



2023 Fall Product Program  
Troop Fall Chair  
Training

# OWN YOUR magic





# Program Overview

Theme and Mascot



OWN YOUR  
magic

# Why we do this

***Girls*** learn real life skills that help them now and in the future.

***Troops*** earn early start-up funds to cover registration costs and Fall and Winter activities.

***Service Units*** may earn funds for operating expenses that support all their girls.



1. Goal Setting
2. Decision Making
3. Money Management
4. People Skills
5. Business Ethics

## How Girl Scouts Participate in the Fall Product Program

- Nuts and candy in person via order card for delivery
- Residential Walkabouts and Lemonade Stands
- Online for girl delivery (order card products only).
- Online for shipment (up to 25 nut and candy products)
- Online magazine subscriptions
- Online only pilot products
- Gift of Caring donation program

***Can be as simple as sending emails / texts from a mobile device!***

## What's New for 2023

- New products
- New pilot online-only items
- New pricing on some items

## Additional Money-Earning: Participation Requirements

Beginning with the 2022 Fall Product Program, the participation definition has been updated to the following for a troop to do any **additional** money earning projects:

*Troops and girls must participate in both council-sponsored product programs to be eligible to do additional money earning projects. Participation is demonstrated by the girls learning or enhancing the 5 Skills, and contribution towards the support of program activities for Girl Scouts throughout the Greater Los Angeles council. **Participation is defined by 50% of the registered girls in the troop earning both the Participation Patch and meeting or exceeding the emails-sent reward requirement for each council-sponsored product program (emails must be sent through the applicable vendor software to qualify).***

The 2023 Fall Product Program and 2024 Cookie Program participation patch requirements are defined as:

Fall Product Program = 10 units per girl (nuts/candy product = 1 unit each; magazine order = 2 units each) and 18 emails sent through M2OS.

Cookie Program = 24 packages of cookies per girl and 18 emails sent through Digital Cookie.

## Additional Money-Earning: Gold Award Girls

Additional money-earning refers to earning money over and above what a girl can earn by participating in both council-sponsored product programs.

A Senior/Ambassador Girl Scout earning her Gold Award must participate in both council-sponsored product programs in order to do any **additional** money earning projects needed to support her Gold Award project.

- Earn the participation patch, **and**
- Send 18 emails through our vendor platforms in each program

**NOTE:** Troop participation to support girls working on Gold Award projects with money earning components is encouraged; however, it is not required that 50% of the registered girls reach the participation level defined above.



# September

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
					ACH Debit, TFPC Position Description and voided check due	
10	11	12	13	14	15	16
				TFPCs receive access to M2OS		
17	18	19	20	21	22	23
					Order taking begins	
24	25	26	27	28	29	30



# October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
Order taking ends; orders due to troops or entered online by parents by 11:59pm	TFPC to review and enter nut orders by 11:59pm					
29	30	31				

Girls send 18+ emails to qualify for online rewards (avatar and combo patches, online charm)



# November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
					Trophy Nut Delivery (varies by SU)	Trophy Nut Delivery (varies by SU)
12	13	14	15	16	17	18
Trophy Nut Delivery (varies by SU)						
19	20	21	22	23	24	25
Fall Product Program ends	Troops enter allocations, troop transfers and GOC by 11:59pm  Debit Adjustment Requests and Parent Discrepancy reports due					
26	27	28	29	30		

# December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
					ACH Debit on troop bank accounts	
3	4	5	6	7	8	9
					ACH Credit on troop bank accounts	
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30





## Products, Proceeds & Rewards

# Trophy Nut Products

- 15 products plus Gift of Caring on the order card
- Additional products available online only
- Six price points:  
\$6, \$7, \$8, \$9, \$10 and \$12

