

# 2025 Fall Product Program

## Juliette Mentor



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## Getting Started

This guide specifically addresses the unique program of a Juliette. Please note that there may be exceptions or differences between how a traditional troop functions in a product program and how a Juliette functions. Juliettes should refer to this guide only. The term Troop Product Manager (TPM) in this guide refers to the adult mentor responsible for the sales of a Girl Scout Juliette (Individually Registered Member). The term “troop” in this guide refers to the Juliette who is selling and their adult support and/or Juliette mentor.

# Welcome to the annual Fall Product Program!



This short, fun and engaging program is a great way for girls to learn important life skills and to earn money for their Girl Scout activities early in the year. One of the most important elements of the program is the opportunity for girls to set and achieve goals while earning money for Girl Scout activities. Like the iconic Girl Scout Cookie Program, the Fall Product Program teaches important life skills including goal setting, decision-making, money management, people skills, and business ethics. Thank you for supporting your Girl Scout by participating in the Fall Product Program. Every dollar stays right here in our local council to support quality events, empower volunteers through training, maintain camp properties, and provide service to our members.

## Thank You

Thank you for volunteering as a Juliette Mentor, and serving as your Juliette's Troop Product Manager (TPM)! Your volunteer efforts are truly appreciated. With your help, your Juliette can participate in council-sponsored programs where they will develop life skills and help earn funds to support their Girl Scout experience. The Fall Product Program also allows Girl Scouts of Oregon and Southwest Washington (GSOSW) to provide startup funds for new and existing troops and provide enriching Girl Scout programs for girls in our council. For questions regarding specific council-related details, contact your service unit product manager (SUPM) or email GSOSW at [answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org). For questions regarding M2OS or other general sale questions, contact M2 Customer Care at 800-372-8520.

# Important Dates

The Fall Product Program runs September 10–November 24!

|               |  |
|---------------|--|
| August 15     | SUPMs begin troop training   |
| September 3   | Volunteer access to M2OS   |
| September 10  | Family access to M2OS  |
| September 10  | In-person/online sales begin   |
| September 10  | Online direct ship sales begin   |
| October 5     | TPM Training Deadline  |
| October 16    | Paper order entry by girls due   |
| October 17-19 | Paper order entry by troop   |
| October 17-20 | Paper order by SUPM  |
| October 21    | Girl-delivery ordering ends  |
| November 5-7  | Product pickup/delivery to troops  |
| November 5-24 | Girls deliver product  |
| November 24   | Fall Product Program ends  |
| November 25   | Girl recognition selections deadline   |
| November 26   | All monies due to troop  |
| November 28   | SUPMs begin final review of troops' status towards full payments, <i>Permission &amp; Ethics Pledge</i> completion, and recognition selections |
| November 28   | All monies due to GSOSW  |
| November 28   | <i>Product Program Missing Funds Reports</i> due   |
| January 2026  | Recognitions shipped to SUPM   |

## Quick Reference Info

**M2OS:** [gsnutsandmags.com/gsosw](https://gsnutsandmags.com/gsosw)

**M2 Customer Care:** 800-372-8520

**Permission & Ethics Pledge:** [ethics.girlscoutsosw.org](https://ethics.girlscoutsosw.org)

**GSOSW Customer Care:** [answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org) or 800-338-5248

# What is a Product Program?

Twice a year, Girl Scouts participate in programs developed by Girl Scouts of the USA (GSUSA) to provide girls with opportunities to explore being entrepreneurs. Girl Scouts get a chance to discover what it takes to run a small business using in-person and online platforms to sell to their friends, family and community. The Fall Product Program and Girl Scout Cookie Program provide Girl Scouts with the opportunity to learn by doing. Every step that they take during these programs helps them build skills they can use for a lifetime. Just like all Girl Scout programming, girls lead the way in the product programs. Girls set goals for themselves and make decisions to guide their success. They learn to manage money and inventory responsibly. They market and communicate to their customers in-person and online safely. Throughout all of these experiences girls make ethical judgments about what they do and how they do it. What makes the product programs so special is the coordinated effort of adults and girls in your community coming together to make these experiences possible.

## Juliette Members

Girl Scout product programs were designed originally for girls participating as a Girl Scout troop. As Girl Scouts has evolved and girls participate in Girl Scouting in many different formats outside of a troop model, Juliette participation in product programs has evolved as well.

### **What's the Same?**

The great news is that from the girl's standpoint, everything is the same. Girls set goals, take orders, deliver product, collect money and earn recognitions like all Girl Scouts. The adult supporting a girl, called a Juliette mentor, will serve as the troop product manager and is responsible for getting trained, working in M2OS, maintaining records, depositing money and communicating with the SUPM as needed.

### **What's Different?**

Per GSUSA and IRS regulations, the proceeds from the sale are not the property of the individual. Girls deposit the full dollar amount of all product sold into GSOSW's U.S. Bank account. Girls earn "Pathway Cards" that are separate from Fall Product Program Credits based on their sales, but are used in nearly the same way.

