

## Delivery Information:

## SNACKS & REWARDS

The service unit snack delivery will occur between November 14-17. Deliveries can be made to homes, workplaces, or even community buildings. An adult must oversee the delivery and verify the count of the snacks with the delivery staff. To make your snack delivery go smoothly, follow these steps:

- Print the troop delivery tickets from M2OS.
- Verify the count with the delivery staff, plus with troops during their pickup time to ensure all items are received. Trust us, taking the time to verify the counts with troops will save you a lot of stress!
  - Each case of snacks has 12 pieces of product.
  - Orders are fulfilled to the piece, no extras are provided.
- Store snack products in an area free from pests, smoke, temperature changes, or potential damage prior to troop pick up.
- Report any delivery issues within 24 hours of the delivery to [girlscouts@girlscoutsv.org](mailto:girlscouts@girlscoutsv.org).

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

## Banking & Finance Information:

- Juliettes that participate in the program will be mailed deposit slips in November. Juliettes use these slips to deposit all money for snack order card sales into the River Valleys Wells Fargo bank account.
  - Juliettes will earn Juliette Program Credits instead of troop proceeds for participation in the program and they also earn reward items.
- Troops deposit all money collected for snack order card sales into the troop's bank account. River Valleys will then withdraw the amount due to council after the sale ends.
- Direct troops to complete the Finance/Inventory Issue Form to report if a family owes money to the troop, the troop received an NSF (non-sufficient funds) check(s), or the troop was charged bank fees because of high deposit activity. Find this form at [Volunteers.GirlScoutsRV.org/Forms](http://Volunteers.GirlScoutsRV.org/Forms).

2023 MASCOT:

### Olive the Ocelot!

Olive the Ocelot is a spotted wild cat who prefers the tropical, rain-forest habitats common in and south of Central America.

Watch for opportunities to learn more about her in *In a Nutshell!*

### Contact Us:

**Girl Scouts River Valleys**  
[girlscouts@girlscoutsv.org](mailto:girlscouts@girlscoutsv.org)  
800-845-0787

**M2 Customer Service**  
[support.gsnutsandmags.com](mailto:support.gsnutsandmags.com)  
800-372-8520



# Service Unit Guide

## Welcome to The Snacks & Magazines Program!

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

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

### The Champion:

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

### The Helper:

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

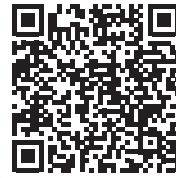
### The Resource:

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

This year, we have new program opportunities and new snack tins and items that are sure to be a hit! These new online offerings are part of a special pilot that includes Tervis tumblers, a Girl Scout themed mini BarkBox (while supplies last), and a bonus FREE magazine offer for customers that purchase snacks for direct ship to their home. We appreciate your help in promoting the benefits of this fast, easy, and rewarding program with the troops in your area. We are ready to answer your questions and provide you support as you fill this important role.

*Yours in Girl Scouting,*

*The River Valleys Product Program Team*



Scan the QR code to access Service Unit resources!



## Service Unit Proceeds:

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

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

## Volunteer Resources:

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

**M2OS:** [www.gsnutsandmags.com/gsrv](http://www.gsnutsandmags.com/gsrv)

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

**Service Unit Fall Product Manager Resources**

Scan the QR code above to be directed to this page on [volunteers.girlscoutsrv.org](http://volunteers.girlscoutsrv.org).

**In a Nutshell**

A bi-weekly blog with helpful tips & reminders for both service units and troops. An email will notify you of a new post.

**Looker**

Use this online tool to access real-time membership data. Find details on how to use Looker at [volunteers.girlscoutsrv.org](http://volunteers.girlscoutsrv.org).

Looker is where you can obtain troop contact information to reach out to volunteers. You can also email troop volunteers through M2OS, use Rallyhood, or connect on your service unit social media page.

## Important Dates:

<b>Go Day!</b> Girl Scouts can launch their online accounts and participate in snack order card sales.	September 25
<b>Snack order card sales end</b>	October 22
Family order entry deadline in M2OS	October 23
Troop order entry deadline in M2OS	October 27
Service unit order entry deadline in M2OS, online sales end, girl reward choices due <i>No exceptions can be made if this date is missed</i>	October 29
Snacks deliveries to service units	November 14-17
Reward deliveries to service units	December
All snack order card sale money due in troop account, Finance/Inventory Issue Form due	December 7
ACH withdrawal from troop account for money due to River Valleys	December 15



## Care to Share Donation Program:

Through this program, snack products are donated to Second Harvest Heartland and Channel One food shelves. Girl Scouts collect donations from customers in \$9 increments. Girl Scouts River Valleys delivers the product. Girl Scouts receive credit for each donation sale and the troop receives \$1 in proceeds. Girl Scouts who sell four or more donations earn a special patch.

