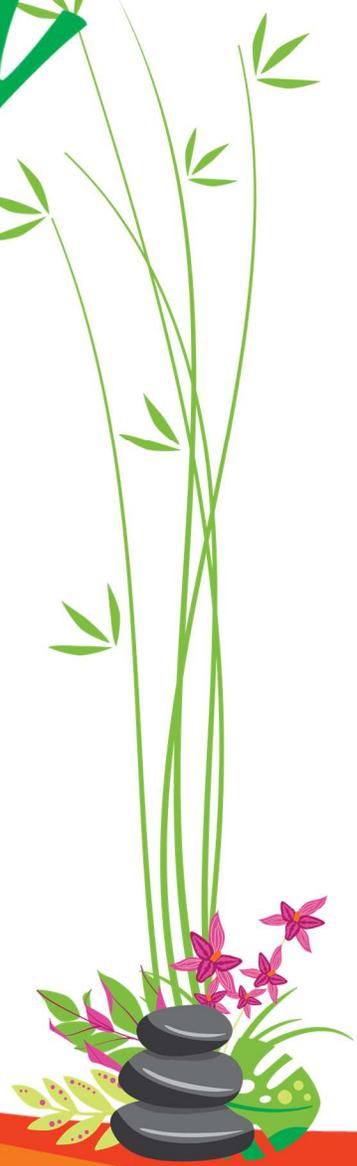


EMBRACE  
EMBRACE  
POSSIBILITY



## ***Fall Contact Information***

**SU Delivery Chair** \_\_\_\_\_

Name

Phone

Email

**SU Rewards Chair** \_\_\_\_\_

Name

Phone

Email

**Product Programs Manager** \_\_\_\_\_

Name

Phone

Email

### ***The Girl Scout Promise***

On my honor, I will try:  
To serve God\* and my country,  
To help people at all times,  
And to live by the Girl Scout Law.

\*Girl Scouts makes no attempt to define or interpret the word "God" in the Girl Scout Promise. We look to individual members to establish for themselves the nature of their spiritual beliefs. When making the Girl Scout Promise, individuals may substitute words appropriate to their own

### ***The Girl Scout Law***

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong, and  
responsible for what I say and do,  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place,  
and  
be a sister to every Girl Scout.

### ***The Girl Scout Family Promise***

On my honor, I will try  
To support my Girl Scout  
And her troop,  
To help girls lead at all times,  
And to always keep it fun!

### ***Girl Scouts of the USA Mission***

*Girl Scouting builds girls of courage, confidence, and character  
who make the world a better place.*

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# Welcome

Dear Service Unit Fall Product Chair,

Welcome! Thank you for volunteering to make the GSGLA 2024 Fall Product Program a fun and rewarding experience for your service unit. In addition to being a great opportunity to earn funds for the start of the Girl Scout year, the GSGLA Fall Product Program is an important learning opportunity that teaches Girl Scouts valuable life skills they will use forever. Your leadership is an important component to ensuring that the Girl Scouts in your service unit will experience and learn the “5 Skills for Girls” at the core of the product programs.

This *Fall Product Program Service Unit Guide* is designed to be used in conjunction with the *Fall Product Program Troop Guide* and the *Fall Program in a Nutshell* resource, giving you the additional guidance you will need to fulfill your service unit role throughout the Fall Product Program. It includes resources, checklists, policies and procedures, as well as GSGLA guidelines and Gift of Caring information. So don't go nuts, look here for all of the information you will need to have a successful and stress-free Fall Product Program!

Sincerely,

The GSGLA Product Programs Team

## *Fall Product Team Position Descriptions*

Depending on the size and structure of your service unit, you may have a Service Unit Fall Product Chair (SUFPC) who coordinates the entire Fall Product Program for your service unit, or you may have several volunteers who share responsibilities with the roles defined below. Use this list as a general guideline to assist with delegating Fall Product Program tasks.