# Program Guidelines

- Only girls registered for the 2026 Girl Scout membership year (October 1, 2025–September 30, 2026) can participate in the Fall Product Program.
- Troop product managers and guardians must have no outstanding Product Program Missing Funds Reports or financial restrictions.
- Adult serving as the TPM must complete a Juliette 101 training and SUPM-provided TPM/JLT 201 training.
- The troop product manager must sign a *Troop/Group Product Manager Agreement* form, agreeing to be responsible for all product, payments, and paperwork for the program.
- TPMs are required to give receipts to families each time money or product exchanges hands.
- Caregivers are responsible for product they have ordered and signed for.
- Product(s) cannot be returned to the troop, SU or to GSOSW for any reason.
- Caregivers of girls of the troop must complete a 2025 Fall Program Permission & Ethics Pledge to participate.

## Fall Product Program Credits

Fall Product Program Credits are credits that girls earn and may use with Girl Scouts of Oregon and Southwest Washington in many ways. Fall Product Program Credits earned during last year's 2024 Fall Product Program are valid upon receipt through September 15, 2026.

Fall Product Program Credits earned during the current 2025 Fall Product Program are valid upon receipt through September 15, 2027. Fall Product Program Credits will be sent directly to the girl. Families are encouraged to review their My GS accounts now to verify that GSOSW has the correct mailing address on file.

Fall Product Program Credits can be used towards:

- Girl membership renewal or lifetime membership.
- GSOSW Girl Scout Shop purchases.
- GSOSW-sponsored events.
- Travel (troop travel, travel patrols, Destinations or council-sponsored travel; not individual trips).
- Service unit events.
- Girl Scout camp (day and overnight).
- Supplies needed for Girl Scout Gold Award projects.

# Recognitions

In addition to earning Pathway Cards, girls also earn individual recognitions for their efforts during the Fall Product Program. Girls can see what is available on the back of their order card, as well as Pages 8–9 of this guide. While the system automatically calculates what each girl has earned based on their sales, action is required by midnight, EST on November 25 to complete the process.

- Selections must be made in M2OS to complete the process.
- We encourage girls to select their recognitions in M2OS early in the program. All recognitions are cumulative.
- At some levels, the girl will need to choose between Fall Product Program Credits OR a recognition. A girl can choose credits at one level, but a physical recognition at another level.
- The girl can never receive both the physical item and the credits on the same sales level. Exception: Girls receive any related patch offered at a sales level regardless of physical item or credit selection.
- If selections aren't made, the physical recognition will be the default and this election cannot be undone.

***Note:** Recognitions are subject to minimums and possible substitutions may be made. Items received may not appear exactly as shown in pictures.*

## Giant Grizzly Bear Drawing

Girls will be eligible to win a GIANT grizzly bear plush by making \$400 in total sales, sending 25+ emails, and creating an avatar. Any girl that meets those criteria will put in a drawing to win the giant grizzly bear plush.

## Care to Share Program

Customers who would like to support girls can also give the gift of nuts/candies to Operation Gratitude. Orders for donation of nuts/candies count toward girl nut/candy recognitions and Pathway Cards. Girls will earn the Care to Share patch with at least five donations! When Care to Share products are ordered by customers, the product is sent directly to Operation Gratitude. The customer and troop do not receive the physical product.



### Goal Setting

Girls learn to rise up as goal setters, both individually and with their sister Girl Scouts, developing cooperation and team building skills along the way!



### Decision Making

Girls become decision makers who decide how to spend their Fall Product Program proceeds, using critical thinking and problem-solving techniques.



### Money Management

Girls become money managers and determine the real costs associated with the goals they want to achieve. They manage their participation level, gaining practical life skills and improving their financial literacy!



### People Skills

Girls practice communication skills by asking their families and communities to help them reach their goals while educating them on the importance of Girl Scouts.



### Business Ethics

Girls grow to appreciate the value of responsibility and honesty while becoming entrepreneurs and running their own businesses!

# Program Recognitions

## Nuts, Candy, Magazines



Brave Fierce Fun Patch

12+ Total Item



Pom Pom keychain & Stickers

24+ Total Items



BFF Necklace

36+ Total Items



Goal Getter Patch and Choice Small Plush **OR**  
\$6 Program Credits

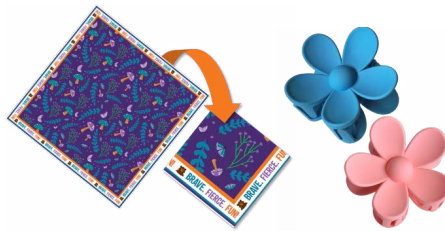
48+ Total Items



Journal & Glitter Pen  
**OR**

\$7 Program Credits

60+ Total Items



Bandana & Flower Hair Clips **OR**

\$8 Program Credits

80+ Total Items



Theme T-Shirt **OR**

\$17 Program Credits

100+ Total Items



Large Plush **OR**

\$20 Program Credits

125+ Total Items



Mini Canvas Travel Bag  
**OR**

\$22 Program Credits



**Mini Karaoke Machine OR**

\$27 Program Credits

200+ Total Items

## Bonus



**Bear Patch**

3+ Mag Items



**2025 Patch**

18+ Emails



**Care to Share**

5+ Gift of Caring



**Online Patch**

Uploading Video to M2

## Personalized Patches



### Personalized Patch

To earn:

1. Create your avatar
2. Send 18+ emails through M2
3. Sell \$375 in total sales
4. Choose your avatar and background design!

