

2023  
Fall Product Program  
**Service Unit Plan Book**



**IMPORTANT INFO:**

Service Unit: \_\_\_\_\_

Fall Volunteer Resources Found on: [www.gscookiesetc.org/FallProduct](http://www.gscookiesetc.org/FallProduct) Password: Ocelot

M2OS Website: [gsnutsandmags.com/gsoc](http://gsnutsandmags.com/gsoc)

M2OS User Name: \_\_\_\_\_ M2OS Password: \_\_\_\_\_

M2 Customer Service: **800-372-8520** GSOC Customer Care: [customercare@girlscoutsoc.org](mailto:customercare@girlscoutsoc.org)

**[www.gscookiesetc.org](http://www.gscookiesetc.org)**

**Check the Fall Product Website often for the latest information regarding the Fall Product**

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## Quick Checklist

- August-September**
- Meet the products
  - Create a Troop Product Coordinator Roster
  - Notify Troop Product Coordinators of trainings
  - Send welcome email to appointed Troop Product Coordinators
  - Review the [\*Service Unit Earned Cash Bonus\*](#) requirements
  - Promote Fall Product Program
  - Participate in the Service Unit Product Manager (SUPM) training
- September**
- Troop Trainings begin
- September 9**
- 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 17**
- Fall Product Program begins
  - Send troops reminders listed on page 7 including sending the Email Blast to girls/parents through M2OS
- October 5**
- Council uploads troop bank information into M2OS
  - Send troop reminders listed on page 7
- October 13**
- Send troop reminders listed on the top of page 8
- October 15**
- 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**
- Service Unit Order Processing
- November 4-6**  
**November 4-17**
- Delivery and Distribution of Products
  - Online Girl Delivery orders
- November 6**
- Troop refunds via ACH begins
- December**
- OC Bucks emailed to girls' parents by council
- Early January**
- Service Unit receives and distributes girl rewards
- January 15**
- Last day for Troop girl reward adjustments
- January 17**
- 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!



Girl Scouts can give back to their community through earning the **virtual Care to Share Patch**.

More information can be found on [www.gscookiesetc.org](http://www.gscookiesetc.org).

\$14.00	Milk Chocolate Mint Trefoils	<b>NEW!</b> Honey Jalapeno Peanuts	\$08.00
\$14.00	Peppermint Bark Rounds Tin	Peanut Butter Penguins	\$07.00
\$10.00	Chocolate Covered Almonds	Pecan Supremes	\$08.00
\$10.00	Sweet Cinnamon Almond	<b>NEW!</b> Cranberry Trail Mix	\$08.00
\$10.00	Whole Cashews	Honey Roasted Peanuts	\$06.00
\$08.00	Chocolate Covered Raisins	Spicy Cajun Mix	\$06.00
\$09.00	English Butter Toffee	Fruit Slices	\$06.00
\$08.00	Dark Chocolate Sea Salt Caramels	Care to Share	\$06.00
\$07.00	Butter Toffee Peanuts		

**2023 Collectable Tin**



**NEW!** Brand new this year, fixed Shipping and handling on Nuts and Candy!  
[Click here for more.](#)



## 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 items.



**NEW!**  
**Bark Box**  
**\$19.99 + Shipping**

GSUSA has collaborated with BARK on a Girl Scout theme Bark Box as a pilot program. BARK is known for including fun and engaging themed dog toys and tasty treats. Each box comes with a custom Pose & Play Beret dog toy as well as one canister of Berry Trios™ dog treats.



**NEW!**  
**Tervis®**  
**Prices vary + Shipping**  
Tervis provides a wide selection of premium insulated tumblers and water bottles, ranging your favorite MLB®, NFL®, and collegiate sports teams and more!



# 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 *Troop Product Coordinator Roster* template on [www.gscookiesetc.org/fallproduct/service-unit](http://www.gscookiesetc.org/fallproduct/service-unit).
- 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 *Troop Product Coordinator Roster* template.
- Appoint Troop Product Coordinator and send “Welcome” email using the template found on [www.gscookiesetc.org/fallproduct/service-unit](http://www.gscookiesetc.org/fallproduct/service-unit) 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 by September 6, 2023 can contact [CustomerCare@GirlScoutsOC.org](mailto:CustomerCare@GirlScoutsOC.org) and one will be mailed to them. The Troop Plan Book and Family Guide are also available on [www.GSCookiesEtc.org](http://www.GSCookiesEtc.org).
- In September, GSOC will mail to every girl a Fall Product Packet with Family Guide, M2 Media flyer, and more!