## Participation Options:

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

Type of sale:	How to do it:	How product gets to customers:	How customers pay for items:	Troop Proceeds:
<b>Online Magazine Sales &amp; More**</b>	Girl Scouts use M2OS to email their customers or share their unique sales link	Shipped from vendor	Credit card purchase online	\$3 per order
<b>Online Snack Sales*</b>	Girl Scouts use M2OS to email their customers or share their unique sales link	Customers can choose to either have the snacks shipped directly to their home or have Girl Scouts deliver the snacks	Credit card purchase online	\$1 per item
<b>Snack Order Card Sales*</b>	Girl Scouts contact customers via phone, text, video chat, or in-person and track orders on their snack order card	Delivered by the Girl Scout	Check or cash provided to Girl Scout	\$1 per item

\*Includes Care to Share Donation Program sales. \*\*Includes Tervis tumbler & Mini BarkBox sales.

## Rewards & Personalized Patches:



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

Girl Scouts can earn the **Start Paws-itive patch** when they create an avatar and send 17 emails through M2OS anytime between September 25 – October 2. Plus, we are partnering with the Wildlife Rehabilitation Center for the Ocelot of Care program. At select reward levels, Girl Scouts have the option to make a donation to support the center and earn a patch.

Girl Scouts can earn the exclusive, personalized patches that feature the avatar they create when setting up their online account in M2OS. Up to two personalized patches can be earned in a year, one for this program and another for the Cookie Program. Up to two adults per troop can earn a personalized patch if the troop has sales of \$950 or more. As a thank you, a personalized patch will also be given to you as the Service Unit Fall Product Manager, and to the Service Unit Manager. These patches are sent directly to the Girl Scout or volunteer.



# Snacks & Magazines Checklist & Important Dates:



**BEFORE  
THE SALE  
(September  
1-24):**

- Receive troop materials the week of September 4. Connect with troops to pick up their sales materials. Troops receive one Troop Guide, plus one Family Guide and order card per Girl Scout. Connect with us if you need additional materials.
- Set up your service unit M2OS account using the link emailed to you **the week of September 18.**
  - If you also manage a troop, you will have access to the troop with the same login.
  - Create and personalize your avatar.
  - View the troops in M2OS. Only currently registered troops and Girl Scouts will be added into the system. If a troop is not listed, contact River Valleys to add the troop.
- Review the troop and family guides.
- Reach out to troops to promote the program, the online council-sponsored Fall Product Rally, and direct them to set up their M2OS account.
- Inform troops that families will now complete the permission form in M2OS. For Girl Scouts participating only in snack order card sales, they'll complete the online permission form at GirlScoutsRV.org.
- Watch the online Snacks & Magazines service unit program training.
- Review the snack delivery email, which includes your delivery date along with other important info.

**DURING  
THE SALE  
(September 25-  
October 22):**

- Remind troops that Girl Scouts are able to access their M2OS account to begin the program on **September 25**. Troops and Girl Scouts can join in the program any time until **October 22!**
- Answer questions from troops.
- Check out and read ***In a Nutshell***.
- Enter the delivery address for the service unit snack order and the shipping address for rewards in M2OS by October 22.

**AFTER  
THE  
SALE:**

- Remind troops that snack order card sales must be entered in M2OS by **11:59 pm on October 27.**
  - Note: Nothing needs to be submitted for online snack orders. These orders are credited to the Girl Scout and troop at the time of purchase. Online sales will continue until October 29. Troops and families can make reward choices until October 29.
  - You will be able to enter late snack order card sales **October 28 through 11:59 pm on October 29.** No late orders will be accepted after this time.
- Coordinate the snack pick up times with the troops. **Deliveries occur November 14-17.**
- Remind troops of the important end of season banking deadlines.
  - All money for snack order card sales is deposited in the troop account and Finance/Inventory issue forms are completed (if needed) by **December 7.**
    - *Final payments for snack order card sales from families are due to the troop December 4.*
  - Girl Scouts River Valleys will collect the balance due from the troop with an ACH withdrawal from the bank account on **December 15.**