

2023 Fall Product Program
Troop Plan Book

OWN YOUR
magic



Important Information:

Service Unit: _____

Troop: _____

Volunteer Resources Found on: www.gscookiesetc.org Password: _____

M2OS Website: gsnutsandmags.com/gsoc

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.

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Quick Checklist

August-September

- ☐ Meet the products
- ☐ Qualify for Troop Product Coordinator position
- ☐ Connect with Service Unit Product Manager
- ☐ Partner with Troop Leaders to prepare for Family Meeting
- ☐ Visit gscookiesetc.org/fallproduct for updates and links
- ☐ Hold a Family Meeting
- ☐ Collect completed Parent Responsibility forms
- ☐ Receive Troop Product Coordinator training packet in the mail
- ☐ September—Girls receive Fall Product Packets in the mail

September 6

- ☐ Troop Trainings begin

September 9

- ☐ Receive launch email with login information to access M2OS
- ☐ Create Avatar
- ☐ Verify Girl Information in M2OS

September 17

- ☐ Fall Product Program begins
- ☐ Send Email Blast to girls/parents through M2OS

October 5

- ☐ Upload of troop bank information into M2OS by Council

October 15

- ☐ Last day for order taking

October 17

- ☐ Remind girls to make their reward choices in M2OS by 9:00 pm

October 18

- ☐ Download, print, and keep a copy of the following reports:
 - Troop Order report
 - Girl Scout Orders report or Girl Scout Delivery tickets
 - Girl Scout Rewards report or Girl Reward Delivery tickets

November 4

- ☐ Delivery and Distribution of Products
- ☐ Girl Deliveries Begin

November 6

- ☐ Troop refunds via ACH begins

December

- ☐ OC Bucks emailed to the parents/caregivers of girls

Early January

- ☐ Service Unit distributes girl rewards

January 15

- ☐ Last day for Troop girl reward adjustments

January 17

- ☐ Final girl reward adjustments due from Troop

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 **virtual Care to Share**.

More information about virtual Care to Share can be found on

NEW! Nuts & Candy Troop Proceeds

\$1

| | | | |
|---------|----------------------------------|------------------------------------|---------|
| \$14.00 | Milk Chocolate Mint Trefoils | NEW! 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 | NEW! 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 | | |

Brand new this year, fixed Shipping and handling on Nuts and Candy!

[Click here for more.](#)

2023 Collectable Tin



Magazine Troop Proceeds

\$3

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

NEW!

Bark Box & Tervis Troop Proceeds

\$3

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/September

Becoming a Troop Product Coordinator

Qualify for Troop Product Coordinator position (check off as you go!)

- ☐ Complete registration for the 2023-2024 Girl Scout Membership year
- ☐ Select Troop Product Coordinator role in MyGS, sign Volunteer Agreement, and pass background screening (once every 3 years)
- ☐ Verify the Troop Banking form has been submitted online with the Troop Leader

Please note, 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.

- ☐ Connect with your Service Unit Product Manager for:
 - ◆ Product distribution information
 - ◆ Other Service Unit specifics
- ☐ Complete Troop Product Coordinator online training on [gsLearn](#)
You must complete all steps by October 15th for your Troop to earn proceeds!

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 or need more materials can contact CustomerCare@GirlScoutsOC.org. The Troop Plan Book and Family Guide are also available on www.gscookiesetc.org/fallproduct/resources.
- In September, GSOC will mail to every girl a Fall Product Packet with Family Guide, M2 Media flyer, and more!

Partnering with your Troop Leaders to:

1. Have a goal setting session with the Girls. Assist the girls in determining their Troop and individual goals.
2. Schedule a Family Meeting to review the Fall Program, talk about Troop goals, and collect signed electronic Parent Responsibility forms. Invite all families to participate in the Fall Program.
3. Prepare the girls for their role in the Family meeting.