### *Service Unit Fall Product Chair (SUFPC)*

- Mentors and trains Troop Fall Product Chairs (TFPCs).
- Distributes Fall Program materials.
- Confirms submission of *Troop Fall Product Chair Agreements* and *ACH Debit Authorization* forms and voided troop checks, **before** giving system access to troops.
- Grants troops access to M2OS, reviews data input by troops, and assists troops as necessary.
- Completes out-of-service unit troop-to-troop transfers in M2OS.
- Acts as a liaison between troops and the GSGLA product programs team by relaying important reminders regarding due dates or other program information from the Product Programs Manager (PPM).
- Informs the Service Unit Manager (SUM) of progress, issues, and other important details (i.e., troop payment issues). Work together as a team for all the Girl Scouts in the service unit.

### *Delivery Chair (SUDC)*

- Meets delivery agent to count and sign for Trophy Nut order delivery to service unit.
- Creates Order Pick-up Schedule in M2OS and assigns pick-up times to troops.
- Recruits volunteers to assist on delivery day.
- Distributes troop orders following safety guidelines.
- Ensures all orders are counted and signed for by a troop representative.
- Retains delivery agent receipts.
- Manages SU round-up product (distributes to troops, returns to GSGLA)

### *Rewards Chair (SURC)*

- Receives all rewards on behalf of SU.
- Inventories all items, reports discrepancies and returns a signed packing slip to the PPM.
- Distributes items to Troop Fall Product Chairs (TFPCs) PROMPTLY.
- Returns unclaimed rewards to the GSGLA service center.

### *Juliette Advisor*

- Manages Juliette Fall Product Program sales in the same way that a TFPC manages for troops.
- Collects funds and deposits to SU bank account.
- Coordinates Juliette reward distribution.
- Refer to *Juliette Guide* at [www.girlscoutsla.org](http://www.girlscoutsla.org).

## *Service Unit Fall Product Chair Checklist*

Use this checklist, along with the timeline on the back cover of this guide, to help you and your troops stay on track with requirements and due dates throughout the program.

- Service Unit Fall Product Chairs (SUFPCs) must have Internet access and an email address to manage the service unit's Fall Product Program online, receive important updates from GSGLA, and communicate with Troop Fall Product Chairs (TFPCs). You may want to set up an account designated specifically for product programs correspondence to avoid complicating your personal email.
- Sales materials were shipped to SUFPCs in early August. Please inventory these items and report discrepancies to your Product Programs Manager (PPM) immediately.
- Attend Service Unit Fall Product Chair training, in mid-August.
- Submit an ACH form for your service unit bank account.
- Conduct a Fall Product Program training session for the service unit (see Program Training Tips on the following pages).
- You will receive an email notification when your troops submit the following eforms:
  - Troop Fall Product Chair Position & Agreement*
  - ACH Debit Authorization* form and voided troop check (bank letter with account information is admissible)
  - Keep track and follow up with troops to ensure submission of these forms.
- Troop users will be imported into M2OS from the information provided on their *TFPC Agreements*. SUFPCs will only need to enter or grant access to troops in the system if they submit their forms after troops users are uploaded.
- All Girl Scouts must be registered with GSUSA for the 2024-25 membership year to participate in the Fall Product Program and have the signed *Parent/Guardian Permission & Responsibility Agreement* on file with their troop. Troops can download any required forms at [www.girlscoutsla.org](http://www.girlscoutsla.org).
- Visit [girlscoutsla.org/fallproduct](http://girlscoutsla.org/fallproduct) to view/print M2OS system guide.
- Confirm delivery location, date, and time with the Delivery Chair and/or PPM and ensure that order pick-up schedule has been created in M2OS.
- Remind troops of approaching due dates throughout the program. Review M2OS to ensure they have entered their nut orders, assigned product to Girl Scouts, including Gift of Caring cans, and advised you of any out-of-service unit troop transfers that need to be entered.
- Stay ahead of collection issues by focusing troops on depositing funds and having the funds available for the ACH debit.

## **Materials Checklist**

Service Unit Fall Product Chairs (SUFPCs) should provide each troop with a Fall Product Program packet with the following forms and information needed:

For each **REGISTERED GIRL SCOUT**

- Trophy Nut Girl Order Card
- Money Envelope
- M2 Online Flyer
- Family Letter
- Door hangers and personalized business cards (online only)

Note: The *Parent/Guardian Permission & Responsibility Agreement* is required for each participating Girl Scout. Forms are available online and must be kept on file with the Troop Leader.

