




TROOP GUIDE

2025 FALL PRODUCT PROGRAM



BRAVE.
FIERCE. FUN!

girl scouts 
diamonds of arkansas,
oklahoma and texas



2025 FALL PRODUCT PROGRAM

WHAT IS THE FALL PRODUCT PROGRAM?

The Fall Product Program is an integral part of a Girl Scout's journey toward leadership including learning and developing:

- ▶ Goal setting
- ▶ Teamwork
- ▶ Presentation skills
- ▶ Customer service
- ▶ Money management

It's an easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year – don't miss out on all the fun.

DATES TO REMEMBER

Aug 8-31	Service units host troop training	Oct 16	Online girl-delivered orders end
Aug 8	Troop 101 Training posted	Oct 17	Council submits order to Ashdon Farms
Sept 1-12	Troops host caregiver/Girl Scout training meetings	Oct 26	Online direct-ship sales end
Sept 5	Volunteer access to M2OS	Oct 28	Reward selection due
Sept 12	Sale begins	Nov 3-8	Product delivered to service units
Sept 26	Deadline to enter troop bank account info	Nov 27-28	Council offices closed for Thanksgiving
Oct 10	Penny draft	Nov 30	All Girl Scout money due to troop leader
Oct 12	Order card sales end + deadline for families to enter order card sales	Dec 3	Caregiver Outstanding Balance Forms due to product program team
Oct 13-14	Troop Leaders enter/edit order card sales	Dec 12	Troop draft
Oct 13-16	Service unit product managers enter/edit order card sales	Dec/Jan	Rewards ship to service unit

BENEFITS OF THE FALL PRODUCT PROGRAM

- ◆ Troops earn 11% proceeds on total sales. Cadette, Senior and Ambassador level troops can opt out of rewards and earn 13% proceeds on total sales.
- ◆ Girl Scouts earn rewards as they achieve their sales goals. See the order card for details.
- ◆ Troop leaders can earn a personalized patch by sending out the email blast to caregivers and reaching \$1,700+ in troop sales.
- ◆ Troops who participate in Fall Product and Cookies are eligible to conduct additional fundraising activities.

REQUIREMENTS & RESPONSIBILITIES

TROOP PARTICIPATION ELIGIBILITY REQUIREMENTS

- ▶ Troops must have at least two registered (unrelated) and approved leaders.
- ▶ Troops must have a current bank account and financial report on file at the council.
- ▶ Troop Fall Product Program Managers must:
 - ◆ Be registered.
 - ◆ Have a current background check on file.
 - ◆ Sign Troop Fall Product Manager Agreement form.
 - ◆ Be debt-free from the council and without any restrictions to be eligible to coordinate any Product Program for their troop. Service unit product manager (SUPM) will provide troop leaders with the No Sell List of adults with selling restrictions.

TROOP PRODUCT MANAGER RESPONSIBILITIES

- ▶ Host an informative and engaging Girl Scout and caregiver training and collect Caregiver Permission and Responsibility forms prior to distributing sales materials.
- ▶ **Monitor that sales materials are not given to a Girl Scout whose caregiver is on the No Sell list or who has not signed the permission form.**
- ▶ Troops need to determine and communicate with caregivers upfront if they will accept checks as payment. If allowing checks, ensure proper information is collected from customer by the caregiver.
- ▶ Be enthusiastic about the program to Girl Scouts and caregivers. Reminder! Product program participation is Girl Scout-led. It is not up to a troop leader to opt out of participation. Troop leaders must support the product program experience for any Girl Scouts interested.
- ▶ Login and verify contact information is correct in M2OS. Enter troop banking information by the designated deadline.
- ▶ Have open communication with caregivers throughout the program. Send encouraging messages and deadline reminders.

