

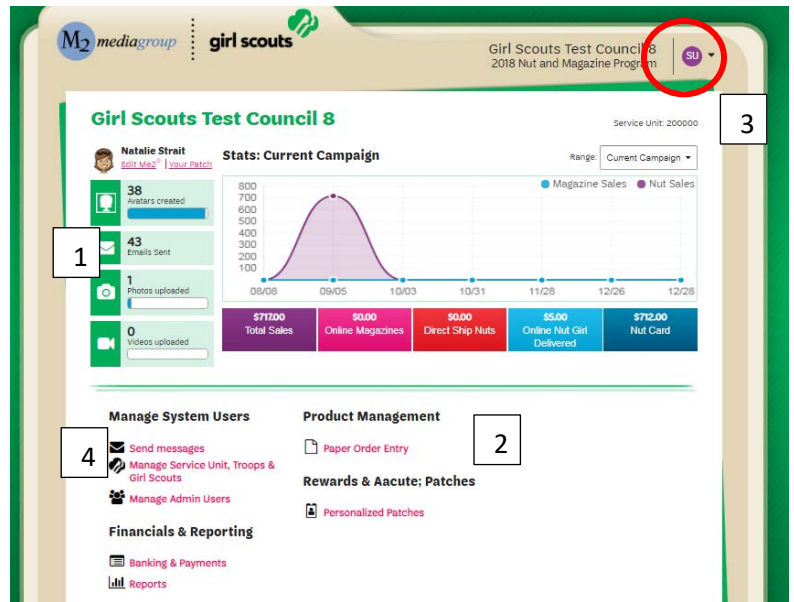
Service Unit M2OS Quick Tips

Review the Family and Troop M2OS Guides in addition to this guide. Much of what you will need to know about the Service Unit role in the system overlaps with what families and troops will also need to know. This guide serves to supplement the other two guides.

Before the Sale

- You will receive an email in September inviting you to participate. If you do not receive this email, please contact GSCCC.
- Familiarize yourself with your Service Unit homepage

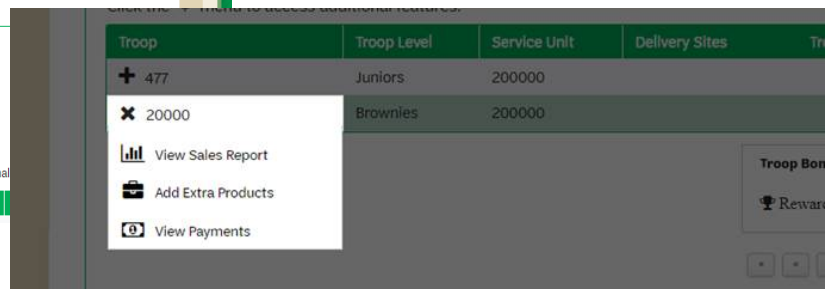
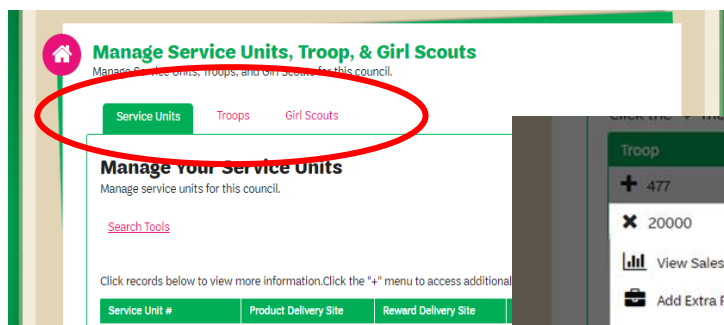
- The top half of your dashboard gives you a quick overview on sale progress for your service unit, including girl engagement (creating avatars, sending emails, etc.) and how many sales have been entered or orders have been placed for snacks and magazines
- The bottom half of this page is where you will navigate to all the other pages you will need, including getting more details on all the dashboard information
 - Most pages you can navigate to will include a **Return To Dashboard** button to get you back to your homepage/dashboard
- You can use the purple button on the top right-hand side of the page to toggle between your SU and troop roles
- Encourage troops to participate in the program! You can use M2OS to Send Messages to Troop Leaders
 - You can choose between messaging troops that have not logged into the system yet, troops that have logged in, all troop volunteers in the system, or troop participants missing a reward action