\*Troop Leaders earn for \$1200 in total troop sales and sending PAEC.

## Crossover Patch



### Crossover Patch

Girls earn this patch when they send 18+ emails & Avatar in Fall product program **and** sell 300 packages of cookies during the 2026 Cookie product program.

## Earn The Complete Set!



# Girl Participation



## Nuts/Chocolates Sales

| Sales Type               | Order Process  | Delivery to Customers  | Money Collection  |
|--------------------------|--|--|---|
| In-Person                | Girls use an order card to collect orders from customers.<br>Family/troop enters orders into M2 by the appropriate deadline, October 16 for girls and October 19 for troops. | Delivered by girls to customers.   | Girls collect money from customers upon delivery.<br>Girls turn in money to the troop.          |
| Online:<br>Direct-Ship   | Girls create their personalized storefront in M2OS and send emails/share the link with friends and family.<br>Orders are automatically credited to the girl in M2OS.         | Shipped directly to the customer. (1-2 weeks standard delivery time frame after order processing. Customers have the option for expedited shipping.) | Customers pay online, including the cost of shipping.   |
| Online:<br>Girl-Delivery | Girls create their personalized storefront in M2OS and send emails to friends and family.<br>Orders are automatically credited to the girl in M2OS.                          | Delivered by girls to customer.  | Customers pay online.   |
| Donation                 | Customers may place a donation order alongside any other ordering method, and sales are credited to the girl.  | Council will coordinate delivery to Operation Gratitude.   | For both paper order cards and online orders, customers pay for donations at the time of order. |

## Magazine and More Sales

| Sales Type | Order Process   | Delivery to Customers   | Money Collection   |
|------------|---|---|--|
| Online     | Girls create their personalized storefront in M2OS and send emails to friends and family. | Shipped directly to the customer (6-8 weeks standard delivery time frame after order processing). | Customers pay online, including the cost of shipping. Orders are automatically credited to the girl in M2OS. |

# Helping Girls Promote Their Business

There is so much opportunity for girls to be creative during the Fall Product Program. Adults are encouraged to share the valuable insight their personal business experience can offer girls. Encourage girls to think without limits on how they want to grow their small business. The five skills (outlined on [Page 7](#)) are at the heart of Girl Scout product programs, and serve as a road map to highlight the main purpose of product programs—to help girls explore being an entrepreneur!

## **Suggestions and Promotion Techniques**







Check out the digital resources in M2OS, including customizable business cards, door hangers, fliers, and more!








- Be careful when leaving door hangers or products at a residence. Do so in a less conspicuous place in case the resident won't be able to check outside for awhile.
- Girls can make a sign for their caregivers' workplace and include a stack of business cards.
- Keep materials at hand in the car for those surprise connections in public.
- Give girls a chance to practice their personalized sales pitch and record it as a video! Add the video to girl storefronts and for promotional posts on social media. Pair this personalized tool with approved online social media posting guidelines to keep girls in the driver's seat.
- Role play with girls, giving them a chance to practice engaging with customers.
- Help girls create a script for engaging customers to make phone calls to friends and family easier to navigate.
- Review the available products with girls and even practice placing orders together so the girl has an idea of the customer experience.

# Girl Scout Financial Literacy Badges and Learning Objectives

## Our Vision

Girl Scouts develop money skills through understanding budgeting, investing, and financial planning.

| Award/Badge  | What Girl Scouts Learn  |
|--|---|
| Daisy (Grades K-1)<br>Money Explorer      | How much paper bills and coins are worth and how to use money   |
| Daisy (Grades K-1)<br>My Money Choices   | How to know the difference between what they need and what they want and how to make choices about the money they spend                         |
| Brownie (Grades 2-3)<br>Budget Builder  | How to make smart budget decisions by learning how much things cost, the difference between wants and needs, and how to be thrifty              |
| Brownie (Grades 2-3)<br>My Own Budget   | How to create a real-life budget to spend on things they want or need now, save for something they want or need later, and share to help others |
| Junior (Grades 4-5)<br>Budget Maker     | How to create a budget to spend, save, and share and understand how financial services work   |
| Junior (Grades 4-5)<br>My Money Plan    | How to earn an income, make it grow by saving and investing, and protect their money and information  |

| Award/Badge   | What Girl Scouts Learn   |
|---|--|
| Cadette (Grades 6–8)<br>Budget Manager                    |  <p>How to make smart money decisions that reflect their values, explore their money habits, and know how to track their spending</p>   |
| Cadette (Grades 6–8)<br>My Dream Budget                   |  <p>How to create a budget for their future based on earning power, living expenses, and giving back</p>  |
| Cadette (Grades 6–8)<br>My Money Habits                   |  <p>How to invest, manage their spending habits, be a safe and savvy spender, and make informed money decisions</p>   |
| Senior (Grades 9–10)<br>Savvy Saver                       |  <p>How to be financially savvy by understanding income, planning expenses, reducing financial risk, and being disciplined in saving for their goals—including a big purchase</p>                              |
| Senior (Grades 9–10)<br>My Financial Power                |  <p>How to have strategies for their financial stability, including how to earn money, what it means to invest, how inflation works, and how to give back to a community</p>                                  |
| Ambassador<br>(Grades 11–12)<br>Financial Planner         |  <p>How to explore expenses, build and keep good credit, make informed decisions about borrowing money, and commit to financial responsibility</p>  |
| Ambassador<br>(Grades 11–12)<br>My Financial Independence |  <p>How to avoid financial pitfalls and prepare a financial plan while they learn to be independent, think of where they'll live, what their daily needs will be, and how to invest and share with others</p> |