- ▶ Read all communications sent by product program staff to be aware of any updates, deadline and promotions throughout the program.
- ▶ Review or enter Girl Scout nut/candy orders and rewards in M2OS by deadlines.
- ▶ Use M2OS reports to verify all products and rewards received are correct.
- ▶ Pick up the troop's nut/candy order based on the SUPM's instructions. Count products prior to loading, verify accuracy, and have both parties sign a receipt using the receipt booklet provided. Maintain a copy of the receipt for troop records.
- ▶ Distribute Girl Scout nut/candy orders to caregivers. Count product prior to loading, verify accuracy, and have both parties sign a receipt using the receipt booklet provided. Provide a copy to the caregiver.
- ▶ Collect money from Girl Scouts/caregivers throughout the program. Money for donation items is due at the time of order submission. All other money is due at time of delivery to customer.
- ▶ **Write receipts every time products, money, and rewards exchange hands.** Both parties, distributing and receiving, should sign the receipts and obtain a copy for their records.
- ▶ Deposit money frequently into the troop account; best practice is to make weekly deposits. Do not hold onto money for an extended time.
- ▶ Report any outstanding balances due by caregivers by completing the Caregiver Outstanding Balance form, including all required attachments, and submit to council staff by the deadline.
- ▶ Sort and distribute rewards. Notify product program staff of any missing or damaged items.
- ▶ Adhere to all program dates and deadlines.



GIRL PARTICIPATION ELIGIBILITY REQUIREMENTS

- ▶ Participants must be registered for the 2026 Girl Scout Membership Year.
- ▶ Caregivers must be debt-free from the council and without any participation restrictions for their Girl Scout to participate. SUPMs will notify all troop product managers of households ineligible to participate.
- ▶ Caregivers are responsible for product they have ordered and signed for.
Products cannot be returned.

GIRL SCOUT FAMILY RESPONSIBILITIES

- ▶ Read, complete, and sign the Caregiver Permission and Responsibility form.
- ▶ Follow all [Safety Activity Checkpoints](#) during in-person and online sales.
- ▶ Be responsible for all nut/candy items receipted and received from the troop product manager. **No returns.**
- ▶ Adhere to all program dates and deadlines.
- ▶ Enter in-person orders and select girl rewards preferences in M2OS by the deadlines.
- ▶ Pickup nut/candy order from troop per troop product manager's instructions.
- ▶ Deliver customer orders in a timely manner. This includes girl-delivery orders made online.
- ▶ Be financially responsible for all monies collected from in-person orders.
- ▶ Turn in money frequently to troop leaders. Do not hold onto checks or large amounts of money for long periods of time. Checks must be deposited within a month of the date written. Girl Scouts – Diamonds Council recommends that checks over \$20 not be accepted.
- ▶ Collect customer information for all checks (current physical address, two phone numbers, date of birth, driver's license number). Caregivers should verify the name on the check matches the person writing the check.
 - ◆ Please review this document for [additional guidelines on accepting checks](#).
- ▶ Count all money turned into the troop with the troop product manager at the time of exchange. Both parties should agree upon the amount and sign a receipt.
- ▶ Obtain a copy of signed receipts any time products, money and rewards exchange hands. Ask for a receipt if it is not automatically given.





PROGRAM VENDORS AND PRODUCTS

ASHDON FARMS

- ▶ Provides nuts, chocolates and candies
- ▶ 16 items are offered on the [order card](#) ranging from \$8-\$14
- ▶ The online storefront offers all items on the order card **PLUS** online exclusives. Online exclusive items are available for direct shipping only. Shipping and handling fees apply.

M2 MEDIA GROUP

MAGAZINES

- ▶ Top magazine subscription agency
- ▶ Offers print and digital subscriptions
- ▶ All printed magazines ship directly to the customer with no additional shipping fees

TERVIS TUMBLERS

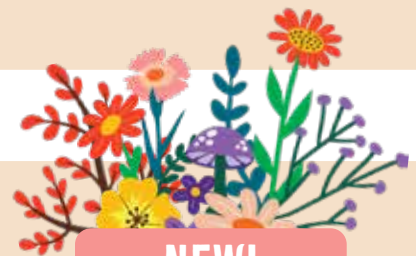
- ▶ Premium insulated tumblers and water bottles
- ▶ Approximately 100 unique designs
- ▶ Includes top sellers, your favorite MLF, NFL, collegiate sports teams and more
- ▶ Shipping cost for customers is \$7.99 for the first tumbler, \$5.99 for the second and third tumbler. Add a \$1.00 for each additional tumbler when 4 or more are ordered. (Example: 3 tumblers: \$19.97, 4 tumblers: \$20.97)

BARKBOX

- ▶ BarkBox is returning with expanded offerings for the 2025 program
- ▶ Customers will be able to choose from 5 boxes ranging from \$22.99-\$28.99
- ▶ Comes packaged in a custom Girl Scouts BarkBox
- ▶ No subscription needed - the Girl Scouts BarkBox is a standalone item and not a part of BARK's subscription program
- ▶ Shipping cost for customers is \$5 for a single unit, \$10 for 2+ units

PERSONALIZED PRODUCTS

- ▶ Customers will have the option to shop high quality personalized products such as stationary, note pads and photo frames ranging from \$21-\$61.
- ▶ Shipping cost will be \$14.99 for the first item and \$4 for each additional item purchased within the same order going to the same address.