<p><b>A</b> <b>Gift of Caring</b> \$6.00</p> <p>Our council will be making donations of products to a community organization. Please help us by indicating how many donations you would like to purchase. Thank you for your support!</p>	<p><b>B</b> <b>fruit slices</b> \$6.00 Sherry, cherry, flavored candy sprinkled with sugar. 30 oz.</p> 	<p><b>C</b> <b>spicy cajun mix</b> \$6.00 Bill's specialty hot Cajun mix includes, mild creamer chips, hard and hot Cajun creamer chips. 7 oz. 24</p> 	<p><b>D</b> <b>nutlet raisin pecanis</b> \$7.00 Candy and sweet sugar coated pecanis. 24 oz. 24</p> 
<p><b>E</b> <b>peanut nutlet pecanis</b> \$7.00 Peanut butter coated with chocolate. 24 oz. 24</p> 	<p><b>F</b> <b>dark chocolate sea salt caramels</b> \$8.00 Caramel coated in dark chocolate with sea salt. 24 oz. 24</p> 	<p><b>G</b> <b>peanut caramel pecanis</b> \$8.00 Caramel and pecanis coated in milk chocolate. 24 oz. 24</p> 	<p><b>H</b> <b>chocolate covered nutlets</b> \$8.00 Nutlets covered in chocolate. 24 oz. 24</p> 
<p><b>I</b> <b>cranberry trail mix</b> \$8.00 Cashews, raisins, almonds, hazelnuts, English walnuts, and banana chips. 7 oz. 24</p> 	<p><b>J</b> <b>honey jalapeno pecanis</b> \$8.00 Flavor coated pecanis and jalapeno creamed pecanis, sweet and hot. 24 oz. 24</p> 	<p><b>K</b> <b>english nutlet raisin</b> \$9.00 Nutlet raisin coated in milk chocolate with crushed almonds. 24 oz. 24</p> 	<p><b>L</b> <b>chocolate covered almonds</b> \$9.00 Almonds coated in milk chocolate. 24 oz. 24</p> 
<p><b>M</b> <b>honey vanilla cashew halves</b> \$10.00 Cashews coated and seasoned with honey with a hint of vanilla. 2.25 oz. 24</p> 	<p><b>N</b> <b>white cashews</b> \$10.00 Cashew nuts roasted and lightly salted. 24 oz. 24</p> 	<p><b>O</b> <b>whiskey snowflake tin peppermint dark nutlets</b> \$12.00 White milk chocolate with crushed peppermint candy coating of milk chocolate. 24 oz. 24</p> 	<p><b>P</b> <b>strawberry magic tin milk chocolate mini nutlets</b> \$12.00 Tiramisu dipped, milk chocolate nutlets. 24 oz. 24</p> 

# Spicy Cajun Mix



# Fruit Slices



# Butter Toffee Peanuts



# Peanut Butter Penguins





# English Butter Toffee



# Dark Chocolate Sea Salt Caramels



# Pecan Supremes Box



# Chocolate Covered Raisins



# Cranberry Trail Mix



# Chocolate Covered Almonds



# Whole Cashews



# New Products!

Honey Jalapeno  
Peanuts



Honey Vanilla  
Cashew Halves



# Peppermint Bark Rounds Tin



# Milk Chocolate Mint Trefoils



# Gift of Caring (GOC)

- Customers make \$6 donations of nut and candy products
- GOC partners: Food Bank, Operation Gratitude, USO



# M2 Media - Magazines

- Hundreds of titles
- System is fully integrated so there is nothing for the troop or SU chair to do!





# New! Tervis Tumblers

- Pilot for 2023
- Online only
- Will appear as an additional storefront for customers



# New! BarkBox item

- Pilot for 2023
- Online only
- Will appear as an additional storefront for customers
- While supplies last



# Rewards = Proceeds + Recognitions

## Rewards

Nut, magazine, and online only items are unitized:

**Any 1 nut item (including GOC) = 1 unit**

**Any 1 magazine = 2 units**

**Any 1 online item = 2 units**

## Troop Proceeds

- 20-25% of retail price
- Highest proceeds in the country!
- Troop PGA reward

# Service Unit Reward

Criteria:

1. 55% participation of girls registered as of 10/1/23 AND
2. PGA of 45+

<b>PGA SU</b>	<b>SU earns/unit</b>
45.0 – 49.9	\$.05
50.0 – 54.9	\$.075
55+	\$.10