Scan for more  
on badges



# Online Safety

The safety of Girl Scouts is important to us, including online. Girl Scouts should never post identifying information (full names, phone numbers, addresses etc.) online.

## Promoting vs. Selling

Girl Scout product programs intentionally put girls in the driver's seat, and to ensure they get the most from this entrepreneurial experience, girls do the selling, not adults. Adults can support girls by promoting their participation, rather than doing the selling for them. This is a subtle but important difference:

- **Promoting:** "Olivia is selling Girl Scout candy and nuts! To find out more, visit her sales website ... or let us know if you are interested so Olivia can reach out."
- **Selling:** "Hello! Olivia is selling Girl Scout candy and nuts! Put your order in the comments and I'll get back to you with the totals."

## Use of Girl Scout Trademark

Use of the Girl Scout trademark or trademarked images is prohibited without the express written permission of Girl Scouts of the USA. If you wish to work in partnership with a local community business partner in relation to Girl Scout product, please email [answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org).



# M2OS



Our Fall Product Program partner M2 has been supporting Girl Scout councils for many years and has a reputation of providing excellent service. Their online platform, M2OS, is used to facilitate the Fall Product Program. There are various ways to leverage this platform. While not required, there are many features that girls and families can utilize:

**M2 Customer Service can assist you with any questions or concerns regarding the M2OS system at 800-372-8520.**

Juliette TPMs that have taken the required GSOSW-provided fall training will be granted volunteer access to M2OS as a TPM on or after September 3. You'll be assigned a unique temporary troop number used only for this program, this season. You will use this troop number for the rest of the Fall Product Program to access the system. Once the Juliette TPM has completed their fall training requirements, they will receive an invitation via email. M2 is your one-stop shop for the Fall Product Program! Online and in-person orders are all in one system. You are encouraged to log in as soon as access is available.

## **Tips on Using M2OS:**

- Upon signing in, girls will need to watch an introduction video, create an avatar, and add at least one customer email address to proceed. This email can be any customer. If girls don't intend to use the site for online sales, they can feel free to use a household email, close friend or family member. That person will receive a sales invitation. Girls are not required to add any additional email addresses.
- If you cannot locate your invitation email girls/caregivers can also go direct to [gsnutsandmags.com/gsosw](https://gsnutsandmags.com/gsosw) to gain access. They can search by their troop number and name.
- After girls have completed their initial log in, they'll receive a unique code that represents the girl's site. We recommend families make note of this number for future use.
- The site will also provide links to easily promote girls' sites on social media.
- Users can switch the site to show in Spanish at any time by choosing "View in Español".
- A girl's avatar has a "room" on the site and accessories for the room are earned after completing different actions and milestones for a fun girl experience.
- All deadlines associated with M2OS are midnight Eastern Time.



# Girl Delivery in M2OS

Girl delivery is a versatile feature offered for online customer orders for those that would like to use a credit or debit card for payment and live close enough for the girl to deliver nut and candy products in person.

- Girl delivery is available to all customers who enter a girl's sales site. This cannot be adjusted.
- If a family does not wish to provide girl-delivery orders to customers, they should adjust the messaging sent to the customer discouraging customers from electing that option.
- A customer self-selects a girl-delivery order vs. a direct-shipped order.
- Customers using girl delivery both order and pay for their product online. No payment is collected at delivery.
- Families must review their girl's sales page regularly to see who has placed a girl-delivery order.
- Girl-delivery orders are automatically included in the troop order. They should **NOT** be manually entered by the family or troop in M2OS.
- If a girl-delivery order was inadvertently duplicated manually and was not corrected by October 21, the troop/family is responsible for the cost of that duplicate product.

## **What to Do If a Girl-Delivery Order Should Not Proceed**

**Before the troop order is placed:** Families should call the M2 customer service line at 800-372-8520 to get the order reversed and refunded. The customer can then go back and place a new order as direct ship if desired.

**After the troop order is placed:** There is no way to reverse the order after this time. Once the order has been submitted by GSOSW to the vendor, the product will be ordered. The product is the responsibility of the girl, and the family will need to coordinate directly with the customer to get the product to the customer somehow.



# Ordering Product

If a girl sells in person—whether in addition to or instead of online sales—the girl/troop must enter those paper orders into M2OS to ensure the product is ordered from the vendor. The girl/family makes these entries by midnight Eastern Time on October 16.

