Key Dates for Service Unit Volunteers

<table>
<thead>
<tr>
<th>Month</th>
<th>Event Description</th>
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<tr>
<td>September</td>
<td>Fall kickoff meetings for troops</td>
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<tr>
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<td>Secure a delivery site for your service unit</td>
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<tr>
<td>October 4</td>
<td>M2 access opens</td>
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<tr>
<td>October 22</td>
<td>Deadline to review troop orders</td>
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<tr>
<td>November 2</td>
<td>Service unit product deliveries begin</td>
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<tr>
<td>January 2020</td>
<td>Recognitions shipped to service units</td>
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Why Fall Product?

Girl participation in the Fall Product Program is an important Community Service piece of Troop FUNdamentals.

Troop FUNdamentals

- National Program
- Outdoor
- Product Program
- Community Service
- Traditions
- Special Events

FALL PRODUCT PROGRAM

- Online-focused entrepreneurship
- Simple to execute
- So much more than a sale or fundraiser
- Give back to the community
- Fund girls’ dreams
- Support amazing girl-led adventures and service opportunities

TAKE ACTION PROJECT

GSNorCal is partnering with the San Francisco Zoo & Gardens to provide girls the opportunity to support our local rhinos. The SF Zoo works to support conservation efforts through education by its two ambassadors, Boone, a male black rhinoceros and Gauhati, a male Greater one-horned rhino. By donating at any reward level, girls support conservation and spread the word about the need to protect rhinos.

At the end of the program, GSNorCal will use the sum of all reward donations from girls across the council to purchase supplies for Boone and Gauhati at the discretion of the Zoo.

See the In A Nutshell and Fall Take Action flyers for fun facts to share about rhinos and more information about our project to get girls excited about animal conservation!
Your Role

Service Unit Product Managers ensure the coordination of all aspects of the program for your troops. This often includes managing operations and resolving conflicts, but most importantly, service unit volunteers create value in the program and promote participation by communicating why it is essential to the Girl Scout experience.

- Promote entrepreneurship progression and program participation as the keys to funding girl experiences and Take Action projects and support your troops to do the same – not as sales or fundraisers.
- Model commitment to the Girl Scout Promise, Law, and philosophy: fair may mean something different to each person involved.
- Keep things simple. Focus on the fun!

Program Updates

- **Just-in-Time Videos** – To assist troops with system operation, GSNorCal will be sending short, 2-minute walkthrough videos in our weekly update emails to all volunteers as they become relevant. Topics include initial login, entering paper orders, reward entry, etc.
- **Volunteer Access** – All registered and screened Troop Leaders and Troop Fall Product Managers will be automatically added as users in the M2 system. No need to spend time collecting training certificates and adding them yourself, allowing the focus to remain on the program.
- **“One-and-Done” Troop Order** – Troops will place a single order that totals all products customers have purchased online for girl delivery and ordered from girls in-person with order cards. Troops may add extra product to this order to sell before 11/24, but cupboards will not be available for additional product orders.
- **Single ACH Debit** – GSNorCal will make a single debit from troop accounts to collect all council proceeds.
- **ACH Forms** – The ACH Troop Debit Authorization Form is updated as the ACH Debit Form, serving the same function. The ACH Credit Form replaces the Discrepancy Form. With the update, GSNorCal will no longer accept requests for reimbursement of fees for returned checks to encourage troops to go cashless and reduce risk.

- **CHEDDAR UP**

   Though troops are empowered to accept any form of legal tender from in-person customers, using Cheddar Up reduces deposit trips to the bank and the risk of incurring fees for returned checks and over-depositing cash. This fall, troops will find two new collections in their Cheddar Up accounts – one to collect parent payments online, and another to collect point-of-sale (POS) payments from customers.
- **Customer Email Deadline** – Encourage girls to send 15+ emails by 10/31 to take full advantage of the online ordering period through November for holiday gifts and to earn email-based patches.
- **Girl Payment Entry** – Troops should reconcile all troop product and girl payments by the end of the program in M2 to maintain accurate record keeping and make Troop Finance Report season simple.

Kickoff Meeting Checklist

Get troops excited about participating through your **kickoff meeting**. Your GSNorCal Product Program Manager will provide a presentation template to make your meeting simple to prepare.