Service Unit Product Managers may pick up additional Troop training packets from Council for their Troop leaders beginning September 6, 2023 To pick up additional materials, Service Unit Product Managers should email [CustomerCare@GirlScoutsOC.org](mailto: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 SU Product Manager Training

In an effort to simplify the Fall Product Program, Girl Scouts of Orange County 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 order cards, no physical money to collect, no paper receipts to keep track of, and no fall booth sales make the Fall Program simple!

- ❑ Participate in the online Service Unit Product Manager training located on [gsLearn](#) beginning **August 23, 2023** to learn more about the program and your role as the Service Unit Product Manager.

## September 6

### 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.

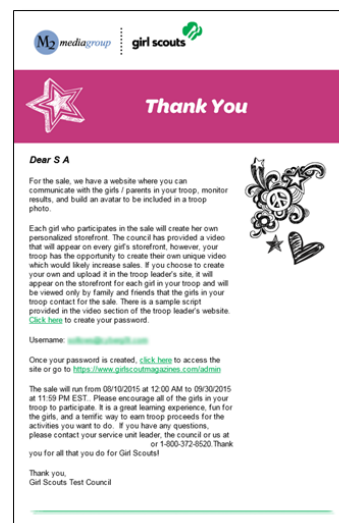
Online Troop training begins on **September 6** and can be found in [gsLearn](#).

## September 9

### 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

2 Participants with 1+ Shares  
Last Year: 0

Sales data is updated every 15-30 minutes.

HIDE CAMPAIGN METRICS ▾

**Campaign Setup**

- Troop Training Vid

**Step 1** →

**Manage System Users**

- Send messages
- Manage Service Unit, Troops & Girl Scouts
- Manage Admin Users

**Financials and Reporting**

- Banking & Payments
- Reports
- Troop Summary / Amount Due Report

**Product Management**

- Paper Order Entry

**Rewards & Patches**

- Personalized Patches



**Manage Service Unit, Troops, & Girl Scouts**

Manage Service Unit, Troops, & Girl Scouts for this council.

Service Units Troops Girl Scouts

**Manage Your Service Units**

Manage service units for this council.

Search Tools

Click records below to view more information. Click the "+" menu to access additional features.

Service Unit #	Product Delivery Site	Reward Delivery Site	Product Pick-up
+ 200000	A True Tester 7007 Idlewild Road, Charlotte, NC 28212	Test Service Unit 7007 Idlewild Rd, Charlotte, NC 28212	

**Step 2** →

1. Click Manage Service Unit, Troops & Girl Scouts on your dashboard.
2. Click on the data row for your service unit
3. Click edit under Product Delivery or Reward Delivery depending which one you are editing
4. Complete the form with the delivery station information
5. Click save and continue at the bottom of the screen

**Manage Service Unit, Troops, & Girl Scouts**

Manage Service Unit, Troops, & Girl Scouts for this council.

Service Units Troops Girl Scouts

Service Units Edit Service Unit

**Edit Service Unit**

Enter Service Unit information and addresses below:

**1 Delivery Sites**

Assigned delivery sites for this Service Unit.

Product Deliveries	Reward Deliveries
A True Tester 7007 Idlewild Road Charlotte, NC 28212	Test Service Unit 7007 Idlewild Rd Charlotte, NC 28212

[edit](#) [edit](#) ← **Step 3**

**Step 4** ↓

Service Unit Bending Birch  
Enter Service Unit information and addresses below:

**1 Product Delivery Address:**

Products for this Service Unit will be delivered to the address below:

Name

Address 1

Address 2

City  State  Zip

Phone [xxx-xxx-xxxx]  Email

**2 Special Instructions**

Instructions

[SKIP STEP](#) [SAVE AND CONTINUE](#) ← **Step 5**

*Sample Product Delivery Form*

**Step 4** ↓

Service Unit Bending Birch  
Enter Service Unit information and addresses below:

**1 Reward Delivery Address:**

Rewards for this Service Unit will be delivered to the address below:

