❑ to complete the steps to be appointed.

- ❑ to send the parent email blast on **September 18** through M2OS. The email blast invites girls to create their online accounts so they can start sending emails to family and friends inviting them to order products online. Girls can include the "Girl Delivery" link in their emails to customers who live nearby.

- ❑ of the last day girls receive credit for online orders is **October 16, 2022.** Remind girls to personalize their email to customers, encouraging them to order before **October 16, 2022**.

- ❑ Girl reward choices are to be finalized by girls in M2OS by **9:00 pm on Monday, October 17, 2022**.

Please note: On **Monday, September 19, 2022,** launch emails will automatically be sent to girls who have been uploaded into M2OS and have NOT received the parent email blast. The launch email will invite the girls to create their online accounts so they can start sending emails to family and friends inviting them to order products online through the direct ship or girl delivery options.

October 6

Send Reminders to Troops

Remind Troop Product Coordinators:

- ❑ GSOC will upload troop banking information (e.g. bank name, routing number, and account number) into M2OS beginning **October 6, 2022**.

- ❑ The last day for online orders is **October 16, 2022**.

- ❑ Girl reward choices are to be finalized by girls in M2OS by **9:00 pm on Monday, October 17, 2022**.

Order Processing

October 14

Girl Nut, Candy, Magazine, and Reward Orders

❑ Remind troops to send a reminder email to their girls to:

  ♦ send their customers an email through M2OS letting them know the last day to place their online nut, candy, and magazine orders is on **October 16, 2022**.

  ♦ make their reward choices in M2OS by **9:00 pm on October 17, 2022**

October 17

Troop Order Process

All online orders and payments are automatically added into the M2OS system simplifying the order processing for troops and service units.

❑ Remind troops to:

  ♦ Ensure girls have made their reward choices in M2OS by **9:00 pm on October 17, 2022**

  ♦ Download, print, and keep a copy of the following reports on **October 18, 2022**:

    ∗ Troop Order report to use when picking up product from their Service Unit

    ∗ Girl Scout Orders report or Girl Scout Delivery tickets to use when distributing the product to girls for online girl delivery orders

    ∗ Girl Scout Rewards report or Reward Delivery tickets to use when distributing rewards to girls in early January

October 18

Service Unit Order Process

The order process for service units has been simplified with the fall products being ordered online only. Service Units should do the following:

❑ Run the Troop Order report to use at Delivery and Distribution.

❑ Download the Troop Rewards report to use to distribute girl rewards to troops in early January

❑ Email the final Troop Product Coordinator roster to Nuts@GirlScoutsOC.org

❑ Complete the online Service Unit Earned Cash Bonus form whether your Service Unit has achieved the bonus or not (link to the form can be found on at www.gscookiesetc.org).

Service Units who miss the deadline or do not complete the *Service Unit Earned Cash Bonus* form will forfeit any Service Unit bonus funds earned.

Running the Troop Order and Rewards Reports

1. Click <u>Reports</u> on your dashboard.

2. Click <u>Special Reports</u>

3. Click <u>Troop Orders</u> or <u>Troop Rewards</u> report

M2OS will download the report in Excel.
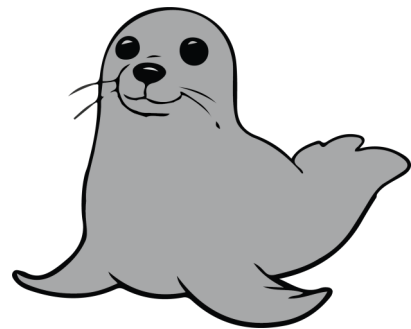
Nut Order and Distribution

November 5-6   Delivery of Product

Service Unit's Product Manager or their designee will organize the distribution of nuts and candy products to troops.

- Select a cool, dry, sheltered area before the truck arrives.
- The driver will unload the product and is instructed to leave product on pallets up off the floor/ground. This is to help prevent infestation of insects or water damage.
- Have cases stacked by variety and inspect for visible damage.
- Count cases by variety to ensure correct quantities.
- The delivery ticket should match your report received from the Service Unit Product Manager.
- The Service Unit is responsible for all product signed for on the delivery ticket. If shorted any product at delivery, you must make appropriate corrections to the delivery ticket **before** signing and contact GSOC for instructions on how to replace the shortage.

Note: Shortages must be replaced right away and will **NOT** be deducted from Service Unit or Troop account in M2OS.