Earnings are on all sales in the SU

# Rewards – Customized Avatar Patches



# Rewards



**Participation patch and  
rocker charms  
(10+ units)**



**Small Ocelot plush  
(75+ Units)**



**2023 Ocelot patch  
(25+ Units)**



**Flower necklace  
100+ Units)**



**Ocelot charm  
(50+ Units)**



**Ocelot socks  
(125+ Units)**



# Training Girls & Parents

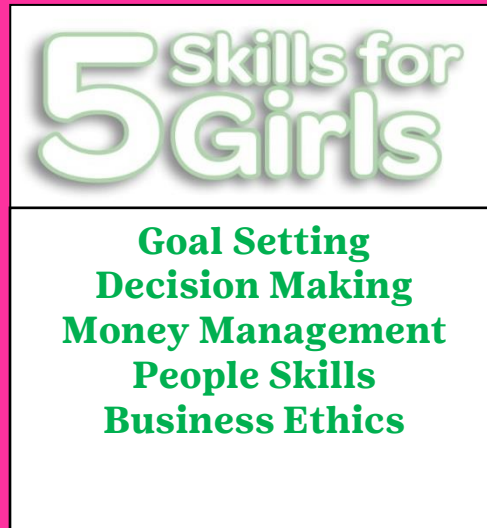
# Pre-Planning Checklist

- ✓ New troops open a bank account.
- ✓ Submit *ACH Debit Authorization* and *Troop Fall Product Chair Position & Agreement* forms at [www.girlscoutsla.org](http://www.girlscoutsla.org).
- ✓ TFPC must be a registered member and background checked
- ✓ Self-identify as the TFPC in MyGS.
- ✓ Girl Scouts must turn in signed *Parent/Guardian Permission & Responsibility Agreement*.
- ✓ Train girls and parents.
- ✓ Review Safety Activity Checkpoints.



# Girl Scout & Parent Training Agenda

- Inspire! Encourage! Motivate!
- Explain why to participate in the Fall Product Program:
  - Generate start-up funds for the year
  - Girls learn 5 Skills for Girls
  - Proceeds benefit all girls in GSGLA
- Set troop and girl goals
- Share dates and deadlines
- Review money handling



A recorded training will be available on the GSGLA website

# Materials

Each **girl** receives:

- Trophy nut order card
- Money envelope
- M2 online flyer
- Family letter
- Doorhangers and personalized business cards (available online only)

Each **troop** receives:

- *Fall Product Program in a Nutshell* resource guide
- *Troop Fall Product Guide* (new troops)
- Envelopes
- Receipts
- GOC receipts (available online)

**Shop Online**

Ask me how you can order additional nuts, chocolates, and magazines that can be delivered to your home. Visit my storefront online and enter my code so I can get credit. **Be sure to make a note or take a photo of the website and code.**

[www.gsnutsandmags.com/store](http://www.gsnutsandmags.com/store)

**My Code:**

My first name is: \_\_\_\_\_

Our troop goal is: \_\_\_\_\_

My personal goal is: \_\_\_\_\_

Purchase online from me at: \_\_\_\_\_

	Name	Phone or Email	Gift of Giving												Number of Items	Amount Due	Amount Paid											
			A	B	C	D	E	F	G	H	I	J	K	L				M	N	O	P							
			Gift of Giving	Fruit Slices	Spicy Cajun Mix	Butter Toffee	Peanut Butter	Dark Chocolate	Sea Salt Caramels	Spicy Peanut	Chocolate Covered Kit Kat	Cranberry Trail Mix	Honey Japanese	English Butter Toffee	Chocolate Covered Toffee	Almond Butter	Chocolate Covered	Whole Cakes	Wendy Sweeties™	Prepared Bars/Biscuits	Friendship Magic™ Mini Chocolate Treats							
1																												
2																												
3																												
4																												
5																												
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**WARNING:** Consuming these products can expose you to chemicals including acrylamide, which is known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to <http://www.P65Warnings.ca.gov/food>.

**If you haven't already created your online account, please go to [www.gsnutsandmags.com/guide](http://www.gsnutsandmags.com/guide). You will be able to enter your order card items there once your account is launched. Any orders for gift delivered items placed online by your customers will be automatically added to your sales totals.**

Total Number of Items	\$6	\$6	\$6	\$7	\$7	\$8	\$8	\$8	\$8	\$8	\$9	\$9	\$9	\$10	\$10	\$12	\$12
Item Cost	\$6	\$6	\$6	\$7	\$7	\$8	\$8	\$8	\$8	\$8	\$9	\$9	\$9	\$10	\$10	\$12	\$12
Total Dollar Amount Sold	\$6	\$6	\$6	\$7	\$7	\$8	\$8	\$8	\$8	\$8	\$9	\$9	\$9	\$10	\$10	\$12	\$12