- **Online orders are automatically added to M2OS. They do not need to be manually entered.**
- Customers are able to make online shipped orders until November 24.
- Online Girl Delivery orders end on October 21, but will automatically add to the troop order.
- All online orders continue to count towards troop funds and girl recognitions.
- Clearly communicate with families about ordering deadlines and send reminders to ensure you have enough time to review and submit your troop's orders by GSOSW deadlines.
- Clearly communicate to families a plan for obtaining copies of girls' paper order cards to ensure all orders get filled. We discourage you from taking possession of original paper order cards, as this increases the risk of lost cards, which would be a significant challenge.

## Family Entry of a Girl's Paper Order Into M2OS

To enter a girl's paper order card:

1. Log into the M2 system and click on Manage Paper Orders from the dashboard.
  2. Enter the quantities from the paper order card and click Update.
- If a family needs to edit the quantities after the order has been entered, simply repeat the steps above and click Update.
  - Families are unable to make adjustments after midnight Eastern Time on October 16, 2025.
  - Troops then have access to make corrections October 17–19.
  - No changes can be made after midnight Eastern Time on October 21.

## Personalized Patches

Girls have the ability to earn a custom patch for making \$375 or more in total sales AND sending 18 or more emails and creating their avatar. There are important things to consider when earning this patch:

- The avatar must be created in M2OS.
- A mailing address needs to be added in the system so the patch can be sent.
- Girls will need to choose which background they would like on their patch.
- The 18+ emails that are part of earning the patch must be sent by the girl through their M2OS storefront. Emails sent from outside M2OS do not count towards the recognition.
- As soon as the recognition is earned, the system initiates the patch production and it is mailed direct to the girl.
- If families have trouble with receiving the patch or setting up the girl avatar, they should contact M2OS customer care directly by calling 800-372-8520.

# Receiving Product

GSOSW will submit troop orders to the vendor on October 22. Products will be shipped to our various warehouses throughout the state. Those products become available to collect by the service unit November 5–7. Troops obtain the product from their service unit, then sort into girl orders and distribute to families.

## **When Distributing Product to Girls:**

- Always count and recount. Do not rush, and take your time no matter what. If there isn't time to count, then there isn't time to accept the order.
- Families should retain all receipt copies until after recognitions are received.
- Troops provide girls with a money envelope including each girl's balance and the date money is due. As TPM, you are empowered to set your own deadlines to stay in compliance with GSOSW deadlines.
- If girls will have multiple caregivers taking orders, be sure that each picks up their own order. Also ensure that each caregiver signs their own *Permission & Ethics Pledge*.

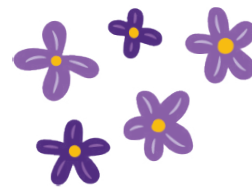
## **Be Prepared for Product Pickup**

- Arrive at the product exchange already aware of what items you should be receiving to fill your orders.
- In M2OS, choose the Sales Report icon on your dashboard.
- You can print or download the information provided, which includes the items from your Nut Order Card and online girl-delivery orders.
- You will receive exactly what was listed in M2OS from your order card submission, plus product ordered to fulfill girl-delivery orders. The troop does not receive any extra product.
- Arrive at your assigned pickup location and time. (Be sure to follow any specific instructions that may be communicated regarding your specific pickup location.)
- You are required to get out of your vehicle and count and sign for the product. It's your responsibility to make sure you have your complete order.
- Do not accept orders from your SUPM without having counted them yourself.
- Thoroughly check and recount the order. GSOSW and the SUPM are not able to fix shortage errors once signed for. Count, count, and recount before you leave and verify products, as they are similar in can and box size.
- Your SUPM should provide you a receipt of the items you've been given that is signed by both parties. Once signed and accepted, the troop is financially responsible for the signed items.
- If the TPM is not the Juliette's primary caregiver, they must be sure to have signed receipts for any product or money exchanges with the primary caregiver. The receiving party becomes financially responsible for any product or money they sign for.
- If you miss your pickup due to an emergency, contact your SUPM immediately.

### Separating Customer Orders

Once the Juliette has all the product to fill customer orders, it will need to be separated by customer. All product must be delivered to customers by November 24. This is a fantastic place for girls to be fully engaged. While it may take a little more time to complete the task, having girls take ownership of the process is fundamental to the girl experience. Caregivers should be patient and reassuring as girls get acquainted with this process. Anyone who has performed a product inventory knows it can become overwhelming quickly. Review paper order cards to identify customer orders, and identify girl-delivery customer orders. Give girls a chance to add their own flair to product delivery. Maybe include a handwritten note or other expression of gratitude. It is also helpful to create an easy way to identify what the balance due for an order might be. Maybe the girl can place a call to the customer to remind and coordinate delivery and reiterate balance due.

## Money Handling



While ultimate financial responsibility for product received rests with the family, you can set deadlines and communicate often to keep your troop on track, including:

- All customer payments collected in person are deposited into the GSOSW U.S. Bank account.
- Customer payments should never go through personal bank accounts, including payment processing platforms like Venmo that are associated with a non-Girl Scout bank account.
- Processing platforms like Square and Venmo are not permitted for Juliette use. These platforms are only permitted when associated with a Girl Scout account.
- Because M2OS cannot distinguish between a traditional troop proceed structure and that of a Juliette, manual calculations are necessary to determine what is due to the GSOSW bank account and what girls will be earning on their Pathway Card. For instructions on how to calculate what is being earned and what is due to GSOSW, please see Pages 20-22.
- All Juliette funds are handled through GSOSW accounts, and you'll be making deposits using preprinted deposit slips. See Page 24 for more information on making deposits.