NEW!

CANDLE COLLECTION

We're lighting up this year with a cozy new candle line. Featuring 8 delightful scents from Banana Nut Bread to fresh Balsam Fir. There is something for every mood and moment. Each candle is just \$29.95

PERSONALIZED AVATAR

- ▶ Over 3 billion feature combinations to choose from
- ▶ Add a personalized voice recording to your avatar
- ▶ Visit your avatar's room and earn virtual rewards
- ▶ Personalized patches feature custom Avatars

RECOGNITIONS



GIRL SCOUT RECOGNITIONS

Each year, Girl Scouts can earn recognitions for reaching specific sales levels. Some levels offer a choice between different items or Diamonds Dollars (online or traditional). Recognition images can be seen on the recognition panel of the order card.

[CLICK HERE!](#)

VOLUNTEER RECOGNITIONS

Earn the Personalized Volunteer Patch!

- ▶ Troop Leader earns patch with \$1,700+ in total troop sales and launching the Parent/Adult Email Campaign
- ▶ SUPM earns patch with service unit participation.

CARE TO SHARE PROGRAM

Girl Scouts – Diamonds Care to Share Program is a way for customers to make nut donations instead of or in addition to nut/candy purchases.

All nut donations are gifted to Operation Gratitude. Girl Scouts, caregivers and troops should note that these donations items are not received in-council for distribution. It is in joint effort with Ashdon Farms to coordinate delivery and distribution for all donation nuts to Operation Gratitude.

Operation Gratitude is a service project benefiting military personnel.

The mission of Operation Gratitude is to forge strong bonds between Americans and their Military and First Responder heroes through volunteer service projects, acts of gratitude, and meaningful engagements in communities nationwide.

To support this effort, a Girl Scout's customer has the option to purchase nuts for \$8. The nuts will be added to care packages for our Military Troops through Operation Gratitude!

Girl Scouts who sell 5 or more donation nuts will receive a Care to Share patch!

ABOUT DIAMONDS DOLLARS

Diamonds Dollars are an electronic credit acknowledging a Girl Scout's work and entrepreneurial success. At many rewards levels Diamonds Dollars are an option for selection. This credit is to be used as a Girl Scout wishes and at no time should there be pressure by a troop leader or adult to share credit with another individual or group.

[CLICK HERE TO LEARN MORE](#)

THINGS TO REMEMBER

- ▶ Diamonds Dollars issued this membership year will expire after one year on June 30, 2026.
- ▶ All Diamonds Dollars, traditional and online, come as a code/number that is emailed to the Girl Scout's caregiver at the end of the season.

REWARDS

- ▶ Rewards are automatically calculated, but reward selections need to be made on levels where there is a choice. Please note that rewards will take 1-2 hours to update after adjustments have been made to products sold.
- ▶ If a Girl Scout and the caregiver do not make selections, the troop leader can do so through the troop dashboard. All selections must be made by October 28 at 11:59pm CST.
- ▶ Selections not made by the deadline will default to Traditional Diamonds Dollars.
- ▶ Reward deliveries will be coordinated with your SUPM.
- ▶ Once rewards are received from your SUPM, distribute to Girl Scouts in a timely manner.



PROGRAM FLOW

BEFORE THE SALE

- ▶ Attend your service unit-led Fall Product training. The date will be set by your SUPM.
- ▶ On September 5, log in and set up your M2OS portal. Watch the video, enter a mailing address, create your avatar, and send access emails to participants in your troop. Then, enter your troop bank account info M2OS.
 1. Click the Banking and Payments link in the bottom middle column of your troop dashboard.
 2. Click the plus sign to the left of your troop number, then click Manage ACH.
 3. Enter your Bank Name, Routing Number and Account Number. Double check for accuracy or typos.
 4. Click Save ACH.
- ▶ Review the list of pre-uploaded Girl Scouts and launch the Parent/Adult Email Campaign. Any Girl Scouts not listed can register once the sale begins and they will be automatically added to your roster once their membership status is verified.
- ▶ Plan and host a caregiver and Girl Scout meeting prior to the program start date. During the meeting, discuss the importance of the program, set troop and individual Girl Scout goals, review important dates and deadlines and distribute sales materials. A sample agenda for this meeting can be found on page 10.

