

READY
TO **explore**

SUPM Guide

2026 FALL PRODUCT PROGRAM



girl scouts 
diamonds of arkansas,
oklahoma and texas

Resource Material Locations

Girl Scouts – Diamonds Website

www.girlscoutsdiamonds.org

- ▶ Cookies+ Page > [Fall Product page](#)
- ▶ Volunteer Essentials
- ▶ Safety Activity Check Points

M2 Media Group

www.gsnutsandmags.com/girlscoutsdiamonds

- ▶ M2OS (M2Media Operating System), this is the inventory and rewards orders system

Facebook

- ▶ [Girl Scouts – Diamonds Product Swap](#)
- ▶ [Girl Scouts – Diamonds](#)
- ▶ [Girl Scouts – Diamonds Volunteer Page](#)

Materials

- ▶ Paper Materials
 - ◆ Order Card
 - ◆ Start-Up Flyer
- ▶ Digital Materials
 - ◆ Troop Guide

Council Support

For questions regarding specific council-related details please email the product program team. General response time is 24-48 hours but may be longer during high volume times.

product@girlscoutsdiamonds.org | 800-632-6894

M2 Contact and Resources

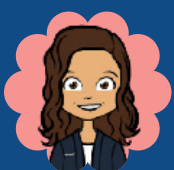
For questions regarding M2OS, general sale questions, or direct-ship order details contact M2 customer support:

support.gsnutsandmags.com | 800-372-8520

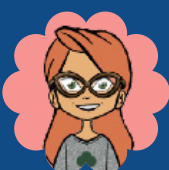
Dates to Remember

Aug 6	SUPM Training
Sept 4	Volunteer access to M2OS
Sept 10	Sale begins + caregiver access to M2OS
Sept 25	Deadline for troops to enter troop bank account info in M2OS Deadline for SUPMs to enter delivery site addresses in M2OS
Oct 9	Penny draft
Oct 11	Order card sales end + deadline for families to enter order card sales
Oct 12-13	Troop leaders enter/edit order card sales
Oct 12-15	SUPMs enter/edit order card sales
Oct 15	Online girl-delivered orders end
Oct 16	Council submits order to Ashdon Farms
Oct 30	Online direct-ship sales end
Nov 1	Reward selection due
Nov 2	Service unit deliveries begin – Girls Scouts begin delivering to customers
Nov 7	Service unit deliveries end
Nov 22	Final day for girls to deliver to customers and turn in all money due to troop leader
Nov 24	Caregiver Outstanding Balance Forms due to product program team
Dec 4	Troop draft
Dec-Jan	Rewards ship to service units

The Product Program Team



Heather Bounds
Associate Director,
Product & Retail



Jennifer Lane
Coordinator,
Product & Retail



Benefits of Participation

New Girl Scouts

- ▶ Establish a customer base for cookies:
 - ◆ First year Girl Scouts have lower cookie sale averages
- ▶ Become familiar with order taking
- ▶ Caregivers become familiar with troop product manager
- ▶ Girl Scouts become familiar with the 5 Skills
 - ◆ Goal Setting
 - ◆ Decision Making
 - ◆ Money Management
 - ◆ People Skills
 - ◆ Business Ethics

Returning Girl Scouts

- ▶ Additional money-earning activity
- ▶ Girl Scouts become reacquainted with the 5 skills prior to the Girl Scout Cookie Program

Troop Leaders

- ▶ Girl Scouts are registered earlier in the year because they are excited to participate
- ▶ Fall Product Program is a friends and family sale with a much smaller scale than the Girl Scout Cookie Program
- ▶ Cookie proceeds are not readily available until March/April; Fall Product proceeds can help bridge the gap to get the year started
 - ◆ Traditional proceeds: 11% of total sales
 - ◆ Reward Opt-out Proceeds*: 13% of total sales
- ▶ Troop leaders receive their own custom avatar volunteer patch by sending out the Parent/Adult Email Campaign (PAEC) and reaching \$1,700+ in troop sales
- ▶ Troops participating in Fall Product and Cookie Programs can conduct additional fundraising activities

****NEW this year!*** Any troop level can choose to opt-out of rewards in the Fall Product Program. Girl Scouts in the troop should cast a vote on opting out. Majority rules!