For each **REGISTERED TROOP**

- *Troop Fall Product Chair Position Description & Agreement* (complete online)
- *ACH Debit Authorization Form* (complete online)
- *Fall Product Program in a Nutshell* (for experienced troop chairs)
- *Fall Product Program Troop Guide* (for new troop chairs only)
- Jumbo Envelope and Girl Money Envelopes
- Receipts (sheets of receipts)
- Gift of Caring Receipts (online only)

Additional copies of forms are available for download at [girlscoutsla.org/fallproduct](http://girlscoutsla.org/fallproduct).

## **Program Training**

### **Prior to Troop Training**

1. Set a service unit goal. Write it down and refer to it when you need to explain to others why they should support your regional goal.
2. Obtain a roster of the registered troops and their registered Girl Scouts from the SUM. Verify that your Troop Fall Product Chairs (TFPCs) are registered adult members and that that their troops are participating in the Fall Product Program. Reassure any that are sitting on the fence by letting them know how easy it is to participate in this program.
3. All TFPCs must be trained in order to gain access to M2OS. You may either host an in-person/virtual training meeting, or direct troops to the recorded TFPC training on gsLearn. In-person trainings are a proven best practice as it allows for volunteers to ask questions and benefit from the experience of the group. If TFPCs take the online training, they must take a quiz to test their knowledge. (As a guideline, TFPCs with less than 3 years of experience should take the live training that you provide).
4. Send troops the links from [girlscoutsla.org/fallproduct](http://girlscoutsla.org/fallproduct) to submit their *Troop Fall Product Chair Position Description & Agreement*, *ACH Debit Authorization* form, and copy of a voided troop check.
5. Prepare the troop training packets, which include the troop product information and materials from Trophy Nut and M2 Media. See Materials Checklist above. You may distribute the packets during an in-person training or leave them on your porch or doorstep to be picked up **after** taking online training.

# ***Program Training (continued)***

## ***Day of Training***

1. Prepare a sign-in sheet and collect the name, phone, email, and troop number information of each Troop Fall Product Chair (TFPC) that completes training. Use these sign-up sheets to recruit volunteers to assist with Delivery Day.
2. Recruit Delivery and Rewards Chairs or for any other tasks as needed.
3. Highlight new products and the new tins. If doing in-person training, your Product Programs Manager (PPM) can give you some products for TFPCs to sample.
4. **Only distribute the packets to troops that have submitted their *TFPC Agreement and ACH form* with voided troop check.**
5. Make sure to review all important dates and deadlines with troops. Meeting these due dates will be critical to the success of the program. Refer TFPCs to their Dates, Planning Info and Wrap-up Checklists in the *Troop Guide*. Stress the importance of timeliness!
6. Review program highlights and changes, troop proceeds, Girl Scout and troop rewards, and Gift of Caring (GOC) by following the *Troop Fall Product Program Guide* and/or the TFPC PowerPoint presentation provided by the Product Programs team. Your presentation of the program has a great impact on volunteer and Girl Scout enthusiasm. Positive energy goes a long way!
7. Review the “5 Skills for Girls” and emphasize that the Fall Product Program is more than a sale; it is teaching Girl Scouts valuable life skills for now AND for their future! Also, participation in the Fall Product Program is a great way for new troops to prepare for the upcoming Cookie Program.
8. Encourage troops to set Girl Scout, troop, and GOC goals. Reinforce how individual and troop sales help the troop reach its overall goal and fund troop activities. Girl Scouts and parents/caregivers should understand how their participation in the Fall Product Program also helps to support girl program activities for all Girl Scouts in GSGLA.
9. Review how troops, parents/caregivers, and Girl Scouts access the M2OS website. These are the fastest ways that troops can reach success. Note that the online option gives customers the option for girl delivery during the order-taking period only.

## ***M2 Order System (M2OS)***

***gsnutsandmags.com/gsgla***

Service Unit Fall Product Chairs (SUFPCs) will be set up in the system. Please review and edit information about your service unit and troops when you get access.

Troop Fall Program Chairs (TFPCs) will be imported into M2OS from the list of submitted *Troop Fall Chair Agreements* and *ACH* forms. GSGLA will upload troop banking information submitted by mid-October. Troops that submit their ACH form after the council upload will need to manually enter the banking information in M2OS. Before submitting troop nut orders, confirm that all troop banking information has been entered.