**girlscouts**  
**TROPHY NUT**

Allergy Statement: All products are manufactured on equipment that processes and packages peanuts and other tree nuts. All nutritional information can be found at [www.trophynutscout.com](http://www.trophynutscout.com)

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# Fall Product Home Page – [www.girlscoutsla.org/fallproduct](http://www.girlscoutsla.org/fallproduct)

[Cookies+](#) / [Resources for Girl Scouts](#) / [Fall Product Program](#)

## Fall Product Program

**Fall  
Product  
Program**

**OWN YOUR  
magic**

**September 22  
-  
October 22**



**Access M2OS** – [www.gsnutsandmags.com/gsgla](http://www.gsnutsandmags.com/gsgla)

## Girl Scouts of Greater LA



### Girls and Parents/Adults

Already Registered?

**LOGIN**

New User?

**CREATE AN ACCOUNT**



### Troop Leaders or Volunteers

New and returning users

**VISIT ADMIN SITE**



M2OS

# Online Program

- Mobile optimized! **Girls can do the whole online program from a mobile device.**
- Girls build their personalized avatar.
- Girls send emails to family and friends to purchase nuts, magazines, and online only products from their online store. **One email for all products!**
- Customers select shipment or girl delivery and pay at the time of the order.
- GSGLA will import troops and registered girls by Sept. 21.

# GIRL SCOUT'S PLATFORM SET-UP

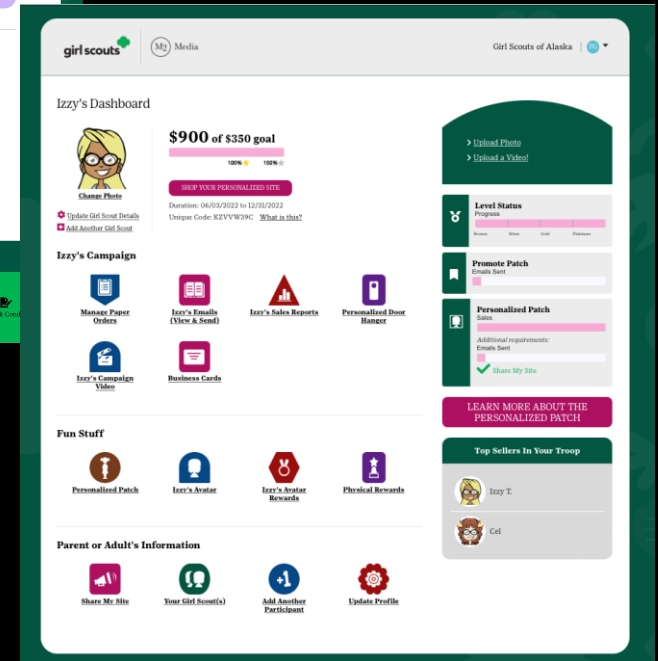
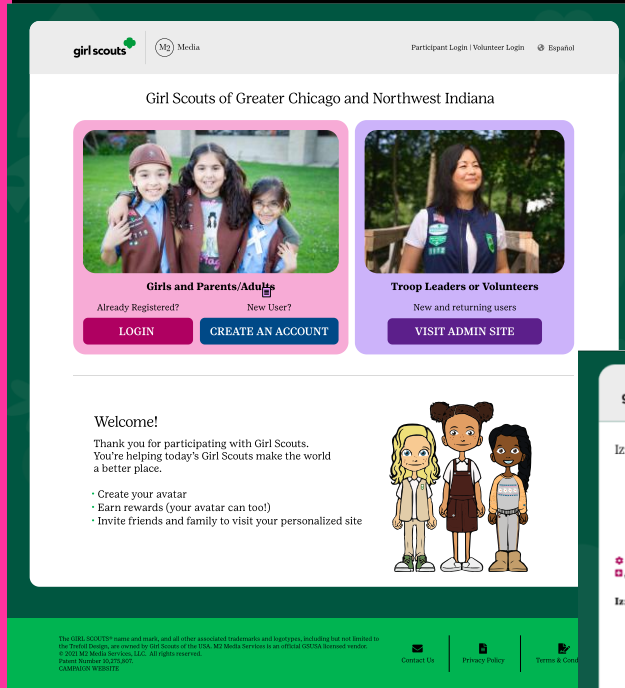
Preferred Email  
Address

Confirm Membership

Highlight Girl Scout  
Goals

Build an Avatar

Include Video



# GIRL SCOUT'S PERSONALIZED EXPERIENCE

## Design an Avatar


girl scouts M2 Media Girl Scouts of Alaska

### Update Izzy's Avatar

#### Build Your Avatar

Create an avatar that reflects your personality! Creating an avatar will let you earn virtual rewards as you complete the activities and let you into your avatar's room to see your rewards. Get started and earn your first reward!