- Sign the delivery ticket for the actual amount received. Be sure to sign against a hard surface and press firmly to make certain that the numbers and signature goes through to all copies.
- **DO NOT** distribute any product to Troops until the truck delivery is completed to your satisfaction and the truck has gone. Under no circumstances is the truck driver to load from the truck to people's cars.

Distribute Troop Orders

- Sort product by troop using the report received from the Service Unit Product Manager and distribute product to Troops promptly.
- Troops should have enough vehicles with space & capacity to accommodate their entire order.
- Troops should print and bring a copy of their nut order report from M2OS.
- Have receipts or troop delivery tickets ready when the Troops arrive to pick-up their orders.
- Pull the Troop's entire order and have them verify against the receipt/delivery ticket and their initial order reports.
- Do not allow the Troop to move any product to their car until they have verified their full order and have **signed** the receipt or delivery ticket.
- Countersign receipt or delivery ticket.
  - If using receipts, give Troop the yellow copy and keep the original white copy to submit to Council.
  - If using troop delivery tickets, have the troop take a picture of the signed delivery ticket with their phone and the service unit keeps the physical copy to submit to Council.

Troop Proceeds and Girl Rewards

November—January

Troop Proceeds

Beginning November 7, council will deposit proceeds earned by troops directly into the troop bank account through an ACH deposit using the banking information on the Troop Bank Form submitted by the troop. Troops with no Troop Bank form submitted will not receive proceeds until the form is submitted. All troops must submit a new Troop Bank Form every year. See Policies and Standards or Troop Financial Guidelines on www.girlscoutsoc.org for more information.

Girl Rewards Arrive

OC Bucks and Online Loot will be emailed directly to girls in December. All other rewards will be drop shipped to the Service Unit at the address listed in M2OS in early January.

The Service Unit Product Manager or their designee will:

❑ Open and verify shipment immediately when it arrives.

❑ Verify the items and quantities received match the packing slip exactly **(do not distribute any items to troops before completing this step).**

❗ If more rewards were received than listed on your reports, run a New Troop Rewards report. Sometimes errors are caught and fixed by Council which may change the number of rewards items you receive. Return any extras to Council.

❑ If shorted on delivery and/or additional items needed, complete ***Rewards Adjustment*** form online at GSCookiesEtc.org/FallProduct/forms. Upload a copy of the packing list(s) noting any extras or shortages. GSOC will notify SU Rewards Coordinator when ready for pick-up (please allow 2 weeks).

Reward Distribution to the Troops

The Service Unit Product Manager or their designee will:

❑ Pull the rewards for each Troop as recorded on the Troop Rewards report.

Remember, you may have to print a new Troop Rewards report for troops who had changes made to their reward order.
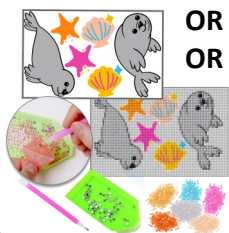
❑ Contact the Troop Product Coordinators to arrange for the pick-up of their rewards.

❑ Have the Troop count out items they received in your presence, verifying against their Troop Reward report.

❑ Have the Troop initial your copy of the Troop Rewards report after the troop has verified their rewards.

❑ **Distribute all Fall rewards to the Troops by mid January.**

Reward Adjustments

♦ Troops submit any adjustments to their Service Unit Rewards Coordinator as soon as possible, but no later than **January 23, 2022.**

♦ Service Units submit reward adjustments to council using the Rewards Adjustment form located on GSCookiesEtc.org/FallProduct/forms

♦ All Reward adjustments must by reported to the Product Sales Department at the Council as soon as possible, but no later than **January 25, 2022.**

Girl Rewards Line-Up

Girls with parent supervision make their reward choices in M2OS as each prize level is earned. Last day girls can updated their rewards in M2OS is **October 17, 2022 by 9:00 pm**.

Swimming Seal Patch
4+ Magazine Items

Go Bright Ahead Patch
15+ Items

Seal Key Chain

27+ Combined Items

Seal Charm Bracelet

37+ Combined Items

Small Seal Plush

47+ Combined Items

Seal Journal and Coloring Pencil Set

57+ Combined Items

Rainbow Felt Letterboard
OR $5 OC Bucks
OR $5 Online Loot

67+ Combined Items

Diamond Art Sticker Craft
OR $8 OC Bucks
OR $8 Online Loot

80+ Combined Items

100+ Patch and choice of Large Seal Plush
OR $10 OC Bucks
OR $10 Online Loot

100+ Combined Items

LED Strip Lights
OR $15 OC Bucks
OR $15 Online Loot

150+ Combined Items

Photo Tassel Holder Or Seal Beach Towel
OR $25 OC Bucks
OR $25 Online Loot
200+ Combined Items

Virtual Care to Share Patch
8+ Care to Share

2022 Patch
18+ Emails Sent

All reward items are cumulative. Due to availability, a comparable item may be substituted for any reward item.

