

2025 Fall Product Program

Troop Product Manager



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Getting Started

- You must be active as the TPM in [MyGS](#) and sign the online agreement form at get link.
- Take the required training with your service unit product manager and watch the online training in gsLearn.
- Host a meeting with your girls' caregivers to explain the program and deadlines. This can be in person or virtual.
- After receiving your M2 access email, log in, watch the M2OS system video, create your volunteer Avatar. Set up your account and make sure all registered girls are listed. Contact the Customer Care Team at 800-338-5248 or email answers@girlscoutsosw.org if any of your troop members are missing in the system.

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 troop year. One of the most important elements of the program is the opportunity for girls to set and achieve goals while earning money for troop 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 to be the troop product manager (TPM)! Your volunteer efforts are truly appreciated. With your help, the Girl Scouts in your troop can participate in council-sponsored product programs, where they will develop valuable life skills and help earn funds for the troop. 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 programs for Girl Scouts in our council. For questions regarding specific council-related details, contact your service unit product manager (SUPM) or email GSOSW at 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 5	Troop Pre-Qualification Deadline
August 8	SUPMs notified of eligible troops
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 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
October 27–November 5	SUPM audit of <i>Permission & Ethics Pledge</i>
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 & 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

M2 Customer Care: 800-372-8520

Permission & Ethics Pledge: ethics.girlscoutsosw.org

GSOSW Customer Care: 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.

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.
- Troops must have met all qualifications required of a troop in good standing, which include having at least two registered, unrelated and background-checked leaders who've completed all required trainings, the minimum number of girl members required for a troop, a current bank account and a *Troop Financial Report* (form #108) submitted to their SU treasurer.
- 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.

Troop Planning

Troop Goal-Setting and Family Information Meetings

Troop goal-setting meetings are an important part of your troop's success and a girl-led experience. Clear and frequent communication is essential. TPMs should organize a troop meeting as early as possible so girls can set goals for their participation in the product program. There should also be opportunities for the troop to meet with families to share these goals and talk about how adults can support the troop on their journey. Family participation in this process is the key to a successful product program. After these meetings, girls and families should have a clear understanding about the goals of the troop and how they can support that momentum while also evaluating their individual ability to contribute. Troops should work together to value all contributions, including from girls and families who elect not to participate in the product program.

Troop Goal Setting

- Plan sales strategies.
- Set individual and troop goals.
- Decide what troop will do with troop proceeds.
- Come up with a plan of what to do if the troop goals are not met.

Topics That Can be Covered in These Information Opportunities:

- Overview of the program.
- Clearly express that participation is 100% voluntary. At no time should girls or families feel obligated or pressured to participate.
- How the TPM intends to communicate with girls and families.
- Families should be given the opportunity to complete the online [2025 Fall Program Permission & Ethics Pledge](#). This is required before a girl can participate and receive program sales materials.
- Encourage families to log into M2OS even if only to enter their paper order cards and make girl recognition selections.
- As a group, review the approved selling methods for the Fall Product Program as described in the [2025 Fall Product Program Family Guide](#). It's important to cover shared expectations and to call out appropriate public-facing activity for all girls and families.
- Clarification of troop-specific deadlines for submitting orders, recognition selections and collection of payments in order to stay within GSOSW deadlines.
- Discuss how and when product will be distributed to girls.
- Express how recognitions will be distributed to troops.
- Convey the importance of keeping good records, e.g. receipts for product as well as for money.
- Discuss available recognitions and how Fall Product Program Credits can be used.
- This is a great opportunity for TPMs and leaders to share ways they need support from families.

Recognitions

In addition to contributing to troop proceeds, 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.



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

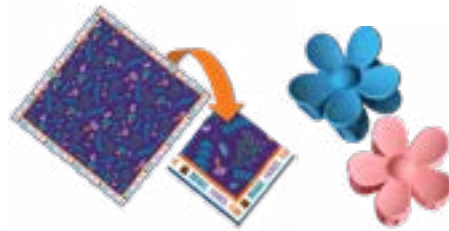
48+ Total Items



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!



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.
- 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.

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 troop proceeds. 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.



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. 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. Girls turn in money to the troop.
Online: Direct-Ship	Girls create their personalized storefront in M2OS and send emails/share the link with friends and family. 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: Girl-Delivery	Girls create their personalized storefront in M2OS and send emails to friends and family. 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.

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) Money Explorer 	How much paper bills and coins are worth and how to use money
Daisy (Grades K-1) 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) 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) 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) Budget Maker 	How to create a budget to spend, save, and share and understand how financial services work
Junior (Grades 4-5) 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) 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) 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) 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) 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) 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 (Grades 11–12) 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 (Grades 11–12) 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



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.

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.



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.

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.
- 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.

Distributing Customer Orders to Girls

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

- Encourage families to arrive at the product exchange already aware of what items they should be receiving to fill orders. They can find this information in M2OS:
 1. Choose the *Sales Report* icon on the dashboard.
 2. Print or download the information provided, which includes the items from the *Nut Order Card* and online girl-delivery orders.
- Families will receive exactly what was listed in M2OS from their order card submission, plus product ordered to fulfill girl-delivery orders. The troop does not receive any extra product.
- Encourage families to arrive at the assigned pickup location and time, careful to follow any specific instructions regarding specific pickup locations.
- Families are required to get out of their vehicle and count and sign for the product. It's their responsibility to make sure they have their complete order.
- **Families must not accept orders from the troop without having counted product themselves.**
- Families should thoroughly check and recount the order. GSOSW and the troop 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.
- Provide families with a receipt of the items they've been given that is signed by both parties. Once signed and accepted, the family is financially responsible for the signed items.
- If a family must miss a pickup due to an emergency, direct them to contact you immediately.