The Parent Responsibility Form is an online fillable PDF form located on gscookiesetc.org on the Resources tab. Submitting this form allows permission to have their Girl Scout participate in the Fall Program. Parents are to read, sign, and return the form to the Troop Product Coordinator prior to participating in the Fall Product Program. A hard copy of the form was included in your training packet and is also available on gscookiesetc.org/fallproduct/resources.

September 6

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 ensures the Troop Product Coordinator has current information and is prepared to support girls and families.

Troop Product Coordinator trainings are available online in [gsLearn](#).

Remember to have your Fall Troop Training Packet ready for training. If your troop did not receive a Fall Training Packet in the mail by September 6, 2023 and/or you need more materials, please contact us at customercare@girlscoutsoc.org.

M2OS Access and Verifying Girl Information

September 9

Access to M2 Operating System (M2OS)

The M2 Operating System (M2OS) is the online program used to manage the Fall Product Program. Beginning **September 9**, a launch email with the instructions for registering as a volunteer will be sent to you once your Service Unit Product Manager enters your information into the system. Contact your Service Unit Product Manager if you do not receive an email.

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

- ♦ Watch video tour of M2OS.
- ♦ Verify girl roster in M2OS.
- ♦ **Create your avatar!**

September 9 and beyond

Verify Girl Information in M2OS

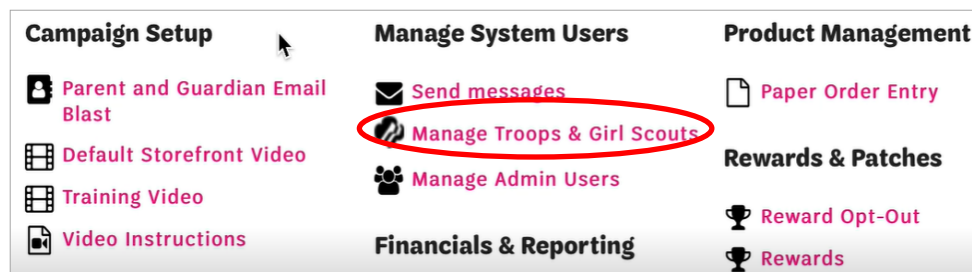
Beginning in September, M2OS (our Fall Product Program software) will be uploaded on a weekly basis with all registered girls from our Girl Scout Membership database. If girls are missing in M2OS, please complete the following steps to ensure that all of your troop girls are registered:

- ♦ Work with troop parents, Leaders, and Service Unit Data Management Coordinator to ensure registrations are submitted online for any missing girls
- ♦ Submit transfer requests to CustomerCare@GirlScoutsOC.org for girls who have transferred into your troop or for girls who are no longer participating with your troop. Be sure to put “Fall Product-Girl Transfer” in the subject line of your email. These need to be submitted **no later than October 1st**.
- ♦ If the wrong girl’s name is listed or a girl’s name does not show up in M2OS a week after she has registered, please contact CustomerCare@GirlScoutsOC.org. They will check to see if the girl’s registration was completed. Be sure to put “Fall Product-Girl Missing”, “Fall Product– Edit Girl” or “Fall Product-Wrong Girl” in the subject line.

Troops and Service Units will NOT be able to add, edit, or delete girls in M2OS.

To access girl roster in M2OS

- ♦ Click Manage Troops & Girl Scouts



Inspire Girls to Lead

What do girls do in the Fall Product Program?

They “earn and learn”—they earn funds for their Girl Scout activities while learning key skills that will help them in business and life. The 5 Skills apply to all Girl Scouts who participate in the Fall Product program—regardless of how they participate in Girl Scouting.

1

Goal Setting

Girls set sales goals, and with their item create a plan to reach them. This matters because girls need to know how to set and reach goals, and how to succeed in school, on the job, and in life.

2

Decision Making

Girls decide how to market their sale, and what to do with their earnings. This matters because girls must make many decisions, big and small, in their lives. Learning this gives them the skills to make better decisions.