Service Units

- ▶ Service unit growth bonus of \$200 with 10% increase in items sold from 2025 program
- ▶ All SUPMs with service unit sales receive their own custom avatar volunteer patch

SUPM Responsibilities

Train and Support Troop Product Managers

- ▶ Review the No Sell List prior to distributing sales materials to volunteers. Notify leaders of any caregivers within the service unit who are ineligible to participate in Product Programs. Materials should not be given to anyone on the No Sell List.
- ▶ Host an informative and engaging Troop Leader/ Troop Product Manager Training. Consider recording the training for those who cannot attend at the scheduled time. See Service Unit Hosted Troop Fall Product Manager Meeting guide on pg. 14.
- ▶ Be enthusiastic about the program. Encourage troops and Girl Scouts to participate and then help keep them motivated.
- ▶ Remind troops that if they plan to participate in any additional money-earning activities, they must participate in the Fall Product and Cookie Programs for that membership year.
- ▶ Collect a signed Troop Product Manager Agreement from each troop prior to distributing materials.
- ▶ If applicable, train the caregivers of Individually Registered Members (IRM) and collect signed Caregiver Permission and Responsibility Forms prior to distributing sales materials. SUPMs act as the “troop” product manager for this group of Girl Scouts.
- ▶ Distribute sales materials to troops: nut/candy order cards, receipt booklets and a start-up flyer. If you do not have enough materials, contact product@girlscoutsdiamonds.org. Direct troops online for the Troop Fall Product Guide.
- ▶ Act as the first point of contact for Troop Leaders/ Troop Product Managers when they have questions or concerns. Refer them to product@girlscoutsdiamonds.org for any additional questions. Maintain open communication between leaders and product program staff.

Coordinate Product Delivery and Rewards Distribution

- ▶ Secure a delivery location for the nut/candy delivery for the whole service unit. Product program staff will send out the final delivery schedule closer to time.
- ▶ Coordinate troop pickup process and schedule. Inform troop product managers of the pickup process and expectations of the delivery day.
- ▶ Recruit volunteers to help sort troop orders.
- ▶ Be available to coordinate nut/candy delivery day. This includes:
 - ◆ Receiving nut/candy delivery from the delivery agent driver.
 - ◆ Count and verify amounts are correct. Items received should match the delivery ticket. Do not accept more products than what is on the delivery ticket.
 - ◆ Make notations with the delivery driver if there are missing/damaged products.
 - ◆ Delivery driver and SUPM both sign the delivery ticket. Obtain a copy for your records.
 - ◆ Email a copy of the signed delivery ticket to product@girlscoutsdiamonds.org
- ▶ Distribute troop orders to troop product managers. Orders should be counted and confirmed together. Record the transfer of product from service unit to troop with provided receipt booklets. Both parties must sign the receipt and should retain a copy for their records.
- ▶ Receive rewards for the service unit. Sort and distribute to troops in a timely manner.
- ▶ **Demonstrate and enforce the writing of receipts whenever products, money, and rewards exchange hands to all volunteers and caregivers.**

Be proficient in M2OS

(Online Fall Product Management System)