Separating Customer Orders

Once families have 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:

- **Scheduled Money Collection Opportunities.** Set deadlines for collecting troop payments that not only align with council deadlines, but take into account volunteer and troop schedules and the time it takes to receive, process and deposit funds. These collection opportunities may fall outside of regular meeting times. Help your troop stay on track by clearly communicating deadlines and sending timely reminders.
- **Messaging to Remind About Deadlines.** TPMs may send deadline reminders through the M2OS system in addition to the troop's typical communication platforms.
- **Girl Balance Details.** We encourage you to update families more than once during the program of what the troop believes a girl's balance due is. This provides an opportunity to ensure everyone is on the same page. See below on how to identify girl balances. Troops are not to cover unpaid girl balances as that deducts from the troops proceeds. If the troop is expecting a different balance than what the family shows, take time as early as possible to address these discrepancies together.
- **Allocate payments to girls in M2OS.** It is imperative that TPMs frequently and accurately update the system regarding what each girl has turned in to the troop. Your receipt booklet will be a key tool for this task.

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.

Due to GSOSW Account:

Troops deposit the amount listed as "Balance Due Council" into the GSOSW account. Troops should review their financials frequently as it changes with online orders and deposits.

Due to Troop account:

Troops deposit the amount earned as proceeds directly into their troop bank account as it is collected from girls.

- Troops deposit the amount listed as "Troop Proceeds and Bonuses" into the troop bank account.
- M2OS will not reflect what was deposited into the troop account so troops are responsible for tracking and recording this information separately.
- Troops earn \$1 per nut/candy item sold in-person, 20% of any nut/candy sales made online and 10% of all magazines and more sales.

Overpayment to GSOSW Account

Troops should only deposit into the GSOSW U.S. Bank account the amount due to the GSOSW.

- Any troop that has an overpayment to the GSOSW U.S. Bank account under \$1 will not receive reimbursement.
- If the troop pays more than what is owed to GSOSW (including payments collected from customers), GSOSW will process a refund directly into the troop bank account up to two weeks after the Fall Product Program concludes.

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.
- Communicate with your troop about what types of payment your troop is accepting. When taking cash, we discourage accepting bills larger than \$20. If you discover you've received counterfeit funds, follow the Counterfeit Policy guidance below.
- If your 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.
- Once a family has requested product from the TPM by the October 16 deadline, that family is financially responsible for that product. There are no returns or cancellations of product once requested by the troop from GSOSW.
- Families 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 a receipt, there should not be an exchange.
- Product payments from customers should never be deposited into personal accounts.
- It is a troop's group business decision to utilize Square® or similar systems during the Fall Product Program. Because fall sales are not made in a group environment, utilizing these platforms can be challenging. To find out more, see our [Mobile Payment Services Guidelines \(form #105\)](#) at girlscoutsw.org/forms for more information. All costs, fees, and liability for the use of these platforms are the responsibility of the troop.

Counterfeit Policy

While we encourage the use of detector pens and not accepting large bills, sadly counterfeit bills are still a possibility during your product program. 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.

Missing Funds



When a girl has not made full payment to the troop by required deadlines, this circumstance is commonly referred to as “Missing Funds.” We know that sometimes, for various reasons, families experience trouble in making their full payments to the troop. In order to protect troop proceeds and fully support both troops and families, we ask troops to enlist the assistance of GSOSW. Troops are asked to submit a *Product Program Missing Funds Report* for families with past-due balances. This helps provide detail and context about the situation. Troops are also instructed not to cover the girl’s amount due, as doing so would deduct from troop proceeds. The *Product Program Missing Funds Report* is a means to accurately support those involved moving forward. 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 girl’s ability to participate in future product programs.

- Girls do not receive individual recognitions until rectified.
- Girl/caregiver may be prohibited or restricted in future product programs if not rectified.
- Repeated delinquencies may result in long-term restrictions.

	If a GIRL Has a Past Due Balance	If a TROOP has a Past Due Balance
Does the Troop Pay the GSOSW Account in Full	NO: Paying GSOSW the amount owed by a girl means the troop has covered the cost. Those funds cannot be recovered by GSOSW.	YES: Shortages or unsold product are the responsibility of the troop and come from the troop proceeds.
Who Submits <i>Missing Funds Report</i>?	TPM submits to Product Program department on behalf of the girl/family.	SUPM submits to Product Program department on behalf of troop.
Report Due	November 28, 2025	November 28, 2025
Repercussion of Unpaid Balance	Girl does not receive recognitions until rectified. Accounts may be turned over to collections if agreements cannot be reached. Girl/caregiver may be prohibited or restricted in future product programs if not rectified. Repeated delinquencies may result in long-term restrictions.	Troop with unpaid balances will not receive recognitions until rectified. Troop ability to participate in future product programs may be impacted. Associated adult volunteers may be limited/restricted in future product program participation or their status as a volunteer.

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 2 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.
- Conduct a final audit of completed *Permission & Ethics Pledge* forms for girls.
- Communicate with families about any monies owed and investigate any discrepancies between troop and individual records.

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 Troop 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 and the schedule of the troop. Please clearly communicate these deadlines to support your troop in meeting them.

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

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.