Check out the new uniform and official apparel options that will be available in select councils stores and online at [girlscoutshop.com](https://girlscoutshop.com).



To see all choices for your avatar, use the arrows in the avatar software below.

Face
Hair
Body
Clothing
◀ Top ▶
◀ Bottom ▶
◀ Socks ▶
◀ Shoes ▶
◀ Accessories ▶

#### Add Your Avatar's Voice

Include your own personalized message by recording an audio file and uploading it to the web site. For help, including a sample script, consult the [audio guide](#).

Unfortunately, your browser does not support our "Record Now" feature. Currently, live audio recording is supported by the Firefox and Google Chrome browsers. To provide audio for your Avatar, you will need to upload an audio file. iOS users can select "Take Photo or Video" when uploading a file to use their video camera to record an audio message.

I do not want to record a voice

Preview how your avatar will sound on your own personalized Talking Avatar landing page!



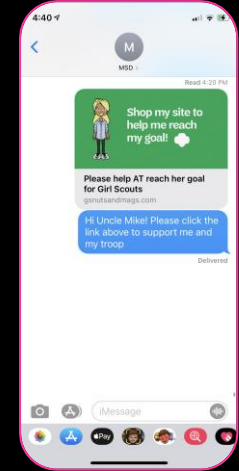
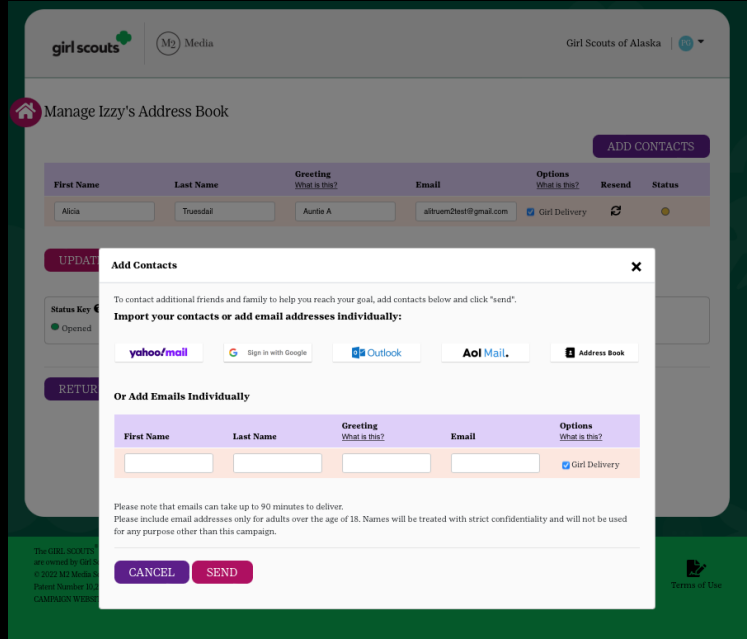
# TOOLS TO RUN A BUSINESS

