

2023

girl scouts 
heart of the south

FALL PRODUCT

SERVICE UNIT
COORDINATOR

guide



OWN YOUR
magic



important resources

BE SURE TO
SAVE THIS INFO!

Print it. Save it to your
desktop. Put it in the
notes of your phone!

COUNCIL CUSTOMER CARE

800.624.4185 | info@girlscoutshs.org



M2 ONLINE SYSTEM

www.gsnutsandmags.com/gshs



GIRL SCOUTS HEART OF THE SOUTH'S WEBSITE

www.girlscoutshs.org

COUNCIL FALL PRODUCT RESOURCES:



www.girlscoutshs.org/fallproduct



[Google Docs
for Fall Products](#)

addiTiOnal necessary FORMS



[Caregiver Permission
Form](#)



[Product Receipt](#)



[Fall Product Troop
Guide](#)



[Girl Order
Summary](#)



[Troop Product
Program Manager
Agreement & Policies](#)



[ACH Shortage
Form](#)



[Troop ACH Authorization &
Bank Information Form](#)



[Outstanding
Balance Form](#)

Click the links or scan the QR codes below to register.

SU Training Webinars



SU Fall Product Coordinator
Webinar: *Fall Product
Program Training*

Tuesday, August 1st
6:00 p.m.



SU Fall Product Coordinator
Webinar: *Fall Product
Program Training*

Tuesday, August 8th
6:00 p.m.



SU Fall Product Coordinator
Training Webinar

Thursday, August 10th
6:00 p.m.

TROOP Training Webinars



*To attend any TROOP webinar you
are required to register for it.*



Troop Fall Product
Manager Webinar:
FP Program Training

Sunday, August 27th
3:00 p.m.



Fall Product 101:
For New Leaders

Tuesday, August 29th
6:30 p.m.



Troop Fall Product
Manager Webinar:
FP Program Training

Thursday, August 31st
7:00 p.m.

Click the links or scan the QR codes below to register.

M2 Online System Webinars



SUFPC Webinar:
SU Level M2OS Overview
Thursday, August 24th
6:30 p.m.



M2OS Training:
Delivery
Monday, November 6th
6:30 p.m.



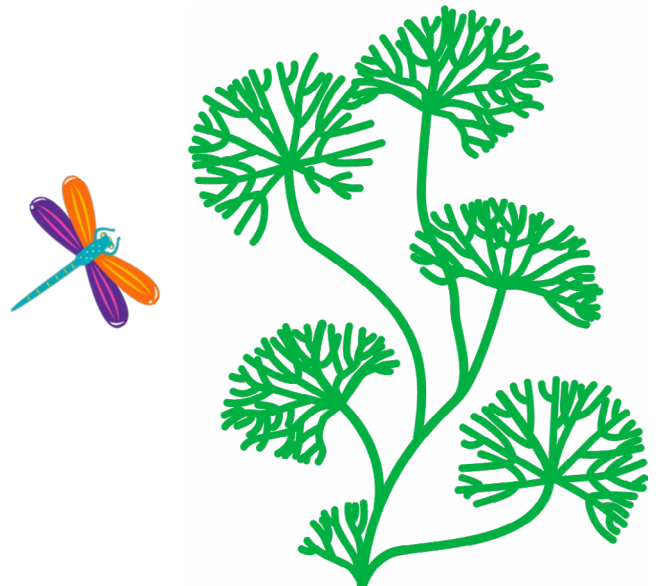
M2OS Training:
Starting Your Sale
Tuesday, September 5th
6:30 p.m.



M2OS Training:
Finalizing Your Sale
Monday, November 20th
6:30 p.m.



M2OS Training:
Orders & Rewards
Tuesday, October 10th
6:30 p.m.



Program dates

Dates below are deadlines set by the Council. Some service units and troops choose to change due dates.

Be sure to set realistic deadlines for orders and money to be submitted. The girls should be given the opportunity to sell for the entire time of the sale.



Registration is required prior to all webinars. Links to each registration are below.

AUGUST 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
JULY 30	JULY 31	1 SU Fall Product Coordinator Webinar 6:00 p.m. Login here.	2	3	4	5 TOTALLY TREFOIL EVENT Landers Center
6	7	8 SU Fall Product Coordinator Webinar 6:00 p.m. Login here.	9	10 SU Fall Product Coordinator Training Webinar 6:00 p.m. Login here.	11	12
13	14	15	16	17	18	19
20	21	22	23	24 M2 Online SU Level Overview Webinar 6:30 p.m. Register here.	25	26
27 Troop Fall Product Program Training Webinar 3:00 p.m. Register here.	28	29 Fall Products 101 Webinar for New Leaders 6:30 p.m. Register here.	30	31 Troop Fall Product Program Training Webinar 7:00 p.m. Register here.	SEPT. 1	SEPT. 2



Program dates

Registration is required prior to all webinars. Links to each registration are below.