Crossover Patch

To earn this patch girls will need to:

- Create an M2 Avatar in the Fall Product
- Send 18 emails through M2 in the Fall
- Sell 250 packages of cookies during the 2023 Cookie Programs

THESE PATCHES WILL SHIP IN MAY DIRECTLY TO YOUR HOME.

Service Unit Product Manager Description

Service Unit Fall Product Manager

PURPOSE OF POSITION: Support Fall Product within the Service Unit by managing Troop Fall Product volunteers.

TERM: Appointed by GSOC Entrepreneurship Manager for duration of program.

TIME COMMITMENT: Approximately 5-8 hours per month during program season (Fall Product: August-November)

ACCOUNTABLE TO: GSOC Entrepreneurship Manager and Service Unit Program Lead

SUPPORTED BY: Service Unit Program Lead and Team, GSOC Entrepreneurship staff

RESPONSIBILITIES:

- Advise and support Troop Product Coordinator volunteers through consistent and clear communications.
- Manage roster of Troop Fall Product volunteers and ensure volunteer have completed required training and background screening.
- Ensure reporting deadlines are met.
- Coordinate product distribution to Troop Product Coordinators.
- Uses care in handling and storing product to prevent breakage, heat damage, water damage, loss, etc.
- Ensure troops are informed about Fall Product distribution date, location, and time.
- Manage rewards including tracking, picking-up and sorting of items.
- Report damages, shortages, and/or missing rewards to GSOC's Entrepreneurship staff immediately.
- Coordinate with Service Unit to distribute rewards immediately to troop volunteers.
- Provide positive, girl-focused support for Fall Product Programs and operate within the product program guidelines defined by GSOC.
- Complete evaluation to provide feedback and make recommendations.
- Serves as part of the Service Unit Program Team, supporting and participating in Program Team initiatives. Attends Service Unit and Team meetings.
- Completes annual Girl Scout membership registration, background screening (as required), role selection in MyGS, and submission of Volunteer Agreement and Non-Disclosure Agreement.
- Completes all position-related training within three months of appointment and/or prior to start of product program season, whichever comes first.

QUALITIES REQUIRED:

- **Commitment to Focus on Girls**: Understands that girls experience the Girl Scout Leadership model through using girl-led, cooperative-learning and learning-by-doing activities.
- **Confidentiality and Conflict Resolution:** Exercises discretion, integrity and impartiality in dealing with Service Unit personnel issues.
- **Ability to Foster Diversity**: Understands and embraces differences.
- **Communication Skills**: Expresses ideas clearly and concisely.
- **Model the Girl Scout Promise and Law:** Demonstrates personal integrity, credibility and dependability for girls and a commitment to the mission, goals, guidelines, policies and standards of GSUSA and GSOC.

Dates to Remember

August	Troop training packets mailed in August
August 23 and beyond	Participate in Service Unit Product Manager Training
September	Girl Fall Product Packets mailed
September 8 and beyond	Troop Product Coordinator Trainings
September 10	Receive email with registration information for the M2 Operating System
September 18	• Fall Product Program Begins • Send email to Troops reminding them to send parents the email blast through M2OS and more. (pg. 7)
October 6	• Troop Bank Account Information Uploaded into M2OS by council • Send Reminders to Troops (pg. 7)
October 14	Remind troops of the last day for online orders and for girl reward choices to be made by the girls in M2OS. (pg. 8)
October 16	Last day for online orders
October 17	Send reminder email to troops (pg. 8)
October 17 by 9 pm	Last day for girls to update their reward choices in M2OS
October 18 by 9 pm	Service Unit Order Processing completed by 9:00 pm (pg. 8)
November 5—6	Delivery and Distribution of Products
November 5—15	Girl Deliveries to Customers
November 7	Troop Proceed refunds begins (pg. 11)
December	OC Bucks and Online Loot emailed to girls
Early January	Girl Rewards arrive in Service Units
January 23	Troop Final Rewards Adjustments
January 25	Service Unit Final Rewards Adjustments