DURING THE SALE

Girl Scouts launch their site on September 12 (the day the sale starts). Remind caregivers to enter their paper orders into M2OS by 11:59pm CST, October 12. Troop leaders can enter or edit order card orders in M2OS beginning October 13 through 11:59pm CST on Oct 14.

How to enter girl orders into M2OS:

- ▶ Choose Paper Order Entry from your dashboard.
- ▶ Click the Girl Scout's name to edit/enter orders.
- ▶ Enter the Girl Scout's total nut/candy items by variety from her order card. Click update. Make sure the totals match. All online girl delivery orders will be added to the Girl Scout's order automatically. Caregivers/leaders do not enter these quantities.
- ▶ There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff date.

TIPS!

- ▶ Ask caregivers to send you a photo or scan of their paper order card, just in case it is misplaced!
- ▶ Only order the exact number of nut/candy items sold, as product cannot be returned to the council. Unlike cookies, these items will not be rounded up to full cases.



AFTER THE SALE

PRODUCTS:

- ▶ All products are automatically submitted for fulfillment, there is no submit button.
- ▶ Coordinate with your SUPM to pick up your troop's nut/candy items.
- ▶ Troop leaders will count and sign for all product at time of pickup from service unit.
- ▶ Print a delivery ticket from your dashboard or prep a paper receipt from the booklet for each Girl Scout's order. Sort troop order into Girl Scout orders. Use the printed delivery ticket or receipt booklets to verify orders with caregivers. Collect signatures and provide a copy to caregiver. Help load order into vehicle. Upon receipt of the product by the Girl Scout, have their caregiver count and inspect each item and sign the delivery ticket for your records. Provide a copy to the caregivers for their records.

CUSTOMER DELIVERIES:

- ▶ Troop leaders should make sure Girl Scouts coordinate the delivery of products with their customers in a timely manner.
- ▶ Happy customers equal return customers! Girl Scouts will receive an online report of girl-delivery orders with email addresses and phone numbers of their customers.
- ▶ Participants may contact M2 customer service for additional customer information if necessary.
- ▶ If customers have questions about direct-shipped orders, Girl Scouts/caregivers should direct them to M2 customer service for updates.



COUNCIL SUPPORT:

- ▶ For questions regarding specific council-related details, contact your SUPM or email product@girlscoutsdiamonds.org

M2 SUPPORT:

- ▶ For questions regarding M2OS, general sale questions, or direct shipped order details contact M2 customer support by calling 800-372-8520 or [click here](#).



FINANCIAL INFO AND BEST PRACTICES

GENERAL INFORMATION AND BEST PRACTICES:

- ▶ It's very important to adhere to deadlines.
- ▶ The person(s) signing the Caregiver Permission and Responsibility form is financially responsible for all monies collected until it is transferred and receipted to the troop. If a Girl Scout is in a split household where both caregivers want to support and guide their Girl Scout in the program, both caregivers should complete a form.
- ▶ The person(s) signing the Troop Product Manager Agreement form is financially responsible for all monies collected until deposited into the troop account. If multiple people are acting as troop product manager, multiple agreements should be completed.
- ▶ Volunteers need to have final monies deposited into the troop/service unit account at a minimum one week prior to the draft date. This will allow all funds to clear through the bank preventing draft bounce backs. Any overdraft fees are the responsibility of the troop.
- ▶ Caregivers/volunteers should not store money in vehicles or homes. Lost or stolen money remains their responsibility.
- ▶ Product equals money. All missing product is the financial responsibility of the person who signed for the product last.
- ▶ Never allow someone to store your product without signing it over to them with a receipt.
- ▶ Always give a receipt when accepting money or product and always get a receipt when depositing money. Having two adults to help with counting money, completing deposit slips, and writing receipts for money collected will act as check and balance for accurate deposits.
- ▶ Keep all receipts and other documentation from the product program. This is needed to complete the product program, for financials, and in case a Caregiver Outstanding Balance form should be submitted.