- Highlight the take action project to create value in participation.
- Watch the Fall Product Overview video. Show it at your kickoff or share the link with troops to watch on their own.
- 20% proceeds for troops (25% increase from last year)
- Show the fun aspects of the M2 system for girls - avatar building, recording audio, personalized patches
- Promote and attend Fall Digital Day programming
- Encourage troops to call M2 with questions

Each troop will receive the following at your **kickoff meeting**:
- Troop Guide (1 per troop)
- Receipt book (1 per troop)
- Girl Order Card (1 per girl)
- Fall Take Action Flyer (1 per girl)
- Money envelope (1 per girl)
- Parent Responsibility Form (1 per girl)
Manage your Service Unit in M2

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<tr>
<th>DATES</th>
<th>ACTIVITY</th>
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<tr>
<td>OCT 4</td>
<td>M2 OPENS</td>
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When you first log in to M2, enter your delivery station information for product and rewards. The site should prompt you to enter the information, but you may also head to the Service Unit tab under Manage Service Unit, Troops, & Girl Scouts on your dashboard to update this information any time before orders are due.

Join the fun by creating or updating your own Me2 avatar! Click on Edit Me2 in the top left corner of your dashboard to create your look. If girls in your service unit sell at least $1 worth of fall product, service unit volunteers will earn their own personalized patch.

If you don’t have a troop of your own but would like to see exactly the way troops view the M2 system, add yourself as a troop manager to a troop in your service unit. To do so:

- Click on Manage Admin Users on your dashboard.
- Click on the row containing your name.
- In the pop-up window, toggle troop access to green and begin typing the number of the troop to which you wish to add yourself.
- Click the pink Update button. You can now toggle between your Service Unit and Troop roles by hovering over the circle icon on the upper right of your screen and clicking Change Season/Role.

| OCT 22 | REVIEW PAPER ORDERS |

SU volunteers are able to enter and update paper orders for any troop in your service unit through October 22 (one day after troops are locked out). Head to Paper Order Entry and use the dropdown menu in the top right corner to select troops.
PRODUCT DELIVERY
After GSNorCal submits the council order on 10/23, delivery tickets for troop pickups are available for printing:

- To print a single ticket for your service unit delivery, click on Delivery Tickets on your dashboard, select your Service Unit under Delivery Site Tickets – Delivery Site, and click Create Ticket in pink.
- To print tickets for each troop pickup, scroll down to Troop Tickets, keep Delivery Site Type as Single, select your service unit under Delivery Site, and All in the Troop dropdown to print tickets for all troops or by individual troop.
- Print 2 copies of each troop ticket – one for you, and one for the troop.
- Schedule pickup times with troops, beginning at least 2 hours after your agent delivery.

RECONCILIATION & REPORTING
Explore the Reports – Special Reports and Summary Report tabs to view data:

- Review troops’ product allocations to ensure all product is allocated to girls, so all credit is recognized for reward calculations. Download the Troop Orders report and ensure that the Total Units Troop Extras column is zero for all troops.
- Review troop payment reconciliation. Per our auditor’s request, all girls selling should have a zero balance at the end of the program unless GSNorCal has accepted an ACH Credit Form from her troop. Check this by downloading the Girl Scout Products & Financials report and reviewing the Balance column on the far right for any non-zero amounts.
- Run the Troop Rewards report to see which girls are missing selections and notify troops to update prior to 11:59PM lockout or her selection will revert to Reward Card option. If you added yourself as a troop manager, you can make her selections until the troop lockout.

RECOGNITIONS ARRIVE
Download the Troop Rewards report to manage distribution of reward items to each troop. You may also print reward delivery tickets through the same process as printing product delivery tickets (see top of this page).

SERVICE UNIT BONUS
Service Units that have a 50% girl participation of 15+ items per girl for girls loaded in M2 on the last day of the program AND/OR a PGA of 50+ items for selling girls in M2 on the last day of the program will earn a tablet for the service unit! These calculations will be made minus delinquencies on troop balances to GSNorCal.

The tablet may be used to promote online product program activities for the 2020 Cookie Program and beyond. Have girls set up and manage their Digital Cookie sites at a cookie rally, or have troops borrow the tablet to accept mobile payments at a cookie booth. The tablet will arrive to qualifying Service Units in January 2020 – just in time for cookie season!