3

Money Management

Girls develop a budget. This matters because girls need to know how to handle money—from their lunch money, to their allowance, to (someday) their paycheck.

4

People Skills

Girls learn how to talk to their customers, as well as learn how to work as a team with other girls. This matters because it helps girls do better in school on group projects, on sports teams, on the playground, and later, at work.

5

Business Ethics

Girls act honestly and responsibly during every step of the Fall Product Program. This matters because employers want to hire ethical employees- and the world needs ethical leaders in every field.

OWN YOUR magic

Learning these valuable skills poises Girl Scouts to excel in life. Many successful business women and community leaders say they got their start selling Girl Scout products.

Hold a Family Meeting

September 9 and Later

Family Meeting—How to Keep it Girl Led!

Use the Family Guide for training girls and parents. Encourage the girls to assist with the Family Meeting presentation. Ideas for girl involvement include:

- Sharing their troop learning goals (5 Skills on pg. 5)
- Sharing their troop sales goals and their plans for troop proceeds
- Sharing individual goals
- Chanting important due dates

GIRL LED

When activities are **girl led**, involve **learning by doing**, and **cooperative learning**, girls achieve the desired outcomes of the Girl Scout Leadership Experience.

Other items to discuss with the families:

- Notify families to watch for the email on **September 17, 2023** which will include key details about participating using the M2OS online sales system including how to register, videos and more! See pg. 7 for more information.
- Let parents know the Fall Product Program is all online and how customers can purchase nuts, candies, magazines, Bark Box, and Tervis products.
- There will be no money to collect since customers pay online.
- Online orders and payments will automatically be uploaded to the girl's online store in M2OS giving them credit towards girl rewards.
- The last day customers can place their online orders is Sunday, October 15, 2023.
- Review the [Online Safety Pledge](#).
- Let the adults sign-up to help during the Fall Product Program. Parents can assist in picking-up product and collating girl rewards when they arrive. Don't do it alone, ask for support!
- Establish a system for communicating with everyone.
- Remind parents and girls to make their reward choices in M2OS by **9 pm on October 17, 2023**.
- Remind parents to email their signed [Parent Responsibility Form](#) to you. Be sure that the form is complete and signed by the parent/guardian. This form can be found on www.gscookiesetc.org.



Fall Program Begins

September 17

Fall Program—It's a simple Program that is all Online!

Girls with adult supervision begin sending emails to family and friends! Customer 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 nuts, candy, 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.
- **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 online girl delivered 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 4.

Girl Access to M2OS—Sending Parent Email Blast

The M2 Operating System (M2OS) is the online program used to manage the Fall Product Program. Send a parent email blast through M2OS with a link to the M2 Operation System (M2OS) and instructions on how to participate in the Fall Product Program. Girls will use M2OS online sales program to:

- * Email family, friends, and former customers
- * Track their online sales from your Dashboard
- * Create their Avatar
- * Upload their photo or video to share with family and friends
- * Retrieve their personal QR code
- * Create and print flyers and business cards
- * Create and customize their message to customers reminding them to place their orders by **October 15th, 2023**

Training videos for how to use M2OS can be found on gscookiesetc.org/fallproduct.