Name

Address 1

Address 2

City  State  Zip

Phone [xxx-xxx-xxxx]  Email

**2 Special Instructions**

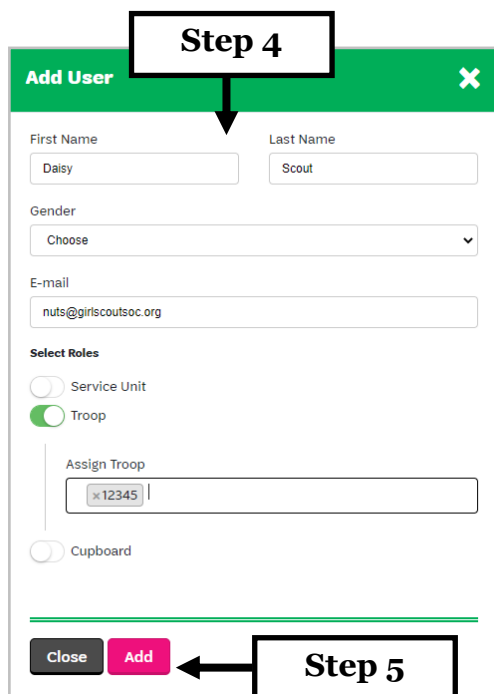
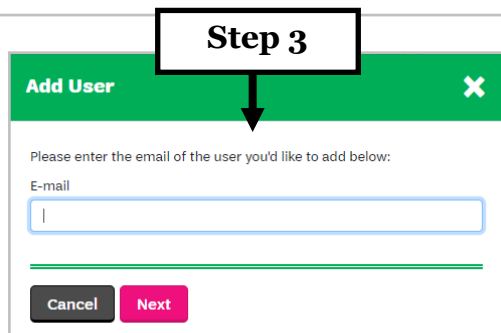
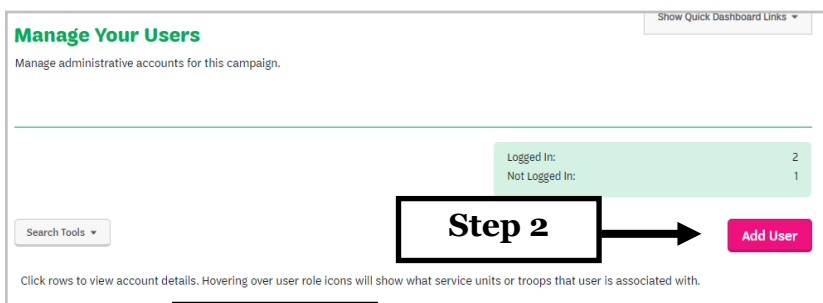
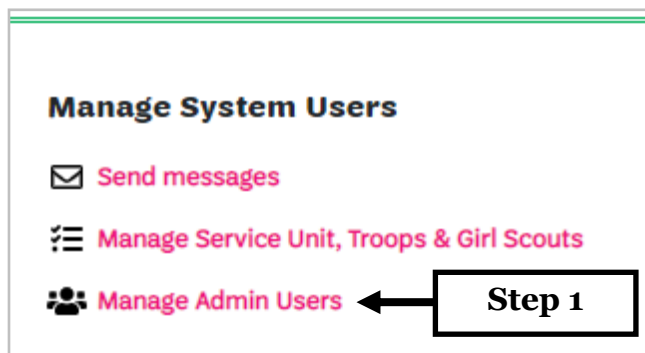
Instructions

[SKIP STEP](#) [SAVE AND CONTINUE](#) ← **Step 5**

*Sample Reward Delivery Form*

# Adding Troop Product Coordinators to M2OS

To add Troop Product Coordinators to M2OS



1. Click on Manage Admin Users on your dashboard.
2. Click on the pink Add User button
3. Enter the user's 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 Troop Product Coordinator 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 17

### 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, magazines, Bark Box and Tervis products and pay with a credit card online. 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.



**Trophy Nut:** Brand New this year, fixed Shipping and Handling for Nuts and Candy.

- **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 17 nut and candy items listed on page 2.