WRITTEN CHECKS

- ▶ Troops may choose to accept or not accept checks from customers. Troops should ensure caregivers know of the troop's choice.
- ▶ If accepting checks, troops should deposit them within 30 days of receipt.
- ▶ Who ever is accepting the check should always verify the person writing the check is the person who owns the check. It is recommended that checks not be accepted for over \$20.
 - ◆ [Accepting Check Payments](#)
- ▶ When accepting checks, the below information should be obtained and written onto the check:
 - ◆ Current physical address (not PO Box)
 - ◆ Two phone numbers
 - ◆ Driver's License number
 - ◆ Date of birth
- ▶ To ensure all checks have successfully cleared and posted to the troop or service unit bank account, deposits should be made at a minimum one week prior to the drafting date.

CAREGIVERS WITH OUTSTANDING BALANCES

- ▶ Caregiver Outstanding Balance forms should be submitted for any caregiver who has an outstanding balance due to troop by December 3. Doing so prevents financial responsibility falling onto the troop product manager.
- ▶ When submitting an outstanding balance form be sure to include mandatory supporting documents - Caregiver Permission and Responsibility form and all product/money receipts. Forms submitted without supporting documents will be rejected and the troop draft will not be adjusted.
- ▶ Submit form and supporting documents to product program staff by December 3. Forms must be received and reviewed by staff by the designated date so troop drafts can be adjusted.

KICK-OFF MEETING

When speaking with the Girl Scouts in your troop, don't worry so much about dates and deadlines (unless they are upper levels), but focus on what they will do, why they are doing it, and how it will benefit them and their whole troop. Be sure to have extra help during this meeting so you can separate the Girl Scouts and caregivers. Use the 2025 Activity Guide to supplement your trainings. Suggested activities from the guide are listed in the meeting agenda.



CAREGIVER MEETING

TOPICS OF DISCUSSION:

- ▶ Importance of program
- ▶ Girl Scout and caregivers expectations
- ▶ Safety guidelines for Girl Scouts during the program
- ▶ Key dates
- ▶ Review and sign Caregiver Permission and Responsibility Form

GIRL SCOUT MEETING

PURPOSE:

- ▶ Build Girl Scout excitement
- ▶ Set troop goals
- ▶ Review safety guidelines
- ▶ Learn about the different products offered
- ▶ Distribute order cards

Remind Girl Scouts that the start of the program is Friday, September 12 and there should be NO orders taken prior to this date.

MEETING AGENDA

Girl Scouts and caregivers arrive

- Optional opening activity:
 - Coloring Pages (pg. 4-5)
 - How to Draw a Grizzly Bear (pg. 6)
 - Grizzly Bear Adventure Puzzle (pg. 7)
 - Grizzly Bear Word Hunt and Learn (pg. 9)

Introduce the Fall Product Program to Girl Scouts

- Meet the Mascot! (pg. 2)
- Review the order card, products and recognitions
- Discuss the different ways to sell Fall Product: in-person and on-line
- Review safety guidelines
- Discuss online store setup

Plan your Fall Product Program using the 5 skills

- This can be done by the Girl Scout and a volunteer (depending on the age) while the caregiver meeting is taking place

Introduce the Fall Product Program to caregivers

- Outline expectations and deadlines
- Highlight start and end dates, money deadlines, and product delivery
- Introduce the online portion of the program and let caregivers know they will receive a program registration email to setup their Girl Scout's site
- Review the Caregiver Permission form and have all caregivers sign and return before providing sales materials
 - This should be done for each Girl Scout, not family
 - Verify all information on form is accurate and legible
 - Do not distribute sales materials to Girl Scouts/caregivers on "No Sell" list

SET-UP MATERIALS

ONE PER GIRL SCOUT:

- ▶ Caregiver Permission and Responsibility form
- ▶ Money envelope
- ▶ Order card
- ▶ M2 Start-up flyer
- ▶ Goal sheet (pg. 2 of Activity Guide)

ADDITIONAL SUPPLIES

(optional):

- ▶ Activity Guide
- ▶ Paper
- ▶ Pens/pencils
- ▶ Colored pencils, crayons or markers
- ▶ Scissors
- ▶ Glue

For younger troops, you may already have a goal in mind. For older troops, you may want to use the troop goal poster as a conversation piece to guide Girl Scouts into coming up with their own group goal. Create packets with the items listed under "one per Girl Scout" with the permission form on top.