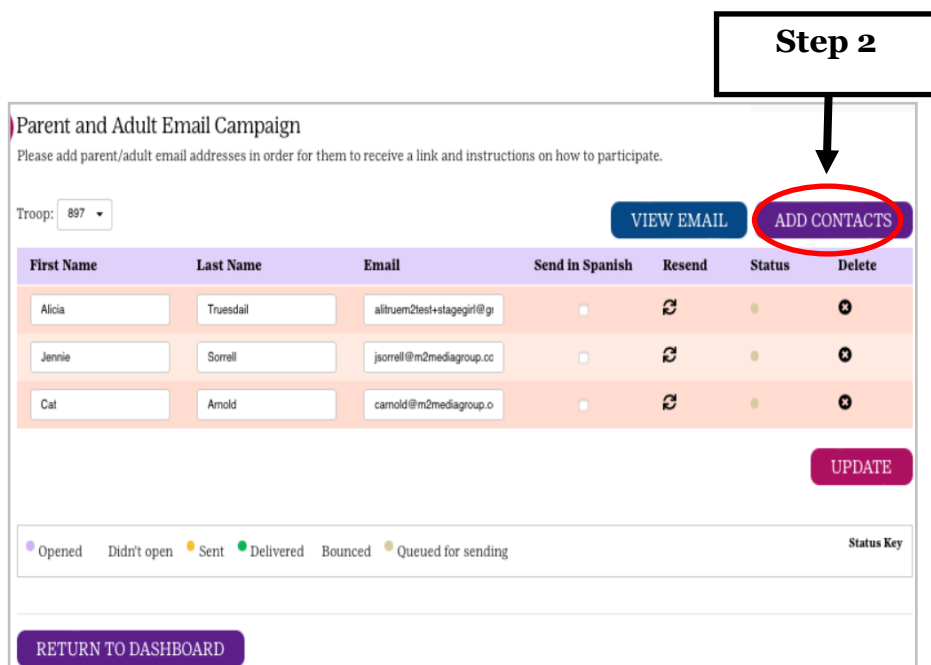


Sending Parent Email Blast in M2OS

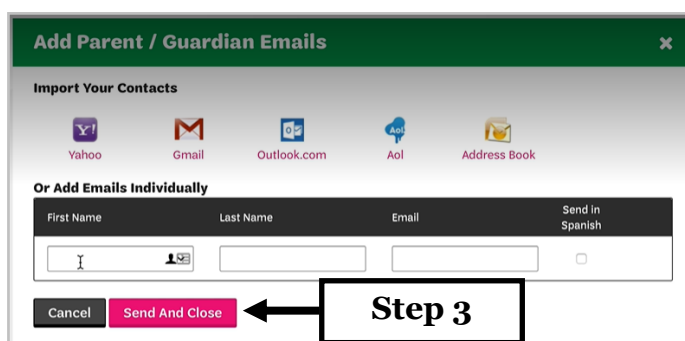
To send an email Blast:



1. On your dashboard, click Parent/Adult Emails Campaign.
2. Click on Add Contacts to enter email addresses into your address book or click on your email host under *Import Your Contacts*.
3. Click Send at the bottom of the pop-up to send an email blast. Emails may take up to 90 minutes to be delivered.



Please note: M2OS is no longer on eastern time. Watch for 9:00 pm (pacific) process completion times listed in book.



Bank Information Upload and Order Processing

October 5

GSOC will upload troop banking information (e.g. bank name, routing number, and account number) into M2OS beginning **October 5, 2023**. Please complete a new online troop banking form immediately if your troop banking information has changed.

Failure to notify GSOC of bank account changes may result in a forfeit of Troop proceeds.

Reminder: Troop Banking Forms must be submitted every year even if nothing has changed for the Troop.

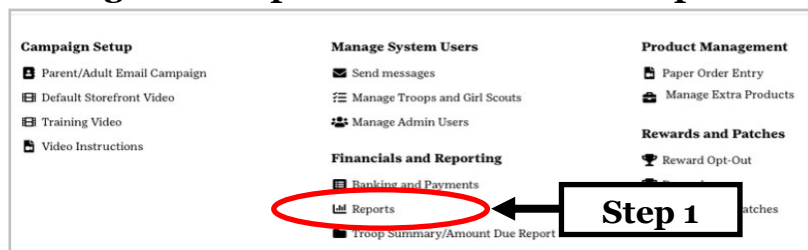
October 17 & 18

Troop Order Process

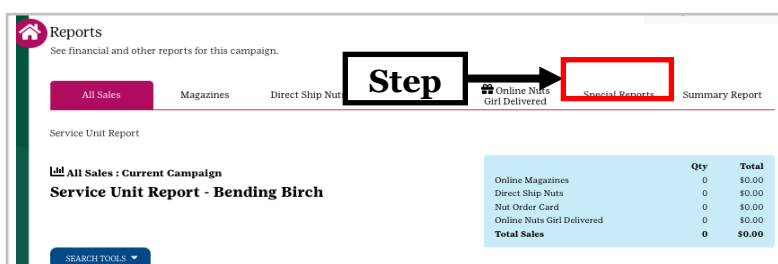
All online orders and payments are automatically added into the M2OS system simplifying the order processing for troops.