### **Determining Girl Balance Due**

Families will be able to see the total amount that they are expected to deposit to the troop. Remember that this amount will not include Girl Delivery product because that was already paid for online by customers, and applied to a girl's account. Throughout the program, share with caregivers what M2OS shows as due for the girl. This provides an opportunity to address any potential discrepancies either in product order or deposit recording. Once again, be sure to keep track of all signed receipts for exchanges between girls and the troop. Each party should have a signed receipt for every transaction.

### **To Find a Girl's Starting Balance:**

1. Choose the *Sales Reports* icon from your dashboard.
2. Choose the *Nut Order Card* option from the pink menu ribbon near the top of the page.
3. This includes all nut product you personally requested. The total listed at the bottom indicates the total amount you will be expected to deposit to the troop.
4. The system does not reflect any deposits you have made to the troop in person. You will need to keep track of deposits made, and note your progress towards paying your full balance.

### **Determining Troop Balance Due**

Troops will be able to see the total amount that they are expected to deposit to the council account. Remember that this amount will not include online customer orders, as they have already been paid and applied to the specific Girl Scout's account. Troops should only deposit into the GSOSW U.S. Bank Account the amount due to GSOSW.

# In-Person Customer Payment Collection

Once girls receive the product to fill customer order card and girl-delivery orders, it's time to sort and deliver! Girls should complete all customer deliveries by November 24 when the program ends.

- Payment for in-person nut/candy orders should ONLY be collected from customers when the order is delivered, not in advance.
- Accepting cash or check payments is optional and a troop decision. Doing so requires making deposits at a U.S. Bank branch into GSOSW accounts. See Pages 22-24 for more detail.
- If a troop accepts customer checks, the following guidelines apply:
  - Make payable to "Girl Scouts."
  - When accepting a check, note your troop number and girl name in the memo line.
  - Make sure that the check amount is written correctly by comparing the numbers to the spelled out words.
- Be sure all product needed to fulfill paper order card orders are entered M2OS. Entries can be made from the family/caregiver login until the October 19 deadline. After October 19, all product request via M2OS is the financial responsibility of the girls family. There are no returns or cancellations of product once requested by the troop from GSOSW.
- If the TPM is not the primary caregiver, or the girl has orders from shared households, all involved adults should expect receipts for ALL product distributed, as well as money collected from girls. These records represent accountability for both parties and are indispensable should discrepancies need to be researched. If there isn't receipt, there should not be an exchange.
- Product payments from customers should never be deposited into personal bank accounts.
- Juliettes are unable to use mobile payment services such as Square and Venmo because these are required to be linked to a Girl Scout bank account, and Juliettes do not have a bank account. To find out more, see our *Mobile Payment Services Guidelines* (form #105) at [girlscoutsosw.org/forms](https://girlscoutsosw.org/forms) for more information.
- You will receive preprinted deposit slips from your SUPM at Delivery Day. Use these slips to deposit all in person customer payments into GSOSW accounts. See Pages 20-24 to determine what should be deposited and for best practices when making deposits.

## Counterfeit Policy

If accepting cash, we discourage accepting bills larger than \$20. If you discover or suspect you have a counterfeit bill:

1. Take the bill to your local bank branch. You should be provided a report by the bank teller documenting the event, and they should confiscate the bills.
2. From there, please make a police report with your local authorities.
3. Submit both the bank report and the police report to the [Counterfeit and Third Party Theft Reporting form](#), and we'll attempt to reimburse you. Reimbursements will not be made for bills \$50 or larger.

# Pathway Cards

Because a Juliette's participation in a product program benefits an individual as opposed to a group, how they earn funds for their sales is a little different. Below you will find a table detailing how Pathway Cards are earned by a Juliette based on the total units sold. These funds are not cumulative. Once the sale is over, the PPD will verify the Juliette has deposited the correct amount into the U.S. Bank account and will add funds to a Pathway Card.

## A Guide to the Funds Earned on the Pathway Card

To help Juliettes strategize in their goal setting, use the table at right to identify what the girl will earn for their sales in units. See Page 23 for instructions on how to view a girl's sales to help track progress in meeting goals.

## Important Notes Regarding Pathway Cards

- Pathway Cards do not expire as long as a girl is registered by January 1 of each year, or until they transition to an adult member.
- Pathway Cards are mailed directly to the girl, but separate from Fall Product Program Credits.
- Program credits can be used in many ways, including Girl Scout travel. Juliettes use program credits (Fall Program Credits, Pathway Cards, cards earned during cookie programs) towards group travel experiences including GSOSW-sponsored travel, travel patrols, Girl Scout Destinations, or travel with a troop. Program credits cannot be used towards trips planned as an individual.
- Juliettes are issued one physical Pathway Card to be used throughout their Girl Scout experience. If they earn funds in future product programs, those funds will be added to the same card. Please keep careful track of the card, and keep detailed notes of spending.