1. Current troops:
  - Verify troop number, TFPC, and contact information
2. New troops:
  - Inform your Product Programs Manager (PPM) if you need a troop number to be added.
  - Add TFPCs that were not included in the upload. You will need the TFPC's name and email address.

Parents/caregivers/Girl Scouts/troop users and SUFPCs can access the system directly at [www.gsnutsandmags.com/gsgla](http://www.gsnutsandmags.com/gsgla) (this link should be added to their favorites).

## ***M2 Media***

The M2 Media program provides the opportunity for Girl Scout families, friends, and relatives to financially support their Girl Scout by purchasing their favorite magazine subscriptions (new and renewals) and other online products.

## ***M2 Customer Service***

***800-372-8520***

The M2 Customer Service team is available to all troops seeking information about the status of an order or an avatar patch. Magazine subscription orders are placed immediately with the publisher, and customers typically see their first issue in just 6-8 weeks. Please note that schedules are dependent on the frequency of the publication. For example, quarterly magazines will see a much longer turn around as the order may have just missed an issue, which maximizes the delay.

If you wish to investigate the status of your Girl Scout orders or avatar patches, you may call the 800 number noted above at any time or email [question@gsnutsandmags.com](mailto:question@gsnutsandmags.com). You must have the customer's name, address, magazine name, and either new or renewal information. M2 has great representatives who can readily track your orders.

## **Online Program**

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

The M2OS online program allows Girl Scouts the opportunity to send emails to friends and family and invite them to support their troop's Fall Product Program. Some features include:

1. Girl Scouts will build an avatar of themselves and can earn a personalized patch of their avatar in their choice of different backgrounds and outfits!
2. Customers can select "girl delivery" if they are local and would like to save shipping costs. This can only be done through October 27 at 11:59 PM when the system must shut off this option so those products can be ordered by the troop with their regular nut order. Troops will see these orders automatically in M2OS at the girl level.
3. Customers may place online orders for girl delivery (nuts and candy) or shipment (all products) through October 30 at 11:59 p.m.
4. All online orders are paid for online by credit/debit card at the time of order.
5. Customers may opt for maximum convenience and pay shipping for nut and candy products online. A single chocolate item may require an ice pack and at least 2<sup>nd</sup>-day air (at a higher shipping cost) for the entire order. Non-chocolate items do not require cooling.
6. Customers can choose from hundreds of magazine subscriptions and other online products.
7. All M2OS activity will be updated in the system automatically in real-time. While the troop finalizes by October 28, there may be additional online orders through October 30. This will not impact the troop's ability to finalize their orders. Most girl delivery orders will be there when troops need to order their products, and online sales will reflect in final reports so Girl Scouts earn proper rewards and troops will pay the correct (i.e., net) ACH debit amount.
8. It's a truly awesome system. Please encourage every troop to participate. Complete details will be presented during training.

## **Placing the Nut Order**

### **Entering the Nut Order**

Parents/caregivers and troops should enter the nut orders at the girl level. This allows for a simple way to track every Girl Scout's exact order and enables the SUFPC to easily spot duplicate orders. The only exception to this practice is if the troop orders *additional* product, then they should enter it as "Extra Product." This allows the troop to transfer product to another troop and to assign product to Girl Scouts later. If parents/caregivers enter the girls' orders, those orders will not be able to be changed. Online orders will flow directly into M2OS at the girl level and cannot be changed. These will be added automatically to the troop's nut order during order-taking.

Verify all troops have placed a nut order and confirm their Gift of Caring because they cannot be changed. Troops do not have to order in whole cases, but troops are encouraged to order a few extras of the most popular varieties.

### **Service Unit Round-Up Order**

- Troops order nuts as units, but service units must receive whole cases at delivery.
- The service unit round-up will be automated after troop orders are submitted and can be found in Service Unit Extras in M2OS.
- Try to distribute this extra product to troops during or after delivery. A best practice is to let the troops know ahead of time what will be available at delivery.
- Unsold product may be returned to your service center by December 3. Any product retained by the service unit after December 3 becomes the financial responsibility of the service unit. Service units that transfer all of their product to troops and don't return anything will receive \$50.