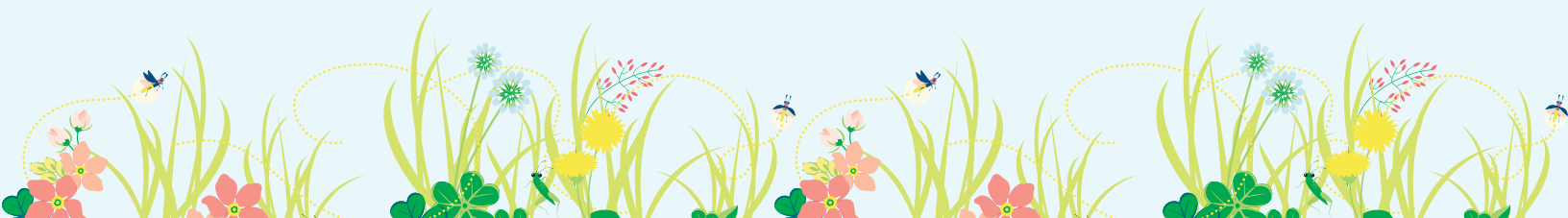
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- ▶ You will receive an email invitation to set up your M2OS account. Returning users should verify their contact information and update it if necessary.
- ▶ Create your personalized avatar! With service unit sales, you will earn your very own personalized patch.
- ▶ Enter the address for product delivery by the designated deadline. This is a physical location where our warehouse agent will deliver all the service unit's nuts/candy products.
- ▶ Enter shipping address for rewards delivery by the designated deadline. Must be a physical address, no P.O. boxes.
- ▶ Review troop rosters for accuracy. If troops or Girl Scouts are missing, verify that their memberships are current for the 2027 membership year then contact product program staff to have them added to the system.
- ▶ Monitor that troops input their banking information in M2OS by the designated deadline. See the "Before the Sale" section for a how-to.
- ▶ Review troop and Girl Scout nut/candy orders during the SUPM order entry/edit dates. Be available to enter/edit orders if it is past troop deadline but prior to SUPM lockout. No order edits/additions are guaranteed past the SUPM order entry window.
- ▶ Use M2OS reports to verify that all products and rewards received are correct.

Act as a liaison between the council and troops

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- ▶ Actively monitor email for M2 communications of program updates and reminders. Keep leaders apprised of any changes and deadlines that are received throughout the program.
- ▶ Adhere to all program dates and deadlines.
- ▶ Review troop fall product finances and work with the service unit treasurer on ensuring all money is deposited into accounts in time for the Fall Product Troop Draft. If an issue on fund availability arises, contact product program staff immediately.
- ▶ Secure and organize all signed Troop Product Manager Agreements. Provide copies to the product program team upon request. If an issue of collecting a troop's TPM agreement arises, contact product program staff immediately.



Troop Level 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. 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 to collect Caregiver Permission and Responsibility forms prior to distributing sales materials.
- ▶ **Monitor that sales materials are not given to a Girl Scouts 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 troop volunteers throughout the program. Send encouraging messages and deadline reminders.
- ▶ Actively monitor email for M2 communications of program updates and reminders.
- ▶ Review or enter Girl Scout nut/candy orders and rewards in M2OS by deadlines.
- ▶ Use M2OS reports to verify that 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 collected at time of delivery to customer.
- ▶ **Write receipts every time products, money, and rewards exchange hands.** Both parties 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 product program staff by the deadline.
- ▶ Sort and distribute rewards. Notify product program staff of any missing or damaged items in a timely manner.
- ▶ Adhere to all program dates and deadlines.

Girl Scout & Caregiver Responsibilities

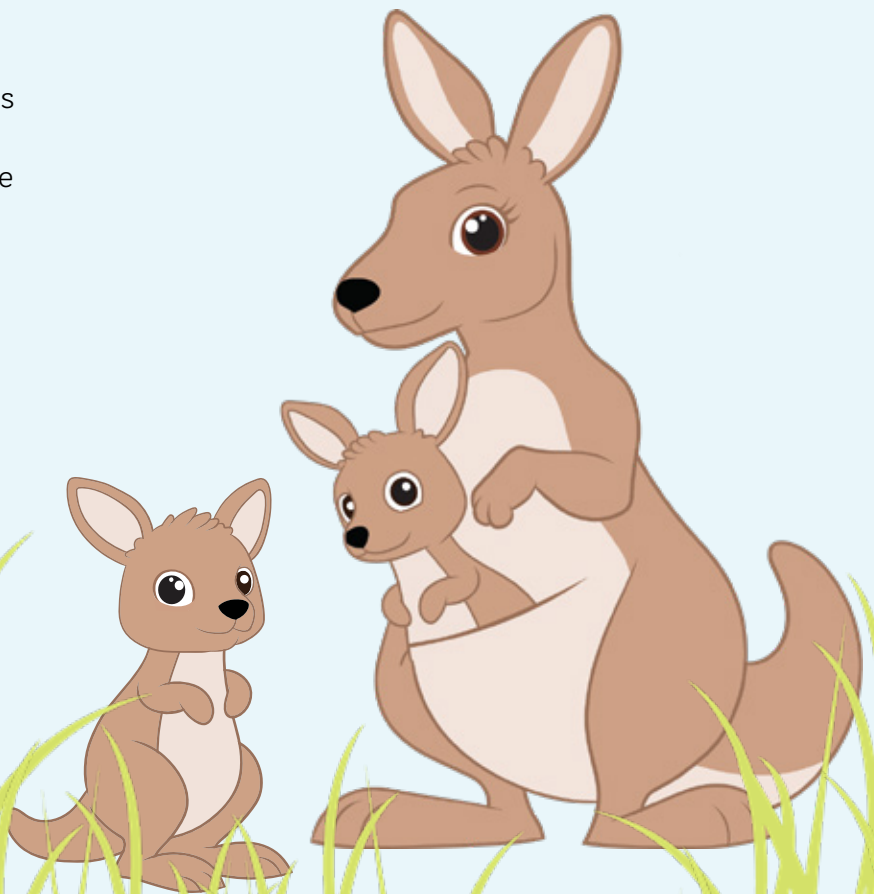
Girl Scout Participation Eligibility Requirements