- ❑ 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

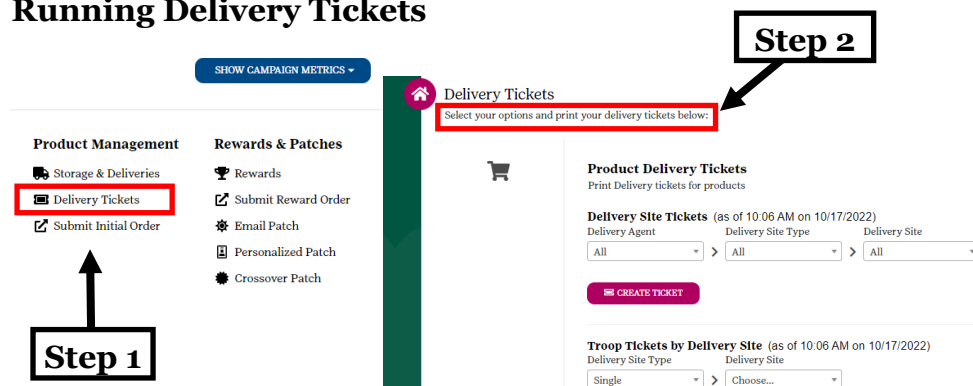
Running the Troop Order and Rewards Reports



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.



Running Delivery Tickets



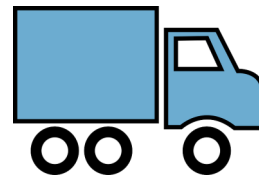
1. Select Delivery Tickets at the bottom of your dashboard under *Product Management*.
2. Select your choice of multiple delivery options and print the delivery tickets of your choice.

Nut Order Pick Up and Distribution

November 4-6

Troop Order Pick Up

- ♦ The Service Unit Product Manager will schedule a date and time for each troop to pick up their product from the Service Unit.
- ♦ Carefully check and count the product you receive before taking it with you.
- ♦ The troop is financially responsible for all product received.
- ♦ Take the troop's order directly home. Keep away from direct sun or excessive heat, water leaks, pets, and ensure product is not placed on floor of garage.
- ♦ Products are insured against fire and theft through the point of delivery to the Service Units. However, once they have been distributed to the troops, the products and related funds are the responsibility of the troop, parents, and girls.



Distribute Girl Orders

- ♦ Sort each girl's order prior to pick-up.
- ♦ Distribute product to the girls.
- ♦ Have parents and girls count and sign for their product.
- ♦ Instruct girls to deliver orders immediately.
- ♦ Remind them to deliver all items ordered.

Customer Returns and Damages

In case a customer receives a damaged product and/or decides to return product. They must contact M2 Customer Care. One call to M2 will take care of everything!



Troop Proceeds and Girl Rewards

Troop Proceeds

In November, 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. 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.



**Nuts and Candy
Proceeds = \$1**

**Magazines,
Bark Box and
Tervis products
Troop Proceeds= \$3**



Please note, Troops with no Troop Bank form submitted will not receive proceeds until the form is submitted.

Girl Rewards Arrive

OC Bucks will be emailed directly to girls in December. All other rewards will be drop shipped to the Service Unit in early January.

The Service Unit Product Manager or their designee will arrange a time with each troop to pick-up their Fall Product Program rewards once they have been received and sorted.