Send emails

Share My Site with social media and texting

Printable business cards

Door hangers with QR codes



# PARTICIPANT'S DASHBOARD

Additional emails/social media/texts

Girl Scout's avatar room with virtual rewards & troop photo

Manage nut card order entry

Select rewards

Sales reports

The screenshot displays a user interface for a Girl Scout participant's dashboard. At the top, it features the 'girl scouts' logo, a 'Media' icon, and the text 'Girl Scouts of Southern Nevada'. The main section is titled 'Jane's Dashboard' and includes a progress bar for a '\$50 of \$500 goal' which is currently at 100%. Below this are buttons for 'Change Photo', 'Update Girl Scout Details', and 'Add another Girl Scout'. A 'Shop your Personalized Site' button is also present, along with campaign details: 'Duration: 01/01/13 to 02/01/13' and 'Unique code: XYH-435678H'. The dashboard is organized into several sections: 'Naomi's Campaign' with icons for 'Manage Paper Orders', 'Jane's Emails (View & Send)', 'Jane's Sales Reports', 'Personalized Door Hanger', 'Business Cards', and 'Jane's Campaign Video'; 'Fun Stuff' with icons for 'Personalized Patch', 'Jane's Avatar', 'Jane's Avatar Awards', and 'Physical Rewards'; and 'Parent or Guardian's Information' with icons for 'Share My Site', 'Your Girl Scout(s)', 'Add Another Participant', and 'Update Profile'. On the right side, there are three vertical panels: 'Level Status' showing progress towards Bronze, Silver, Gold, and Platinum; 'Promote Patch' with an 'Emails Sent' progress bar; and 'Personalized Patch' with a 'Sales' progress bar and a note to 'Earn the promote patch'. A 'Learn more about the Personalized Patch' button is located below these panels. At the bottom right, a 'Top Sellers in Your Troop' section lists 'Naomi A.' and 'Nabhyu'. The footer contains the text: 'The GIRL SCOUTS® name and mark, and all other associated trademarks and logos, including but not limited to the Trefoil Design, are owned by Girl Scouts of the USA. M2 Media Services is an official GSUSA licensed vendor. © 2013 M2 Media Services, LLC. All rights reserved. Phone Number: 827.975.907. CAMMION WEBSITE.' and three icons for 'Contact Us', 'Privacy Policy', and 'Terms & Conditions'.

# VOLUNTEER EXPERIENCE





**Thank You**

**Dear Michelle**

It's time for the Fall product sale and an exciting year ahead for Girl Scouts! For the Fall sale this year, we have a website where you can communicate with the girls / parents in your troop, monitor results, and build an avatar to be included in a troop photo. Your username will be the email address shown below. Please [click here](#) to create your password.

Username:

Once your password is created, [click here](#) to access the site or go to <https://www.girlscoutmagazines.com/admin>

The sale will run from 09/19/2014 at 12:00 AM to 11/25/2014 at 11:59 PM. Please encourage all of the girls in your troop to participate. If you have any questions, please contact your unit leader or the council. Thank you for all that you do for Girl Scouts!

Girl Scouts of California's Central Coast



## TROOP VOLUNTEER ACCESS

Email invitation to login

Troop training video

Queue Parent/Adult Email Campaign

Volunteer avatar

# PARENT/ADULT EMAIL CAMPAIGN

Email addresses  
uploaded by council

Edit or enter missing  
parent/adult emails

Email with instructions  
on how to participate

The screenshot shows a web interface for a "Parent and Adult Email Campaign". At the top, there are logos for "girlscouts" and "M2 Media", along with the text "Girl Scouts of Alaska" and "2022 Online Nuts, Nut Promise, Paper Nuts and Online Magazines". A dropdown menu shows "TP". A "Show Quick Dashboard Links" link is in the top right. The main heading is "Parent and Adult Email Campaign" with a home icon. Below it is the instruction: "Please add parent/adult email addresses in order for them to receive a link and instructions on how to participate." A "Troop:" dropdown is set to "897". There are two buttons: "VIEW EMAIL" and "ADD CONTACTS". A table lists three contacts with columns for First Name, Last Name, Email, Send in Spanish, Resend, Status, and Delete. The Status column shows a yellow dot for all three. An "UPDATE" button is at the bottom right. A "Status Key" legend is below the table, showing: Opened (blue dot), Didn't open (orange dot), Sent (yellow dot), Delivered (green dot), Bounced (red dot), and Queued for sending (grey dot). A "RETURN TO DASHBOARD" button is at the bottom.

girlscouts M2 Media Girl Scouts of Alaska 2022 Online Nuts, Nut Promise, Paper Nuts and Online Magazines TP

Show Quick Dashboard Links

## Parent and Adult Email Campaign

Please add parent/adult email addresses in order for them to receive a link and instructions on how to participate.