SEPTEMBER 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AUG. 27	AUG. 28	AUG. 29	AUG. 30	AUG. 31	1	2
					FORMS DUE TO COUNCIL: 1. Troop Product Program Coordinator Agreement and Policies 2. ACH Forms Submit form to info@girlscoutshs.org Service Unit & Troop access open to M2OS.	
3	4	5	6	7	8	9
		M2 Online System Training: <i>Starting Your Sale and Q&A</i> 6:30 p.m. Register here.				FALL PRODUCT PROGRAM OFFICIALLY BEGINS. Girls begin taking orders in person & online.
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

In August, Service Unit Fall Product Coordinators:

- Receive materials via UPS/FedEx to your home.
- Train Troop Fall Product Managers (TFPM).
- Collect a **Troop Product Sales Coordinator Agreement & Policies Form** and **ACH Authorization Form** from each troop participating.
- Follow up on those TFPMs that did not attend and train them individually as needed.
- Check with your Service Unit Membership Coordinator to see if there are individually registered girls in your area.
- Contact Individually Registered Girls and encourage them to participate in the Fall Product Program.
- Secure a site for Service Unit Nut & Candy Delivery.

In August, Troop Fall Product Managers (TFPM) must:

- Have troop and girls registered for the 2023-2024 Girl Scout membership year.
- Train parents/girls and obtain a **Caregiver Permission Form** for each girl. The permission form is also located in the **Family Guide**.
- Collect and keep all signed permission forms until both the Fall Product and Cookie Programs are completed and all money is paid.
- **Caregiver Permission Forms** contain sensitive information. Please keep these in a secure location. Once both the Fall Product and Cookie Programs are completed and all balances are submitted in full to the Council, permission slips must be destroyed.
- Familiarize themselves with **M2 Online System**.
 - + Update troop contact information.
 - Select “With Rewards” or “Without Rewards” for Cadette, Senior and Ambassador troops only.
 - + Verify all registered Girl Scouts are listed in M2OS.

Program dates

Registration is required prior to all Webinars. Links to each registration are below. Webinar dates marked in yellow.

OCTOBER 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 FORM DUE TO COUNCIL: Troop ACH Form Submit to info@girlscoutshs.org . Service Units must have delivery sites and reward shipping addresses updated in M2OS .	4	5	6	7
8	9	10 M2 Online System Training: <i>Entering Girl Orders and Q&A</i> 6:30 p.m. Register here.	11	12	13 Girls Submit to Troop and/or M2OS : • Nut/candy orders • Reward choices (selected online or on Girl Order Summary) NOTE: Girls can continue selling all online items through 11/29/23.	14 START DATE: Troop Paper Order Entries into M2OS .
15	16 DEADLINE: 1. Troop reward opt out in M2OS . 2. Troop Paper Order Entry. Enter nut/candy order by girl in M2OS . Troops locked out at midnight.	17 DEADLINE: Last day for Online Girl Delivery Orders. START DATE: SU M2OS Paper Order Entry SUFPC must review all troop nut/candy orders. SUFPCs locked out at midnight.	18	19 Council submits Nut & Candy order to Ashdon Farms	20 START DATE: Nut/Candy delivery tickets available to troops in M2OS .	21
22	23	24	25	26	27	28
29	30	31	NOV. 1	NOV. 2	NOV. 3	NOV. 4

By October 3rd, Service Unit Fall Product Coordinators must complete Service Unit Fall Product Delivery Site information in **M2OS**, including:

- Name of site.
- Physical address (no P.O. Boxes) including city, state and zip code.
- Delivery day contact name, phone and email.
- Requested date and time of day for delivery.

NOTE:

Requests are submitted to delivery agents with every effort to meet each request, but there is no guarantee that they can accommodate everyone.



Program dates

Registration is required prior to all Webinars. Links to each registration are below. Webinar dates marked in yellow.