| Amounts over minimum (min) will earn Pathway Cards. |                 |   |
|---|-----------------|---|
| Funds are <i>not</i> cumulative.                    |                 |   |
| Nuts & Candies                                      |                 |   |
| Units sold  | Path way Credit | What happens after 140 Units?   |
| 5 min - 10  | \$5             | Credits continue using a formula of $\$1.00 \times$ the midpoint of the range after 140 units.<br><br>Example: Sold 143 units- Midpoint of the range from 141 -150 is 144. Multiply $\$1 \times 144 = \$144.00$ in Pathway Credits. |
| 11-20   | \$15            |   |
| 21-30   | \$25            |   |
| 31-40   | \$35            |   |
| 41-50   | \$45            |   |
| 51-60   | \$55            |   |
| 61-70   | \$65            |   |
| 71-80   | \$75            |   |
| 81-90   | \$85            |   |
| 91-100  | \$95            |   |
| 101-110   | \$105           |   |
| 111-120   | \$115           |   |
| 121-130   | \$125           |   |
| 131-140   | \$135           |   |
| Magazines & More                                    |                 |   |
| # of items  | Path way Credit | What happens after 30 items?  |
| 2 min - 5   | \$5             | Credits continue using a formula of $\$2.00 \times$ the midpoint of the range after 30  |
| 6-10  | \$15            |   |
| 11-15   | \$25            |   |
| 16-20   | \$35            |   |
| 21-25   | \$45            |   |
| 26-30   | \$55            |   |

# Monitoring Juliette Payments

Juliette TPMs will need to make some manual calculations and intentionally monitor what is owed to GSOSW and what a girl will earn on their Pathway Card. Use the information below to assist with reviewing units sold, calculating funds owed to GSOSW, monitoring payments deposited, and investigating deposits recorded to your troop.

 **Reports**  
See financial and other reports for this campaign.

[All Sales](#) [Magazines](#) [Direct Ship Nuts](#) [Nut Order Card](#) [Online Nuts Girl Delivered](#) [Tumblers](#) [BarkBox](#) [Special Reports](#) [Summary Report](#)

[Council Report](#) / [Service Unit Report](#) / [Troop Report](#) / [Girl Scout Report](#)

**All Sales : Current Campaign**  
**Girl Scout Report - Dean Arnold (Sean)**

 Service Unit: 400  
 Troop: 84  
 No. of Emails Sent: 20  
 No. of Shares: 3

|                            | Qty       | Total           |
|----------------------------|-----------|-----------------|
| Online Magazines           | 3         | \$74.00         |
| Direct Ship Nuts           | 0         | \$0.00          |
| Nut Order Card             | 22        | \$132.00        |
| Online Nuts Girl Delivered | 0         | \$0.00          |
| Tumblers                   | 0         | \$0.00          |
| BarkBox                    | 1         | \$19.99         |
| <b>Total Sales</b>         | <b>26</b> | <b>\$225.99</b> |

## Review Units Sold

To help calculate how many Pathway Credits will be earned for a girl's sales:

1. From the TPM or Family dashboard in M2OS, select Reports, then the All Sales tab.
2. In the upper right-hand area, there is a box that lists the total quantities sold of all products.
3. The "Online Magazines" total can be compared to the table on Page 22 for magazine sales.
4. To determine the total of nut and candy items sold, total the quantities (under "Qty") of "Direct Ship Nuts", "Nut Order Card", and "Online Nuts Girl Delivered". This total can then be compared to the table for nuts & magazines.
5. The sum of the Pathway Credits earned for magazines, candles, Tervis tumblers, BarkBox and nut/candy units will be what the girl receives on their Pathway Card at the end of the program.

## Calculating Funds Owed to GSOSW

Any orders collected outside of the M2OS site are considered part of a girl's "Order Card" order, and the customer payment for those orders must be made in full to the GSOSW bank account. To find what should be deposited into the GSOSW bank account:

1. From the Reports page, select the Nut Order Card tab.
2. The Total Sales dollar amount indicated in the upper right-hand corner is the final amount that should be collected from customers and deposited into the GSOSW account. This amount will not change after October 23.

## Monitoring Payments Deposited

If a girl collected Paper Order Card orders, they should monitor M2OS regularly to be sure all deposits made to the GSOSW bank account are allocated correctly.

1. Select the Troop Summary/Amount Due Report from the M2OS dashboard.
2. Locate the Total Sales section.
3. Note the dollar amount listed in the Collected from Customers row.
4. Note the amount listed in the Payments Made to Council row.
5. The account is paid in full when the amount listed in Payments Made to Council is the same as the amount listed in Collected from Customers. Do not use the Balance Due Council row to determine what is due or past due.

## Investigating Deposits Recorded to Your Troop

Juliettes may review deposits made into the U.S. Bank account at any time.

1. From the Financials & Reporting section of the dashboard, choose Banking and Payment.
2. At the top of the window is a list of Troop Deposits. Compare this information to any teller receipt copies received from visits to the bank.

If it has been 72 business hours since a deposit, and the deposit is not reflected on the account, email [answers@girlscoutsosw.org](mailto:answers@girlscoutsosw.org) with an image of teller receipts and details about the deposit so the PPD can investigate.