- ◆ Pick-up troop's rewards from the Service Unit at your pre-arranged time.
- ◆ Compare the quantities received to your report from M2OS and note any discrepancies before signing the Service Unit's rewards report.
- ◆ Your Service Unit will order any missing or damaged rewards and will notify you when they are ready for pick-up. Please allow 2 weeks.
- ◆ Distribute rewards to the girls in your troop right away! They will be excited to receive the items they have earned in the program. Do not hold them for end of year ceremonies.
- ◆ Reminder for top sellers: The Ocelot Experience is scheduled for **Saturday, December 2, 2023**. To earn the reward you must be present for the Experience. No tickets will be offered in exchange. See full rewards line up on pg. 12.

Reward Adjustment

- ❑ Troops submit any adjustments such as discrepancies, to their Service Unit Rewards Coordinator as soon as possible, but no later than **January 15, 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 update their rewards in M2OS is **October 17, 2023 by 9:00 pm.**



OR



OR



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.



Troop Product Coordinator Description

TROOP/GROUP FALL PRODUCT COORDINATOR

DATES OF FALL PRODUCT PROGRAM: FALL PRODUCT: SEPT – JAN

PURPOSE OF POSITION: To administer Product Program within the Service Unit to benefit the membership.

TERM: Appointed by Service Unit Fall Product Manager for duration of program.

TIME COMMITMENT: approximately 5-12 hours/month

ACCOUNTABLE TO: The Service Unit Fall Product Manager and Troop Leaders.

SUPPORTED BY: Council Entrepreneurship Team, Product Program Task Group, Service Unit Team, Volunteer Specialist

RESPONSIBILITIES: (*Best Practice: Divide responsibilities for skill sets to complete specific tasks*)

1. Participate in all position related training prior to troop/group participation.
2. Complete the membership, background screening and volunteer agreement process.
3. Train the parents/girls/leaders on procedures, program resources and provide assistance during the program period.
4. Ensure adults and girls follow Council policies and procedures.
5. Verify girls are registered Girl Scout members and Troop helpers are registered and background screened.
6. Keep accurate records of all transactions, use and submit reports by due dates.
7. Complete evaluation survey to provide feedback and make recommendations.
8. Coordinate product inventory, take delivery of product and distribute to girls/parents.
9. Use care in handling and storing product to prevent breakage, heat damage, water damage, loss, etc.
10. Receive and sort girl rewards and distribute them immediately to girls

QUALITIES REQUIRED:

- **Ability to Focus on Girls:** Understand that girls experience the Girl Scout Leadership model by using girl-led, cooperative-learning and learning-by-doing activities.
- **Adaptability:** Adjust and modify own behavior, and remain flexible and tolerant in changing situations.
- **Ability to Foster Diversity:** Understand and embrace differences.
- **Communication Skills:** Express ideas clearly and concisely.
- **Personal Integrity:** Demonstrate personal integrity, credibility and dependability for girls.
- **Skills:** Organized, basic computer literacy with intermediate Excel skills, good communicator, keep accurate and organized records.



Dates to Remember

| | |
|------------------------|---|
| August | Troop training packets mailed in August |
| September | Girl Fall Product Packets mailed |
| September 6 and beyond | Troop Product Coordinator Training |
| September 9 | Troop Product Coordinators receives email with registration information for the M2 Operating System |
| September 17 | <ul style="list-style-type: none"> Fall Product Program Begins Send Parent Email Blast through M2OS (pg. 7) |
| October 5 | Troop Bank Account Information Uploaded into M2OS by Council |
| October 15 | Last day for online orders |
| October 17 by 9 pm | Last day for girls to update their reward choices in M2OS |
| October 18 | Run Troop Reports (pg.9) |
| November 4—6 | Delivery and Distribution of Products |
| November 4—17 | Girl Deliveries |
| November 6 | Troop Proceed refunds begins (pg. 11) |
| December | OC Bucks emailed to parents/caregivers of girls |
| Early January | Girl Rewards arrive |
| January 15 | Troop Final Rewards Adjustments |