## *Nut Order Delivery*

Dates and locations for Trophy Nut Order delivery to SUs vary. Your Product Programs Manager (PPM) or Delivery Agent will contact you to confirm your delivery location, date, and time. Do not begin scheduling troops until your delivery time is 100% confirmed, about a week before your delivery day.

Most service units have tried and true methods that have worked well over the years. However, there are many ways to tackle the distribution process. Your PPM is able to work through the process with you to streamline and simplify. Know that your PPM is there to help and plan this day out with you well in advance so that troops are served efficiently.

### *Guidelines for SUFPC and/or Delivery Chair (SUDC)*

- Recruit volunteers or require troops to help with delivery.
- Create an order pick-up schedule in M2OS and assign troops to a pick-up time.
- Schedule troops to pick up their orders with ample time for each troop to pick up their order, depending on the delivery scenario.
- You may schedule simultaneous troop pick-ups if your site has enough space and volunteers.
- Plan for a 1/2 hour between your delivery start time and the first troop pick-up to give you the time to get organized and count your total SU order.
- Carry a cell phone with you for volunteers to contact you for day-of-delivery issues. Bring your troop contact list with you in case you need to contact them.
- Bring E-Z Ups in case of rain or direct sun, and extra hand trucks or dollies. Label your equipment to prevent loss or confusion with the delivery agent's tools.
- When your product is delivered, **count and recount** the number of cases by variety. Delivery quantities must be verified and signed for before the truck driver departs your location. **Do not distribute any product until your entire order is unloaded and counted.**
- For any damage you discover immediately, please work with the delivery agent for replacement. They have a small supply at the warehouse. However, damages of nut products are very infrequent so this should not affect most of the product.
- Count any service unit "round up" (partial cases of each) product and set it aside. This way you should zero out all other product at the end of the day to know you delivered exactly right.
- Troops are responsible for all products ordered and must arrange for someone to pick up their order on delivery day during their designated timeframe.

## *Guidelines for Delivery continued...*

- Late troops will be accommodated if possible or at the end of the day at the Service Unit Delivery Chair's (SUDC's) discretion.
- Distribute product in a cool location. Chocolate items are sensitive to heat/sun.
- When troops pick up their orders, the number of items by variety must be counted again and verified. **Signatures must be obtained for all troop pick-ups!** Make sure that each troop's representative understands the importance of counting and accepting their quantities. Have them take a picture of their signed receipt, or you can fill out receipts for the troop. Each troop must receive a receipt of what they signed for.
- Keep each variety separate, as some look similar. During troop verification, have the troop confirm the correct varieties and counts.
- Instruct troops to go straight home to distribute. Do not leave product in cars.
- A good practice is to keep only one case open at a time to handle quantities less than 12. Too many open cases become confusing, as there are many products to keep track of. Combine open cases to make whole cases and give that to the next troop.
- Email your troops ahead of delivery to let them know what additional product you have available from the service unit round-up order. Some troops will need more. Receipt these additional troop pick-ups and enter them as troop transfers in M2OS.
- Residual round-up product, if any, should go home with you for continued distribution to troops that request extras, and then any remaining round up product needs to be returned to the service center by December 3. The Delivery Agent cannot hold any product.

## *Helpful Info and Guidelines*

- Prepare Circle Forms (bubble sheets) and/or receipts for each troop prior to delivery. The delivery agent will have your order broken down by variety on pallets.
- If there is a discrepancy, the delivery agent will correct it and adjust the order. If the discrepancy cannot be corrected, notify your Product Programs Manager (PPM) to resolve the matter.
- During delivery, in rare instances, you may find damaged cases. Notify the delivery agent so that you may exchange the product. Do not open the cases.
- GSGLA staff and/or your delivery agent will not sign for or store troop orders. SUs will be responsible for distributing any product not picked up on delivery day.

## *Delivery Day Checklist*

- Print Delivery Tickets from M2OS (you will have one per troop, see *M2OS Manual*).
- Circle Forms for each troop. A great tool for sorting orders!
- Receipts for verifying each troop's order (bring extra blank receipts!)
- List of TFPCs and contact information
- List of council and Delivery Agent contacts
- EZ-Ups in case of rain or heat
- Water and snacks for volunteers (optional)

## ***Options for deliveries***

Below are two options for deliveries. SUFPCs have the latitude to do whatever is the most comfortable for them and reasonable for the troops.