## Missing Funds

Funds due by the girl or the troop to the GSOSW accounts are commonly referred to as “Missing Funds.” During the Fall Product Program, unpaid balances are typically associated with an individual girl or family. GSOSW requests clear communication and reporting regarding funds that have not been paid. Girl Scouts of Oregon and Southwest Washington is committed to assisting our members in navigating their circumstances, but we cannot do so without active communication and participation by the adults involved. Accounts may be turned over to collections if agreements cannot be reached. Unresolved accounts can affect an adult’s status as a volunteer and the girls ability to participate in future product programs. To aid in communication, a *Product Program Missing Funds Report* is expected for any unpaid balances providing important detail and context about the situation.

- For Juliettes, an unpaid balance is typically both a troop and girl unpaid balance since they are one and the same. In the event the TPM is not the girl’s primary caregiver, the troop/TPM should not “cover” unpaid girl balances. Leave the troop’s account underpaid according to what is due from the girl/family.
- All Product Program *Missing Funds Reports* should be accompanied by copies of all signed exchange receipts, copies of emails or text messages, or any communication regarding collection attempts. Supporting documentation is imperative to the collection efforts.
- If payments cannot be collected by Girl Scouts in a timely manner, outstanding balances will be sent to collections. If someone is sent to collections, this can jeopardize the adult’s status as a volunteer and the girl’s ability to participate in future product programs. Repeated delinquencies may result in long term restrictions.

# Wrapping Up the Program

The Fall Product Program ends during a busy time of year for many families, so you'll want to be sure and stay on top of wrapping up the program.

## **On or Before November 24:**

- Communicate with families about any monies owed and investigate any discrepancies between troop and individual records.
- Take steps to ensure all customer product is delivered by November 24.
- If they have not already done so, have girls indicate recognition selections in M2OS. This must be complete by November 25 in M2OS by midnight eastern time.
- Remember that online sales can continue to process until November 24. If girls are close to reaching the next goal level, encourage them to consider making another push to customers for last-minute orders.

## **November 24—Program Ends:**

- All product should be delivered to customers.
- Final online sales placed by customers.

## **November 25—Girls Should Provide to TPM:**

- All payments for product sold in person.
- Recognition selections in M2OS by midnight Eastern Time.

## **January 2026:**

Estimate of when recognitions will arrive to troops. Fall Product Program Credits/ Pathway Cards are mailed to individual girls. Physical recognitions are provided to service unit volunteers, and then sorted and distributed to troops. Troops are likely to receive recognitions around January 2026.

## **Recognition Distribution:**

- Recognitions will be shipped directly to SUPMs for distribution in January 2026.
- Please respond quickly to the SUPM's request to pick up recognitions for your troop.
- Arrive knowing what items your troop should receive and count before leaving the SUPM. To determine this information, please use the *Girl Scout Rewards* report.
- Sort items by girl and distribute to girls as soon as possible.

# Fall Product Program Timeline Checklist

Please note that all deadlines listed below are the last possible date the activity must occur. As TPM, you may choose to set earlier deadlines in order to meet GSOSW deadlines, while considering your own schedule. Please clearly communicate these deadlines to support your troop in meeting them.

|      |   |
|------|---|
| Sept | <ul style="list-style-type: none"> <li>Girls who wish to participate must complete online <i>Permission &amp; Ethics Pledge</i>. This is required for in-person and online sales, and before receiving program sales materials.</li> <li><b>September 10:</b> Program starts. Girls collect in-person orders (but not yet payment) for nuts/candy.</li> <li><b>September 10:</b> Girls are granted access to M2OS. Girls log in, create their avatar, make recognition selections, and share their online storefront with customers.</li> </ul>   |
|      | <ul style="list-style-type: none"> <li>Families record paper orders in M2OS to be added to troop order.</li> <li><b>October 16:</b> Girl access to paper order card order entry closes at midnight Eastern.</li> <li><b>October 17–19:</b> Troop access for order entry of all in-person orders ends.</li> <li><b>October 21:</b> Online girl-delivery order placement ends.</li> </ul>   |
| Nov  | <ul style="list-style-type: none"> <li><b>November 5-7:</b> Product delivery/pick-up. Troops receive product and distribute to girls.</li> <li><b>November 5-24:</b> Girls deliver product to customers and collect money for product delivered.</li> <li>Troops deposit payments collected from girls.</li> <li><b>November 24:</b> Program ends. All product must be delivered to customers and payments collected.</li> <li><b>November 24:</b> Online orders for direct shipping end. All money due to TPM.</li> <li>Girls make recognition selection in M2OS at applicable levels.</li> <li><b>November 25:</b> All girl recognition orders must be submitted in M2OS by midnight Eastern.</li> <li><b>November 28:</b> All monies due deposited into GSOSW account by troop.</li> </ul> |

**Please Note:** Individual girl recognitions are shipped to area volunteers, then distributed to troop and girls in January 2026. If a girl/family has an unpaid balance with the troop, troop submits *Product Program Missing Funds Report*. Girls with unpaid balances do not receive personal recognition items until rectified. Unpaid balances may impact a girl's ability to participate in future product programs including the Girl Scout Cookie Program.