Troop: 897

VIEW EMAIL ADD CONTACTS

First Name	Last Name	Email	Send in Spanish	Resend	Status	Delete
Alicia	Truesdail	altruem2test+stagegirl@gr	<input type="checkbox"/>		<span style="color: yellow;">●</span>	
Jennie	Sorrell	jsorrell@m2mediagroup.cc	<input type="checkbox"/>		<span style="color: yellow;">●</span>	
Cat	Arnold	camold@m2mediagroup.o	<input type="checkbox"/>		<span style="color: yellow;">●</span>	

UPDATE

● Opened ● Didn't open ● Sent ● Delivered ● Bounced ● Queued for sending **Status Key**

RETURN TO DASHBOARD

# TROOP DASHBOARD

Messaging

Manage nut card order entry

Select rewards

Sales reports

Banking and payments

**girl scouts** | M2 Media | Girl Scouts of Alaska | 2022 Online Nuts, Nut Promise, Paper Nuts and Online Magazines | TP

Girl Scouts of Alaska

Alicia True  
Edit Avatar  
Your Patch  
View Troop Photo  
Change Role

Troop: 897

**Stats: Current Campaign**

Magazines  
Direct Ship Nuts  
Online Nut Girl Delivered  
Nut Card

\$1,355.00 Total Sales Last Year: 0	\$53.00 Online Magazines Last Year: 0	\$0.00 Direct Ship Nuts Last Year: 0	\$0.00 Online Nut Girl Delivered Last Year: 0
0.00 Last Year	N/A Last Year	N/A Last Year	N/A Last Year

\$1,302.00  
Nut Card  
Last Year: N/A

Sales data is updated every 15-30 minutes.

HIDE CAMPAIGN METRICS

**Campaign Setup**

- Parent/Adult Email Campaign
- Default Storefront Video
- Training Video
- Video Instructions

**Manage System Users**

- Send messages
- Manage Troops and Girl Scouts
- Manage Admin Users

**Financials and Reporting**

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

**Product Management**

- Paper Order Entry
- Manage Extra Products

**Rewards and Patches**

- Reward Opt-Out
- Rewards
- Personalized Patches



# Nut Orders

# Planning your Nut Order

- Enter nut/candy order card quantities by girl in M2OS by October 23, 11:59 p.m.
- **Do not enter orders that have already been entered online!** Only enter order card orders.
- Orders for delivery = order card orders + online for girl delivery orders
- Orders do not have to be in whole cases, but you might want to round up if you need 9 or more of any one product.
- This is the only order, so order a little extra, especially the most popular items.
- Enter additional product as “Extra Troop Product,” then assign to girls as they sell the product.



# Trophy Nut Order Pick-up

- November 10-12. Dates/times vary—your SUFPC will give you specifics.
- Be on time!
- Follow all safety guidelines from your SUFPC.
- Count, count, & recount. Get a receipt to confirm your delivery.
- Take orders straight home. Store product properly. Melted chocolate is **not** considered damaged.
- Distribute product to Girl Scouts in your troop.
- Have parents sign receipts for what they pick up.

# Receipts

- Receipt everything! Tip: number receipts to keep track of them.
  - Product given to girls
  - Money received from girls
- Parent and TFPC both sign receipts
- Give parent the yellow copy and retain white for troop records. Make sure the yellow copy is legible!

**Fall Product Program Receipt** Thank you for supporting **Girl Scouts of Greater Los Angeles!**  
 Parent/Leader: \_\_\_\_\_ Date: \_\_\_\_\_  
 Troop #: \_\_\_\_\_ SU #: \_\_\_\_\_ Girl's Name: \_\_\_\_\_

Qty		Product	Qty		Product
cases	units		cases	units	
		Gift of Caring \$6			Chocolate Covered Raisins \$8
		Fruit Slices \$6			Cranberry Trail Mix \$8
		Spicy Cajun Mix \$6			Corp Trail Mix \$8
		Butter Toffee Peanuts \$7			Chocolate Covered Almonds \$9
		Peanut Butter Penguins \$7			Cracked Pepper & Sea Salt Cashews \$10
		English Butter Toffee \$8			Whole Cashews \$10
		Dark Chocolate Sea Salt Caramels \$8			Snowman Tin with Peppermint Bark Rounds \$12
		Pecan Supremes \$8			Girl Scout Tin with Milk Chocolate Mint Trefoils \$12

Total # of Units: \_\_\_\_\_ Total # of Cases: \_\_\_\_\_ Total Amount Due: \_\_\_\_\_ Due By: \_\_\_\_\_  
 Total \$ Paid: \_\_\_\_\_ Cash: \_\_\_\_\_ Check: \_\_\_\_\_  
 Received By (Signature): \_\_\_\_\_ Date: \_\_\_\_\_  
 Received From (Signature): \_\_\_\_\_ Date: \_\_\_\_\_