### ***Pre-sorted pick-ups***

- SUFPCs can sort out each troop's order out of the heat and sun or rain.
- Troops make appointments to pick up their orders.
- Troops count their order when they get there and sign a receipt (Circle Sheet is fine). Make sure to give them a copy of their receipt.

### ***Drive through deliveries***

- This method requires a lot of space, as cars will drive from one variety to the next.
- Have the delivery agent line up the product by variety, with a car length of space in between each variety.
- A volunteer verifier should be at each variety.
- Two people must come per troop—a driver who stays in the vehicle the whole time and a counter/loader who walks along with the vehicle to each variety.
- When troops check in, the SUFPC tapes the Circle Sheet to the window of the vehicle.
- The troop drives up to the first variety and the counter/loader gets out to count and load the product into the vehicle.
- The verifier will double-check the count and initial the Circle Sheet for that variety.
- Repeat the process for each variety.
- Turn in the initialed and signed (by the troop) Circle Sheet at the check-out station. Troops keep a receipt for product received.

## ***Returns/Exchanges/Troop-to-Troop Transfers***

- Troops may exchange damaged product with GSGLA, but only of the same variety, subject to availability. Melted chocolate is not considered damaged.
- There are NO EXCHANGES between GSGLA and troops for different varieties.
- There are NO RETURNS. Troops are financially responsible for all product ordered through M2OS.
- M2OS does not permit exchanges of girl "Initial Orders." Product assigned to a Girl Scout in M2OS cannot be transferred to another troop or reassigned to another girl. Product ordered via "Troop Extras" may be exchanged via a troop-to-troop transfer or assigned to a Girl Scout. SUFPCs must enter cross-service unit transfers in M2OS.
- All orders and exchanges must be signed for by an authorized troop contact.
- See the *SU M2OS Manual* for instructions on completing troop transfers.

## ***Crisis Management***

It is important that you as a key volunteer in the Fall Product Program be prepared for just about any contingency. Please take a moment to review the procedures for reporting product complaints or other situations and make preparations for handling such incidents. There are many possible situations that may occur and require immediate council staff attention. Some may even attract the attention of the local or national media. Prompt notification of staff is critical to handling the situation effectively.

In the food industry, product complaints are not unusual. Councils and GSUSA expect a certain number of product complaints every year. For example, these include reports that the product does not taste right or is found damaged when the package or can is opened. Occasionally, there are reports of foreign objects in the product. Customers may mistake crystallized sugar for glass or oat hulls and nutshells for wood.

## ***Containment***

Containment — confining a difficult incident to the situation and the locale in which it took place — is the key to the successful resolution of product complaints.

- If you receive a complaint about Girl Scout products, remain calm and get the facts according to the *Product Quality/Incident Report* (available at [www.girlscoutsla.org](http://www.girlscoutsla.org)).
- Offer to exchange the product in question or refund the individual for the cost of the product.
- Immediately notify your Product Programs Manager (PPM) of any irregularities with the product or other situation that gives you concern. If you are uncertain as to whether the situation requires staff notification, then contact staff anyway.
- Any and all media contact must be handled by GSGLA. Do not respond to media questions or inquiries but refer them to the External Relations Department, who will work with the Product Programs team. Call 213-213-0123 for assistance.

## ***Money Handling Procedures***

Please refer to pages 14-15 of the *Troop Fall Product Program Guide*. Take note of the guidelines regarding credit limits on parents/caregivers and NSF fees. Your knowledge of the issues can be helpful to our efforts to reduce bad debt through education and prevention.

## ***Returned Checks and Collection Issues***

Please refer to page 16 of the *Troop Fall Product Program Guide*.

## *Final Wrap-up*

Wrapping up the Fall Product Program is very important for a successful transition to the Cookie Program. Troops have less than two months in between programs. Your assistance in all types of detail cleanup and reconciling is most appreciated.