- ▶ Participants must be registered for the 2027 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 that are ineligible to participate.

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.
- ▶ Adhere to all program dates and deadlines.
- ▶ Enter in-person orders and select girl rewards preferences in M2OS by the designated deadline.
- ▶ 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.
- ▶ Caregivers are responsible for product they have ordered and received from the troop product manager. Products cannot be returned.

- ▶ Be financially responsible for all monies collected from in-person orders.
- ▶ Turn in money frequently to troop. 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, phone number with area code, date of birth, driver's license number). Caregivers should verify that the name on the check matches the person writing the check. All checks should be made payable to the troop and deposited into the troop account.
 - ◆ 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.**



Independently Registered Members

What is an Independently Registered Members and How Do They Participate?

An Independently Registered Members (IRM), sometimes called a Juliette, is a registered Girl Scout who chooses to participate in Girl Scouting outside the troop experience. An IRM has the same opportunity as any Girl Scout to participate in Product Programs. Instead of a troop leader coordinating the program for them, it is the responsibility of the SUPM to coordinate and manage the program for all IRMs within their service area.

If a SUPM is unsure if there are IRMs in your service unit, please connect with your council placement specialist to receive a roster.

As a SUPM, you are the main contact for an IRM's caregiver during the Product Program. A SUPM's responsibility in managing IRMs are as follows:

- ▶ Provides training on program and communicates dates and deadlines. Provides caregiver the IRM Participation Information flyer, found on council website.
- ▶ Collects Caregiver Permission and Responsibility Form, then distributes sales materials.
- ▶ Available for questions and concerns regarding the program.
- ▶ Receives the IRM's nut/candy and reward order and either reviews or enters it in M2OS by the deadline.
- ▶ Receives money from caregiver for in-person sales.
- ▶ Works with the service unit treasurer on depositing money into the service unit bank account frequently.
- ▶ Completes and submits an Caregiver Outstanding Balance Form on any caregivers who are delinquent on turning in money.
- ▶ Distributes rewards at end of program.

IRM Financial Management

- ▶ IRMs are assigned to a unique group/troop number within the service unit in the Diamonds membership system. This number will correlate to where they will be in M2OS.

- ▶ Even though all IRMs within a service unit are collective in a group/troop number, they do not earn troop proceeds. In compliance with GSUSA's policies, all Girl Scouts who are not in the troop pathway will not receive individual proceeds.
- ▶ The council will draft the service unit bank account for the IRM's total sales amount, minus online payments. No proceeds will be left in the account.
- ▶ In lieu of troop proceeds, IRMs will receive program credits in the form of Traditional Diamonds Dollars. Girl Scouts will be able to redeem their IRM program credits for membership, council programs and events, brick and mortar shop, and camp fees.
- ▶ IRM sales contribute to service unit participation goals and the sales growth bonus/SU proceeds.
- ▶ **New!** Any Girl Scout level can choose to opt-out of rewards in lieu of additional program credits.