### Send Reminders to Troop Product Coordinators (*Service Unit Cash Bonus Requirement*):

- To complete the steps to be appointed.
- To send the parent email blast on **September 17** 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.
- The last day girls receive credit for online orders is **October 15, 2023**. Remind girls to personalize their email to customers, encouraging them to order before **October 15, 2023**.
- Girl reward choices are to be finalized by girls in M2OS by **9:00 pm on Tuesday, October 17, 2023**.

Please note: On **Monday, September 18, 2023**, 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 4

### Send Reminders to Troops (*Service Unit Cash Bonus Requirement*)

Remind Troop Product Coordinators:

- GSOC will upload troop banking information (e.g.: bank name, routing number, and account number) into M2OS beginning **October 5, 2023**.
- The last day for online orders is **Sunday, October 15, 2023**.
- Girl reward choices are to be finalized by girls in M2OS by **9:00 pm on Tuesday, October 17, 2023**.



# Order Processing

## October 13

### **Girl Scout Nuts, Candy, Magazine, Bark Box, Tervis products and Reward Orders** (Service Unit Cash Bonus Requirement)

- 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, magazine, Bark Box, and Tervis orders is on **October 15, 2023**.
  - ◆ Make their reward choices in M2OS by **9:00 pm on October 17, 2023**

## October 16

### **Troop Order Process**

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

- Send reminder email to Troops to:
  - ◆ Ensure girls have made their reward choices in M2OS by **9:00 pm on October 17, 2023**.
  - ◆ Download, print, and keep a copy of the following reports on **October 18, 2023**:
    - \* 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](mailto: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 by clicking [here](#)).

**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

Sales data is updated every 15-30 minutes.

2 Participants with 1+ Shares  
Last Year: 0

HIDE CAMPAIGN METRICS

**Campaign Setup**  
Troop Training Video

**Manage System Users**  
Send messages  
Manage Service Unit, Troops & Girl Scouts  
Manage Admin Users

**Product Management**  
Paper Order Entry

**Rewards & Patches**  
Personalized Patches

**Financials and Reporting**  
Banking & Payments  
**Reports**  
Troop Summary / Amount Due Report

**Step 1** → Reports

Reports

See financial and other reports for this campaign.

All Sales Magazines Direct Ship Nuts **Step 2** → Online Nuts Girl Delivered **Special Reports** Summary Report

Service Unit Report

All Sales : Current Campaign  
Service Unit Report - Bending Birch

	Qty	Total
Online Magazines	0	\$0.00
Direct Ship Nuts	0	\$0.00
Nut Order Card	0	\$0.00
Online Nuts Girl Delivered	0	\$0.00
<b>Total Sales</b>	<b>0</b>	<b>\$0.00</b>

SEARCH TOOLS

1. Click Reports on your dashboard.
2. Click Special Reports
3. Click Troop Orders or Troop Rewards report

M2OS will download the report in Excel.

**Service Unit, Troop, and Girl Scout Reports**

View sales and data reports by entity.

- Service Unit Orders
- Service Unit Products & Financial
- Service Unit Rewards
- Service Unit Summary
- Troop Delivery Pick Up Times
- Troop Orders**
- Troop Products & Financial**
- Troop Rewards**
- Troop Summary
- Girl Scout Orders
- Girl Scout Products & Financials
- Girl Scout Rewards
- Girl Scout Summary

**Step 3** → Troop Orders, Troop Rewards



# Nut Order Delivery and Distribution

## November 4-6 Delivery of Product Begins and Ends

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 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 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 delivery ticket.
- ◆ Countersign the delivery ticket.
  - \* When 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 6**, 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](http://www.girlscoutsoc.org) for more information.

### Girl Rewards Arrive

OC Bucks will be emailed directly to the parents/caregivers of girls in December. All other rewards will be drop shipped in early January to the Service Unit at the address listed in M2OS.

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](https://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 15, 2024**.
- ◆ Service Units submit reward adjustments to council using the Rewards Adjustment form located on [GSCookiesEtc.org/FallProduct/forms](https://GSCookiesEtc.org/FallProduct/forms)
- ◆ All Reward adjustments must be reported to the Product Sales Department at the Council as soon as possible, but no later than **January 17, 2024**.