- To ensure that all Girl Scouts receive their earned rewards, review M2OS to verify that all troops have entered their nut orders properly; assigned all product to Girl Scouts, including Gift of Caring cans; and have advised you of any cross-service unit troop transfers that need to be entered.
- Stay ahead of collection issues by focusing troops on depositing funds and having the funds available for the ACH debit.
- Assist troops in their collection efforts if a parent/caregiver has an outstanding balance due to the troop.
- Notify your PPM as soon as you are aware of any parent/caregiver collection problems and assist troops in promptly completing a *Discrepancy Report*.
- Confirm with each troop that they have enough funds for the ACH debit. Notify your Product Programs Manager (PPM) by the due date if troops need to make adjustments to their payment. Troops must submit a *Debit Adjustment Request* form by the due date. Requests will be reviewed and approved by the PPM based on extenuating circumstances beyond the control of the TFPC and Troop Leader.

## *Distributing Rewards*

Rewards will be shipped to the Service Unit Rewards Chair (SURC) in January. Your PPM will notify the SURC of the approximate ship date.

- Print out a list of reward items by troop from M2OS.
- Inventory all items **prior** to separating and distributing to troops.
- Notify PPM of any overages or shortages immediately upon receipt.
- Send PPM a copy of your signed packing list.
- Notify troops when rewards are available to be picked up. Set aside specific dates and times for troops to pick up reward items.
- Request that troops bring a copy of their Troop Reward Summary from M2OS when picking up their girl rewards. They should know what they are getting!
- Troops should count and sign for all rewards items.

Establish a service unit (SU) deadline for troops to pick up items. Unclaimed rewards may be returned to the service center after March 1. Include a list with service unit name and troop contact info, and make sure any bags and all items are clearly labeled with troop numbers. Once rewards have been returned to your PPM, they will be held for a very limited time for troop pick-up. Unclaimed rewards will be donated to charity due to storage space limitations.

## Fall Product Program Dates

<b>August – September</b>	Troop Fall Product Chairs (TFPC) are trained by their SUFPC. Training date determined by the SU. Check with your SUM for suspended troops.
<b>September 13</b>	<i>ACH Debit Authorization</i> form, voided troop check, and <i>Troop Fall Product Chair Position Description &amp; Agreement</i> due (online).
<b>September 17</b>	SUFPCs receive M2 Order System (M2OS) access. Please verify access immediately.
<b>September 19</b>	M2OS opens for TFPCs that submitted required forms on time. Troops can continue to submit their forms and receive access to M2OS on a rolling basis.
<b>September 27</b>	Order taking begins for nuts, magazines, and other products.
<b>October 27</b>	Order taking ends for order cards at 11:59 p.m. Nut orders due to troop (order cards and/or parent/caregiver order entry).
<b>October 28</b>	TFPCs to review and enter (if applicable) Nut Order quantities into M2OS by 11:59 p.m.
<b>October 30</b>	<p>Last day for customers to place online orders for girl delivery and shipment.</p> <p>SUFPCs review and edit troop Nut Order quantities in M2OS by 11:59 p.m. (SUs that submit by 11:59 p.m. on October 29 will be entered into a contest to win a GSGLA gift card.)</p> <p>SUFPC creates pick-up schedule in M2OS and assigns troop individual pick-up times (pending Delivery Agent confirmation).</p>
<b>November 15-17</b>	Trophy Nut order delivery to service units and distribution to troops (dates/locations vary by service unit).
<b>November 16-24</b>	Sales via residential walk-about and lemonade stands. No booths or walk-about in commercial or non-residential areas.
<b>November 24</b>	Fall Product Program ends.
<b>November 25</b>	<p>Troops must enter allocations and request out-of-service-unit troop-to-troop transfers in M2OS by 11:59 p.m.</p> <p>Last day for troops to submit <i>Debit Adjustment Request</i> form to PPM. Due date for troops to turn in <i>Discrepancy Reports</i> to PPM.</p>
<b>December 1</b>	SUFPCs review GOC, allocations, and complete troop-to-troop transfers by 11:59 p.m.
<b>December 3</b>	Final day to turn in service unit round-up products to service center.
<b>December 6</b>	ACH Debit on troop bank accounts.
<b>December 10</b>	ACH Credit on troop bank accounts.