IRM Program Credit Chart

Total Sales	Base Program Credits	Program Credits Opt-out Option
\$100	\$10	\$15
\$200	\$20	\$25
\$300	\$30	\$35
\$400	\$40	\$50
\$500	\$50	\$60
\$600	\$60	\$70
\$700	\$70	\$85
\$800	\$80	\$95
\$900	\$90	\$110
\$1000	\$100	\$120
\$1100	\$110	\$130
\$1200	\$120	\$145
\$1300	\$130	\$155
\$1400	\$140	\$165
\$1500	\$150	\$180
\$1600	\$160	\$190
\$1700	\$170	\$205
\$1800	\$180	\$215
\$1900	\$190	\$225
\$2000	\$200	\$240
\$2100	\$210	\$250

Sales past \$2,100 will continue to earn Program Credits based on the sliding scale increments.

Program Vendors and Products

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 with over 500+ options.
- ▶ Shipping for customers is \$7.99 for the first tumbler, \$5.99 for the second and third tumbler. Add a \$1 for each additional tumbler when 4 or more are ordered. (Example: 3 tumblers: \$19.97, 4 tumblers: \$20.97)

BarkBox

- ▶ BarkBox returns with an all-new themed box for Girl Scouts. Previous themed boxes may also be available while supplies last.
- ▶ Each Girl Scout BarkBox includes a can of Berry Trios™ treats and three dog toys, making it a fun way to support Girl Scouts while treating a furry friend.
- ▶ No subscription required. The Girl Scout BarkBox is a standalone purchase and is not part of BARK's subscription program.
- ▶ Boxes retail for \$28.99. Shipping is a flat rate of \$5 for one box or \$10 for two or more boxes.

Personalized Products

- ▶ Customers will have the option to shop high quality personalized products such as stationary, note pads & photo frames ranging from \$16.95-\$49.95.
- ▶ Shipping will be \$14.99 for the first item and \$4.99 for each additional item purchased within the same order going to the same address.

Candle Collection

- ▶ NEW candle collections! The Crossroads original candle collection will offer 9 fragrances in four sizes and the Slower Days Co. collection offers coconut soy candles with 12 fragrances and three discovery sets.
- ▶ Candles range from \$24.95-\$69.95. Shipping will be \$14.99 for the first item and \$4.99 for each additional product added.

M2 Personalized Avatar

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

Ashdon Farms

- ▶ Provides nuts, chocolates, candies and snack mixes.
- ▶ 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.

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 donation 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!

Recognitions

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.

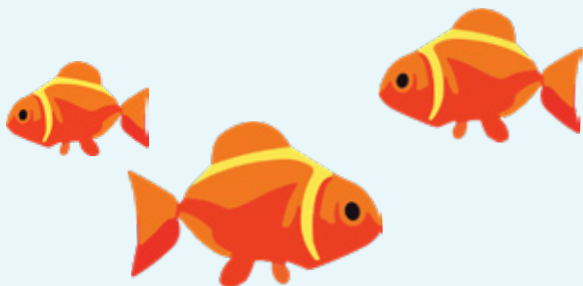
Girl Scout Recognitions

Each year, Girl Scouts can earn recognitions for reaching specific sales levels. Recognition images can be seen on the recognition panel of the order card.

CLICK HERE!

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 the designated deadline.
- ▶ 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.



About Diamonds Dollars

Diamonds Dollars are an electronic credit acknowledging a Girl Scout's work and entrepreneurial success. These credits are earned through participation in Girl Scout Product Programs. These credits belong to the Girl Scout and may be used at her discretion.

Types of Diamonds Dollars

Girl Scouts should review the redemption options for each type before making their selection.

Online Diamonds Dollars

- ▶ Redeemable only at www.girlscoutshop.com.
- ▶ Selected by default if no reward choice is submitted.

Traditional Diamonds Dollars

- ▶ May be used for council programs, events, camp, and membership fees by contacting the council retail store.
- ▶ Can be used at council retail shops, including in-store, pop-up, phone, and email orders. Most GSUSA Shop items can be purchased or special ordered for pickup or shipping through the council retail shop. Contact the council retail store for redemption assistance or special orders.

Important Information

- ▶ Diamonds Dollars codes are emailed to the Girl Scout's caregiver on file.
- ▶ Diamonds Dollars issued this membership year expire June 30, 2028.

