

Service Unit Guide

Welcome to The Snacks & Magazines Program!

Without dedicated and generous volunteers like you, our Girl Scouts wouldn't gain the valuable skills they need to be tomorrow's leaders. Thank you for supporting troop participation in this friends & family sale, where Girl Scouts can build on their teamwork, goal setting, and people skills before the annual Cookie Program.

This guide serves as a quick reference to your resources, participation options, tasks, and deadlines. We'll also provide you with online training and just-in-time reminders too! As a Service Unit Product Sales Coordinator, you wear many hats:



Encourage troops to participate in the program to help Girl Scouts build on their entrepreneurial skills.



Distribute sales materials. Oversee the snack and reward order delivery and distribute items to troops.



Answer troop questions and direct them to the tools they need to succeed.

This year, we have new program opportunities for Girl Scouts and new snack tins and items that are sure to be a hit! We appreciate your help in promoting the benefits of this fast, easy, and rewarding program with the troops in your area. We are ready to answer your questions and provide you support as you fill this important role.

***Yours in GirlScouting,
The GSSN Product Sales Team***



QR
Code

Service Unit Proceeds:

Service Units can earn extra proceeds during cookie season by reaching goals in the Snacks & Magazines program! You'll receive an email with the details in **September**.

As a champion of the program, inform troops about the opportunity for the service unit to earn these proceeds. Sharing the information can help rally everyone together towards reaching the goal! The proceeds can be used for local programming events, such as a Cookie Rally.

Volunteer Resources:

Along with these materials, you'll use a few online resources throughout the program:

M2OS: www.gsnutsandmags.com/gssn

M2OS is where you manage the program. Use the system to enter/review orders, monitor progress, run reports, and more!

Service Unit Product Sales Coordinator

Resources: Scan the QR code above to be directed to this page on

<https://www.gssn.org/en/cookies/fall-product.html>



Care to Share Donation Program:

Through this program, snack products are donated to Blue Star Moms. Girl Scouts collect donations from customers in \$6 increments. Girl Scouts of the Sierra Nevada delivers the product. Girl Scouts receive credit for each donation sale, and the troop receives \$1.25 in proceeds. Girl Scouts who sell five or more donations earn a special patch.

Important Dates:

Go Day! Girl Scouts can launch their online accounts and participate in snack order card sales.	October 1
Snack order card sales end, Family order entry deadline in M2OS	October 23
Online Sales End, girl reward choices due. Service unit order entry deadline in M2OS. No exceptions can be made if this date is missed.	October 25
Money Due: All snack order card sale money is due in the troop account	October 25
Snacks deliveries to service units	November 14-20
ACH withdrawal from troop account for money due to Girl Scouts of the Sierra Nevada	November 15
Reward deliveries to service units	Early December

Participation Options:

The Snacks & Magazines Program features flexible options for Girl Scouts to run their businesses! Troops and girls can choose to participate in one or all options. Girl Scouts and families should know and follow internet safety guidelines found at GirlScoutsRV.org.

Type of sale:	How to do it:	How product gets to customers:	How customers pay for items:	Troop Proceeds:
Magazine Sales	Girl Scouts use M2OS to email their customers or share their sales link online	Shipped from vendor	Credit card purchase online	\$15% of magazine order
Online Snack Sales*	Girl Scouts use M2OS to email their customers or share their sales link online	Customers can choose to either have the snacks shipped directly to their home or have Girl Scouts deliver the snacks	Credit card purchase online	\$1.25 per item
Snack Order Card Sales*	Girl Scouts contact customers via phone, text, video chat, or in-person and track orders on their snack order card	Delivered by the Girl Scout	Check or cash provided to Girl Scout	\$1.25 per item

*Includes Care to Share Donation Program sales

Rewards & Personalized Patches:

While troops earn proceeds for each item sold, Girl Scouts can earn rewards and patches. You'll receive a shipment of the reward items, which you sort, pack, and distribute to troops.

Girl Scouts can earn exclusive, personalized patches that feature the avatar they create when setting up their online account in M2OS. Up to two personalized patches can be earned in a year, one for this program and another for the Cookie Program. One adult per troop can earn a personalized patch if the troop has sales of \$1250 or more. These patches are sent directly to the Girl Scout or volunteer.