NOVEMBER 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
OCT. 29	OCT. 30	OCT. 31	1	2	3	4
5	6 M2 Online System Training: <i>Delivery and Q&A</i> 6:30 p.m. Register here.	7	8 Prior to Nov. 9-11, SU Coordinators check in M2OS for updates or changes & print Delivery Tickets.	9 Nut & Candy Items Delivered to Service Units. Girls begin delivering Nut & Candy orders.	10 Nut & Candy Items Delivered to Service Units.	11 Nut & Candy Items Delivered to Service Units.
12	13 Girls/Troops can begin requesting additional product from Council offices. Contact Customer Care at 800.624.4185 or info@girlscoutshs.org .	14	15	16	17	18
19	20 M2 Online System Training: <i>Finalizing Your Sale and Q&A</i> 6:30 p.m. Register here.	21	22	23	24 Digital Day!	25
26	27	28	29 Final Day for all online orders. <i>Girls submit payment to Troops.</i> Final Day for girls to select awards online.	30 Troop Finalizing Reward orders in M2OS . Troops are locked out of rewards in M2OS at midnight. Troops needing to make additions or changes must contact their SUFPC or Council.	DEC. 1	DEC. 2

PRIOR to November 9-11, SUFPC must:

- Check **M2OS** for any updates or changes.
- Recruit volunteers to help at delivery.
- Print delivery tickets.
- All delivery tickets have a signature line and are a good way to capture a signature at delivery when troops pick up product.

From November 9-11, SUFPC must:

- Double count and verify totals before truck leaves and before dividing out to troops.
- TFPMs must double count their order and sign a receipt or delivery ticket before leaving with product.
- Nut and Candy items are ordered to the piece, there should not be “extra” items left over.
- Notify the Council of any discrepancies.
- Damaged items can be replaced at the Council service centers.
- Troops promptly disperse product to girls.
- TFPMs can print delivery tickets to double count their order and sign for receipt at Troop pick up.

Digital Day November 24th



Girls send 20 emails through **M2OS** to be entered to win a Bluetooth tower speaker. Of those qualifying, ten (10) girls will be drawn to win.

Sell \$20 in online sales and be entered to win \$50 in Passport Bucks. Of those qualifying, one (1) girl will be drawn to win.

Program dates

Registration is required prior to all Webinars. Links to each registration are below. Webinar dates marked in yellow.

DECEMBER 2023						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
NOV. 26	NOV. 27	NOV. 28	NOV. 29	NOV. 30	1	2
3 Prior to 12/3, SUFPC must: Review EACH troop to make sure all girls have rewards chosen and all totals balance.	4	5	6 Last Day for Girls & Troops to request additional Product from Service Centers. FORMS DUE TO COUNCIL: Troop ACH Shortage Information & Outstanding Balance All information must be submitted through the ACH Shortage link .	7 After 12/6 if no outstanding balance forms are submitted, the TFPM will be responsible for payments of outstanding debts owed by parents.	8 Council Submits Reward Order to Vendors.	9
10	11 ACH Payment from Troop Bank Accounts	12	13	14	15	16
17	18	19	20	21	22	23
24 31	25	26	27	28	29	30

PRIOR to November 30, Troop Fall Product Managers (TFPM) must:

- Verify totals are correct for any online nut/candy orders BY GIRL in **M2OS**.
- Select rewards choices BY GIRL online.
- Deposit girl payments into troop account.
- Complete any **Outstanding Balance Forms** necessary, attach proper documentation, and submit through the **ACH Shortage link**.
- Check online for balance due.
- **M2OS** will automatically tally proceeds and deduct from amount due to Council.

Early January 2024: Rewards begin shipping to Service Units.

- Check packing slips and notify Council immediately with any discrepancies.
- Print rewards delivery tickets from **M2OS**.
- Divide rewards by troop using delivery tickets.
- Do not give rewards to TFPMs with a troop balance due.
- Have Troop Fall Product Manager check their rewards for accuracy when picking up.

January 10, 2024:
Service Unit **ACH Form** deadline to Council.

Mid-January 2024:
Troop Fall Product Managers will distribute girl rewards to those with a zero balance using the reward delivery tickets from **M2OS**.
Do not give rewards to girls until they have submitted full payment.

September 6, 2024:
Passport Bucks expire.



Girls and their families must always decide whether or not to participate. Leaders do not make that decision for them!

Any registered girl can participate in the Fall Product Program, including girls registered as individuals or not in the traditional troop setting.

Encourage Troop Leaders to appoint parents or another volunteer to help as Troop Fall Product Managers. This helps take the pressure off the leaders and keeps parents involved.

Encourage TFPMs to visit the Fall Product page on the Council website www.girlscoutshs.org/fallproduct or our [Google Docs](#) page.

Encourage Troops to sit down with their girls and set troop goals. Have Troops encourage girls and their families to set individual goals as well.

The **Troop Fall Product Manager Guide** and **Family Fall Product Guide** may help answer additional questions after the training. Review key points from each page; there is no need to read the booklet word-for-word.

DISPEL THE MYTHS

“We can’t do it because the schools do it at the same time!”