About Amazon Vouchers

Amazon vouchers are a reward option at many levels for Girl Scout selection. These vouchers are not standard gift cards. The voucher is valid for a specially curated listed of items. It cannot be used to shop across the entire Amazon site.

Things to note:

- ▶ Vouchers will be emailed to the caregiver on file after the season has concluded.
- ▶ Vouchers will automatically apply to the Amazon account signed in on the device used to open the voucher email.
- ▶ To receive Prime shipping and delivery perks, the Amazon account must have active Prime membership.
- ▶ Vouchers will expire June 30, 2027.

Program Flow

Before the Sale

- ▶ Host a troop training for your service unit's troops (see Troop meeting guide). Have troop product managers sign agreements and provide them with materials.
- ▶ On September 4, log in and set up your M2OS portal. Watch the video, enter a mailing address, create your avatar, and enter the service unit bank account for your IRM troop, if applicable.
- ▶ Enter your product delivery site; be aware that product may come in on large trucks. Delivery site must be accessible and safe for trucks to access (no low-hanging tree branches, wide places to turn around, etc.).
- ▶ Enter your rewards delivery site. Must be a physical address, no PO boxes.
- ▶ Review the list of pre-uploaded Girl Scouts. Any members not listed can register once the sale begins and they will be automatically added to your roster once their membership status is verified.

How to enter the service unit bank account into M2OS under IRM troop.

- ▶ At the top right hand side of the page, select the drop down to switch to the troop dashboard
- ▶ Click the "Banking and Payments" link in the bottom middle column of your troop dashboard
- ▶ Click the plus sign to the left of your troop number, then click "Manage ACH"
- ▶ Enter your bank name, routing number and account number and double check for accuracy or typos
- ▶ Click "Save ACH"

During the Sale

Girl Scouts will receive their launch email on September 10 (first day of the sale) if the leader launched the Parent/Adult email campaign. Otherwise, they will receive it on day two.

Remind troop leaders/product managers to enter or edit/verify order card orders in M2OS from October 12 to October 13 by 11:59pm CST.

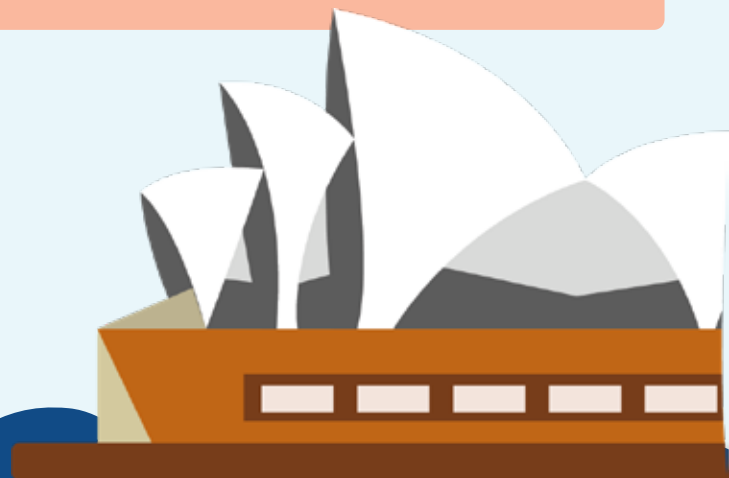
Verify all troops have entered order card orders in M2OS. Remain in open communication with troop product managers to ensure entries are correct and make any last-minute edits by October 15 at 11:59pm CST.

How to enter girl orders into M2OS:

- ▶ Choose Paper Order Entry from your dashboard.
- ▶ Click the Girl Scout's name to edit/enter orders.
- ▶ DO NOT enter online girl-delivered products.
- ▶ Enter her total nut/candy items by variety from the order card. Click update. Make sure the totals match.
- ▶ There is no submit button! Orders are transmitted for fulfillment automatically after the cutoff date.

TIPS!