# 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, 2023 by 9:00 pm.**

Ocelot Patch  
4+ Magazine Items

Own Your Magic Patch  
15+ Items

2023 Patch  
18+ Emails



Magic Flower Necklace  
27+ Combined Items



Ocelot Charm Bracelet  
37+ Combined Items



Small Ocelot Plush & Goal Getter Patch  
47+ Combined Items



OR



Color Changing Light Bulb  
57+ Combined Items  
OR \$5 OC Bucks



OR



Own Your Magic T-Shirt  
67+ Combined Items  
OR \$8 OC Bucks



Care to Share Patch  
8+ Care to Share Items



OR



Color Changing Markers and Magic Zipper Pouch  
80+ Combined Items  
OR \$8 OC Bucks



OR



Large Ocelot plush and 100+ Patch  
100+ Combined Items  
OR \$10 OC Bucks and 100+ Patch



OR



Wireless Cat Headphones  
150+ Combined Items  
OR \$20 OC Bucks

## Save the Date!



Ocelot Experience at the Santa Ana Zoo  
on Saturday 12/02/2023  
200+ Combined Items  
OR \$25 OC Bucks



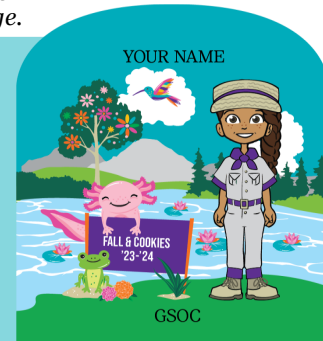
All reward items are cumulative. Due to availability, a comparable item may be substituted for any reward item. Must attend experience to receive item. Tickets/gift cards will not be offered in exchange.

## Fall and Cookies Crossover Patch 2023-2024

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 2024 Cookie Programs

**These patches will ship in May directly to the girl's 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 Staff for duration of program.

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

**ACCOUNTABLE TO:** GSOC Staff and Service Unit Operations Lead

**SUPPORTED BY:** Service Unit Operations Lead and Team, GSOC Staff

#### **RESPONSIBILITIES:**

- Advise and support Troop Fall Product Coordinator volunteers through consistent and clear communications.
- Manage roster of Troop Fall Product volunteers and ensure volunteers have completed required training and background screening.
- Liaise with GSOC Entrepreneurship staff as primary point of contact for Fall Product/Cookie programming information.
- Receive and distribute extra program materials to troop volunteers upon request.
- Ensure reporting deadlines are met.
- Coordinate product distribution to Troop Fall 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 all GSOC registration requirements and training required for this role.

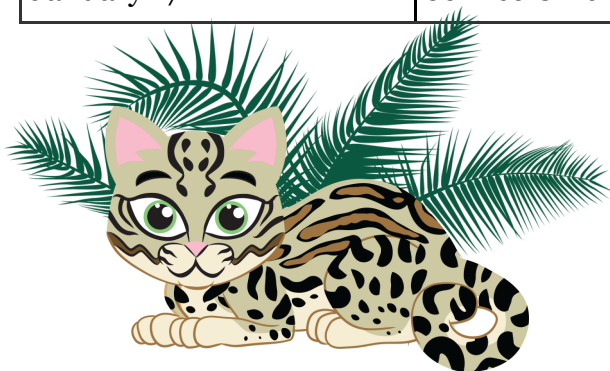
#### **QUALITIES REQUIRED:**

- **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 6 and beyond	Troop Product Coordinator Trainings
September 9	Receive email with registration information for the M2 Operating System
September 17	<ul style="list-style-type: none"> <li>Fall Product Program Begins</li> <li>Send email to Troops reminding them to send parents the email blast through M2OS and more. (pg. 7)</li> </ul>
October 5	<ul style="list-style-type: none"> <li>Troop Bank Account Information Uploaded into M2OS by council</li> <li>Send Reminders to Troops (pg. 7)</li> </ul>
October 13	Remind troops of the last day for online orders (10/15/23) and for girl reward choices to be made by the girls in M2OS (10/17/23). (pg. 8)
October 15	Last day for online orders
October 16	Send reminder emails 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 4–6	Delivery and Distribution of Products
November 4–17	Girl Deliveries to Customers
November 6	Troop Proceed refunds begins (pg. 11)
December	OC Bucks emailed to the parent/caregiver of girls
Early January	Girl Rewards arrive in Service Units
January 15	Troop Final Rewards Adjustments
January 17	Service Unit Final Rewards Adjustments



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