# Returns, Exchanges, and Transfers

- No returns—troops are financially responsible for all product received.
- Replace damaged product at a service/community center.
  - Melted chocolate is not considered damaged.
- No exchanges at service/community centers; troops may transfer amongst themselves and record in M2OS
- The troop providing the product to another troop enters it in M2OS.
- SU can facilitate troop-to-troop transfers.
- Transfers to troops outside of the service unit must be recorded by the SUFPC in M2OS

# Selling Guidelines

- Girls may do residential walkabouts (door-to-door sales) and lemonade stands (a booth at a private residence where the girl or someone she knows resides, with permission) Nov. 11-19, following safety guidelines.
- No booths on commercial or non-residential property.
- No walkabouts in commercial or public areas.



# Money Handling

# Money Handling

- Payment for in-person orders is collected only when product is delivered. GOC payments may be collected at time of order.
- Troops may use their credit card reader for residential walkabouts and lemonade stands. Troops are responsible for any credit card fees and **may not** charge fees to the customer.
- Girls may use Cheddar Up's point of sale function to collect credit card payments from customers – Contactless!
- Parents may use Venmo/Paypal/Zelle, etc. to pay troops. Customers **may not** use these apps to pay for products.
- Receipt every transaction of money received from parents.
- Record girl payments in M2OS.
- Troops may limit the amount of product distributed to a family to \$300 until a payment history is established.

# Accepting Payments

	<b>Cash/ Check</b>	<b>Credit card with a troop credit card reader</b>	<b>Venmo/ Paypal/ Zelle, etc.</b>	<b>Cheddar Up</b>
<b>Ways for customers to pay a girl for product</b>	Yes	Yes	No	Yes
<b>Ways for parents to pay a troop</b>	Yes	Yes	Yes	Yes

# Accepting Checks

- Determine your troop's check amount limit (i.e. no more than \$50) to mitigate loss.
- Put the Girl Scout's first name and last initial in the Memo section of a check.
- Record the issuer's phone number and driver's license number if possible.



## Returned Checks/Parent Issues

- Contact check's maker as soon as possible to try to resubmit check.
- If necessary, forward original or bank copy to PPM within 3 business days.
- Submit *Discrepancy Reports* with supporting documentation at end of program if parents owe money.
- Follow detailed guidelines from your troop guide.

# Troop Banking

- Troop banking information will be automatically uploaded to M2OS; if troops miss the upload, they must enter it manually.
- **ACH Debit** on Dec 1 for troops that have a balance due to GSGLA.
- **ACH Credit** on Dec. 8 for troops that have a balance due from GSGLA
- Net of nuts, magazines, online only products, and GOC.
- Deposit **promptly** and **frequently!**
  - Allow ample time for funds to clear before ACH debit.
  - Note: Pasadena Federal Credit Union delays in deposit availability.
  - NSF fee of \$25 charged for rejected debits in addition to applicable bank charges.
- Troops must submit *Debit Adjustment Request (DAR)* and *Parent Discrepancy* forms with documentation to PPM to adjust debits by Nov. 20.



## Wrap-up

## Wrap-Up

- Assign all products to the Girl Scouts, even unsold cans. These can be distributed evenly amongst the girls.
- Record Gift of Caring donations in M2OS.
- Verify Troop-to-Troop transfers so you are debited for the correct amount.
- Deposit money in time for it to be available for Dec. 1 debit.
- Submit a *Debit Adjustment Request* form if the troop needs to adjust the amount of their debit.
- Turn in *Discrepancy Reports* if parents owe money for product, once troop has attempted to collect from parents.
- Celebrate your girls' successes!
- Rewards should be ready in January.

# Crisis Management

- If you receive a serious product complaint, call GSGLA Customer Care:  
**213-213-0123**
- “Contain” the situation.
- Gather relevant information.
- Fill out a *Product Quality Incident Report*, available online.
- Refer all media inquiries to GSGLA.

# FAQs

- **Most questions can be answered by the website, guides, or your SUFPC**
- Didn't get TFPC login email: refer to SUFPC
- Girl Scout not in the system: parent/caregiver can add her
- Navigating the system: go to M2OS manual
- Edit or delete an order: refer to SUFPC
- Delivery: refer to SUFPC

Thank you for attending this training with us.  
We hope you have a great Fall Product season!