- ▶ Ask caregivers to send a photo or scan of their paper order card 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:

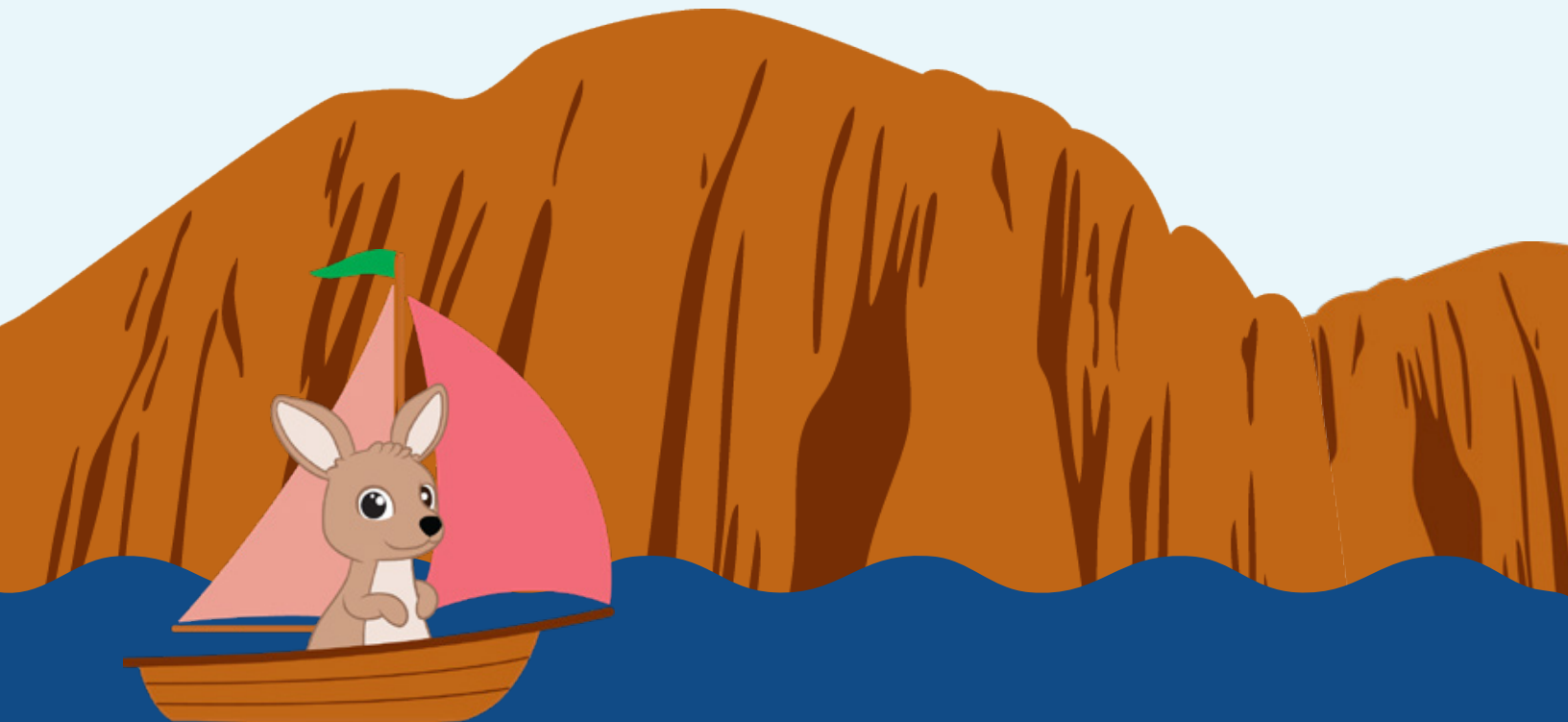
- ▶ All products are automatically submitted for fulfillment, there is no submit button.
- ▶ Plan and prep your service unit's delivery day. This include communicating delivery date and process to troops.
- ▶ Print a delivery ticket from your dashboard and prep a paper receipt from the booklet for each troop's order.
- ▶ Be available to accept the service units order from the delivery agent. Count and verify quantities, sign ticket, and obtain a copy.
- ▶ Distribute troop orders. Troop leader/product manager will count and sign for all product at time of pickup from service unit. Provide troop with a copy of the receipt and obtain a copy for your records.

Customer Deliveries:

- ▶ Remind troop leaders/product managers to make sure Girl Scouts coordinate delivery of product with their customers in a timely manner. Happy customers equal return customers!
- ▶ Participants may contact M2 customer service for additional customer information if necessary (see page 2).