This is not necessarily a door-to-door sale; it’s a family and friends activity. Simply encourage your friends and family to “order their favorite magazines and nut products from their favorite Girl Scout.”

“It doesn’t matter if we do it or not!”

We are all a part of Girl Scouts Heart of the South. In order to provide the programs, activities, and services offered, it takes everyone to participate in both Council-sponsored, money-earning activities.



As Service Unit Fall Product Coordinator, you are responsible for securing your service unit delivery site.

Excellent delivery site locations are fire stations, National Guard Armories, schools, churches, businesses, and warehouses.

If your site has access to an available covered loading dock, it’s even better! Even though the business is open, they may have an unused dock or area available.

All products should be picked up the same day so overnight security will not be a factor.

HELPFUL HINTS:

Planning early helps you select and secure the best possible location for your troops and delivery agent. The people donating their space and time appreciate the advance notice so they can plan accordingly.

Check with prior Service Unit Fall Product Coordinators or ask long-time community people for recommendations.

WHAT MAKES A GOOD DELIVERY SITE?

- Streets and parking area must be wide/long enough for a large delivery truck to maneuver without backing into yards or off driveways and with no low hanging power/phone lines.
- The delivery truck and Troop Fall Product Managers need to be able to get close to the entry door for loading and unloading.
- Locations which have a forklift on premises are beneficial and will make your job easier.
- Entry door opens into the room in which items are stacked rather than having to maneuver up and down stairs or through a maze of hallways.
- Room should be large enough to accommodate all the nut & candy items, and room enough to separate by troops.
- Try to choose a location that is easily found and central in your Service Unit.

PROCEEDS

SERVICE UNIT PROCEEDS*

*All troop and service unit proceeds are reviewed annually and are subject to change.

2%! Service Units earn 2% of all items sold within their area!

1% BONUS FOR NO DEBT

Service Units can earn a bonus of 1% of all items sold within their area **IF** there are no debts to the Council for their service unit.

1% BONUS FOR 85% PARTICIPATION

Service Units can earn a bonus of 1% of all items sold within their area **IF** they have 85% of the registered girls in their area participating in the Fall Product Program. Numbers will be based from registered girls as of November 1, 2023.

The Service Unit has the potential to earn a total of 4% from their sales.

- The Council does not encourage troops or service units to cover a parent's debt to ensure the bonus for the Service Unit.
- If a troop or service unit remits payment for a parent's outstanding balance, then the troop or service unit is responsible for collection of this debt.

Service Units will receive proceeds via ACH transaction into their Service Unit bank account. Have your Service Unit Finance Chair submit a Service Unit **ACH Authorization Form** to info@girlscoutshs.org by January 10, 2024.

NOTE:

Service Unit proceeds will be held until the following have been completed:

- All unregistered girls participating in the Fall Product Program are registered for the current membership year.
- All troops have at least two full screened and approved volunteers.
 - + Registered for the current membership year
 - + Current background check
- Service Unit volunteer team is established
- Service Unit bank account established
- Service Unit has submitted all necessary documentation to the Council:
 - + **Service Unit ACH Authorization & Info Form**
 - + **Service Unit MY23 Financial Report & bank statements**
 - + **Service Unit MY24 Budget**

PROCEEDS FOR INDIVIDUALLY REGISTERED GIRL SCOUTS

Service Unit Fall Product Coordinators will be responsible for individually registered girls participating; making sure they are trained, collecting parent permission slips, orders and payments, entering orders and rewards in **M2OS**, and distributing product and rewards.

M2 ONLINE SYSTEM

For orders to be placed online, individually registered girls must be assigned a "troop" number. A specific number has been assigned for each service unit to place orders online.

All individually registered girls' orders will be placed under this specific number so that her orders arrive with the rest of the SU's delivery.

This number has no meaning outside of the Fall Product Program; it is only to process their order. This number is simply a "99" in front of the SU number (*example: 99236 for Alcorn County and 99327 for Washington County.*)

PROCEEDS & REWARDS

Individually registered girls that participate and do not align themselves with a troop for the program will accrue rewards at the same rate as a traditionally registered girl and receive Passport Bucks in lieu of troop proceeds. Passport Bucks will be issued at a rate of \$5 for every \$50 increment in sales. (Example: \$100 in total sales = \$10 Passport Bucks)

Passport Bucks may be used to pay Council-sponsored program activity fees, resident camp fees, resident camp trading post, and to purchase items in the Council shops; may not be cashed for "real money" and cash will not be given as change; are non-transferable; have no value outside of Girl Scouts Heart of the South; expire September 6, 2024. Passport Bucks will only be issued if balance is paid in full.