Snacks & Magazines Checklist & Important Dates:

BEFORE THE SALE (September 1-25):

- ☐ Receive troop materials in early September. Connect with troops to pick up their sales materials. Troops receive one order card per Girl Scout. Troop Guides and Family Guides are online. Connect with us if you need additional materials.
- ☐ Set up your service unit M2OS account using the link emailed to you **towards the end of September.**
 - If you also manage a troop, you will have access to the troop with the same login.
 - Create and personalize your avatar.
 - View the list of troops in M2OS. Only currently registered troops and Girl Scouts will be added to the system. If a troop is not listed, contact Girl Scouts of the Sierra Nevada to add the troop.
- ☐ Review the troop and family guides.
- ☐ Reach out to troops to promote the program and direct them to set up their M2OS account.
- ☐ Remind troops to have the families complete the online family permission form at gssn.org.
- ☐ Watch the online Snacks & Magazines service unit program training.

DURING THE SALE (September 26- October 23):

- ☐ Remind troops that Girl Scouts can access their M2OS account to begin the program on **October 1**. Troops and Girl Scouts can join in the program any time until **October 23!**
- ☐ Answer questions from troops.
- ☐ Enter the delivery address for the service unit snack order and the shipping address for rewards in M2OS by October 23.

AFTER THE SALE:

- ☐ Remind troops that snack order card sales must be entered in M2OS by **11:59 pm on October 24.**
 - Note: Nothing needs to be submitted for online snack orders. Online orders are already credited to the Girl Scout and troop at the time of purchase. Online sales will continue until October 25. Troops and families can make reward choices for Girl Scouts until October 25.
 - You can enter late snack order card sales **October 25. No late orders will be accepted after this time.**
- ☐ Coordinate the snack pick up times with the troops. **Deliveries occur November 14-20.**
- ☐ Remind troops of the important banking deadlines:
 - All snack order card sales money is deposited in the troop account by **November 14.**
 - o *Final payments for snack order card sales from families are due to the troop on October 25.*
 - Girl Scouts of the Sierra Nevada will collect the balance due from the troop with an ACH withdrawal from the bank account on **November 15.**



SNACKS & REWARDS

Delivery Information:

The service unit snack delivery will occur November 14-20. Deliveries can be made to homes, workplaces, or even community buildings. An adult must oversee the delivery and verify the count of the snacks with the delivery staff. To make your snack delivery go smoothly, follow these steps:

- ☐ Print the troop delivery tickets from M2OS.
- ☐ Verify the count with the delivery staff, plus with troops, during their pickup time to ensure all items are received. Trust us; taking the time to verify the counts with troops will save you a lot of stress!
 - Each case of snacks has 12 pieces of product.
 - Orders are fulfilled to the piece; no extras are provided. GSSN does not order extra!
- ☐ Store snack products in an area free from pests, smoke, temperature changes, or potential damage prior to troop pick-up.
- ☐ Report any delivery issues within 24 hours of the delivery to cookievolunteer@gssn.org.

The Girl Scout rewards will ship to you in December. GSSN will alert you when the items are expected to ship. Unlike the snack delivery, you will not need to be present at delivery time. Print the troop reward delivery tickets from M2OS to pack the items and verify the count with each troop.

Banking & Finance Information:

- If Juliettes participate from your service unit, they must pay GSSN for the order card nuts/candy at the GSSN Shop or over the phone.
 - Juliettes will earn Juliette Program Credits instead of troop proceeds for participation in the program. They also earn girl rewards.
- Troops deposit all money collected for snack order card sales into the troop's bank account. GSSN will then withdraw the amount due to the council after the sale ends.
- Remind troops that families turn in money at the same time they turn in order cards. Payments are collected upfront for nuts & candies.



2023 MASCOT:

Meet the Ocelot!

Ocelots call the Americas home, with ranges from Southwestern U.S. to Argentina!

Ocelots coats are unique to each cat, no two ocelots have the same markings!

Contact Us:

**Girl Scouts
of the Sierra Nevada**

girlscoutshelp@gssn.org

775-322-0642

M2 Customer Service

support.gsnutsandmags.com
800-372-8520

OWN
YOUR **magic**