Rewards:

- ▶ Remind troop leaders/product managers that if a Girl Scout or her caregiver do not make selections, the troop leader can do so through the troop dashboard. All selections must be made by November 1 at 11:59pm CST.
- ▶ 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.
- ▶ Selections not made by the deadline will default to Traditional Diamonds Dollars.
- ▶ Receive reward shipments from vendors. Open packages immediately and check for missing or damaged rewards.
- ▶ Coordinate reward distributions with troops in a timely manner.
- ▶ Reference M2OS reward reports for sorting and distribution to troops and IRMs.



Financial Info & Best Practices

General Information

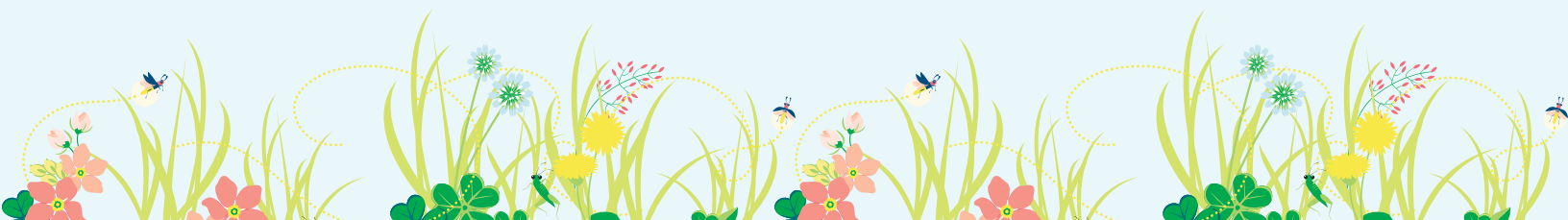
- ▶ It's very important to adhere to deadlines.
- ▶ The person(s) signing the Caregiver Permission and Responsibility form is financially responsible for all monies collected until it is transferred and receipted to the troop. If a Girl Scout is in a split household where both caregivers want to support 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 least 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)
 - ◆ Phone number with area code
 - ◆ 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 least one week prior to the drafting date.

Outstanding Balances

- ▶ Caregiver Outstanding Balance forms should be submitted for any caregiver who has an outstanding balance due to troop by November 24. 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 November 24. Forms must be received and reviewed by staff by the designated date so troop drafts can be adjusted.



Troop Meeting Guide

1. Troop volunteers arrive

2. Introduce the Fall Product Program to the troop volunteers

- a. Review the key program dates
- b. Meet the Mascot!
- c. Review the sales materials, products and recognitions
- d. Discuss the different ways to sell Fall Products, in-person and online
- e. Review safety guidelines
- f. Discuss M2OS
 - I. Troop setup
 - i. Let troops know when they will receive their registration email
 - ii. Review parent/guardian email blast
 - iii. Creating your avatar
 - iv. Entering troop bank account information
 - II. Girl Scout and caregiver setup
 - i. When caregivers can expect to receive their registration email:
 - ◆ *Day 1 of program if troop product manager completed the Parent/Adult Email Campaign (PAEC)*
 - ◆ *Day 2 of program if the PAEC was not completed*

3. Review the Troop Product Manager Agreement form and have all troop product managers complete, sign and return to you.

- a. This should be done for each troop. All volunteers who will be handling money and product for a troop should complete a form.
- b. Verify all information on the form is accurate and legible.
- c. Collect form before providing sales materials.
- d. Review the No Sell List and let troop volunteers know of any households on the list that are in their troop. Inform the leaders that no sales materials should be distributed to families on the No Sell List.

4. Distribute sales materials.

TOPICS TO DISCUSS

- ▶ Importance of program
- ▶ Troop product manager responsibilities and expectations
- ▶ Safety guidelines for Girl Scouts during the program
- ▶ Key dates
- ▶ Review and sign the Troop product Manager Agreement
- ▶ Sales materials
 - ◆ Digital Troop Guides
 - ◆ Caregiver Permission and Responsibility Forms
 - ◆ Girl Scout startup flyer
 - ◆ Order cards
 - ◆ Money envelopes
 - ◆ Receipt books

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Remind troop volunteers that the start of the program is September 10 and there should be NO orders taken prior to this date.



READY TO
explore