- You can view which troops are currently uploaded into the system by clicking **Manage Service Unit, Troops & Girl Scouts**
 - If any troops need to be added, contact GSCCC.
- From the Manage Service Unit, Troops & Girl Scouts page, you can also check on sales information and payments for troops and Girl Scouts by selecting them at the top of the screen
 - Remember to click the plus sign next to troops or users to pull up information specific to that troop or user

Manage System Users

- Send messages
- Manage Service Unit, Troops & Girl Scouts**
- Manage Admin Users



During the Sale

- Assist troops with questions on the sale or M2OS
- Access reports on sales progress from the Reports section to monitor sales
- Make sure Delivery information for Rewards is entered and correct for your Service Unit. GSCCC will enter the product delivery information.
 - Select Manage Service Unit, Troops & Girl Scouts
 - Click on the edit button and add your address information
 - a. **PO Boxes cannot be used for these shipments**
 - b. Note: If changes are needed for Product Delivery information, please contact GSCCC.
 - Click *Save*

The screenshot shows the 'Edit Service Unit' interface. At the top, there are tabs for 'Service Units', 'Troops', and 'Girl Scouts'. Below the tabs is a breadcrumb trail: 'Service Units > Edit Service Unit'. The main heading is 'Edit Service Unit' with a sub-heading 'Enter Service Unit information and addresses below:'. A section titled '1 Delivery Sites' contains the text 'Assigned delivery sites for this Service Unit.' Below this, there are two columns: 'Product Deliveries' and 'Reward Deliveries'. Under 'Product Deliveries', the address is 'Mikey Donna, 123 Maple Lane, Raleigh, NC 27613'. Under 'Reward Deliveries', the address is 'Stephanie Sollow, 313 Foothill Blvd, Upland, CA 91786'. Each address has an 'edit' link below it. At the bottom of the form, there is a pink 'Save' button and a link that says 'Cancel and Return to Service Unit Management'.

After the Sale

Remind troops to enter snack order card sales for the girls in their troop if families did not enter them. After troops are locked out of making changes to snack order card sales, Service Units will have the opportunity to enter orders.

1. Click *Paper Order Entry* under the Product Management section, then select the troop from the drop-down menu on the left
2. Choose the girl whose order is missing and adjust the quantities as needed
 - **Note:** In the Service Unit role, you are not able to make Reward selections for girls. Troops and girls can make these selections until the end of the sale.

The screenshot shows the 'Paper Orders' management page. A circled '1' is in the top left corner. The page title is 'Paper Orders' with a sub-heading 'Manage paper orders for this campaign.' Below the title, there are dropdown menus for 'Service Unit' and 'Troop' (set to 7000). A note states: 'Note: Paper orders may take up to 30 minutes to appear on your sales reports.' Below the note, it says 'Click rows to edit paper orders.' A table with columns 'Scout', 'GSUSA Number', 'Email', 'Qty', and 'Nut Sales' is displayed. The table contains four rows of data for different scouts.

Scout	GSUSA Number	Email	Qty	Nut Sales
Juliette Gordon Low	11111112345	✉	0	\$0.00
Becca Robinson	10101010101010101010	✉	0	\$0.00
Kirby Serbus	99992851412	✉	0	\$0.00
Sally Sue	987654321	✉	0	\$0.00

The screenshot shows the 'View Paper Order' modal. A circled '2' is in the top left corner. The modal title is 'View Paper Order'. It displays 'Scout Info' for Troop 477, Participant 'Narwhal, Sparkle (Spark)', and GSUSA ID 1234567. Below this is the 'Nut Orders' section with a note: 'Orders that girls have received in person cannot be entered at this time. Please enter them between 11/14/2018 and 11/16/2018.' A table with columns 'Product', 'Price', 'Qty', and 'Total' is shown. The table contains three rows of product information.

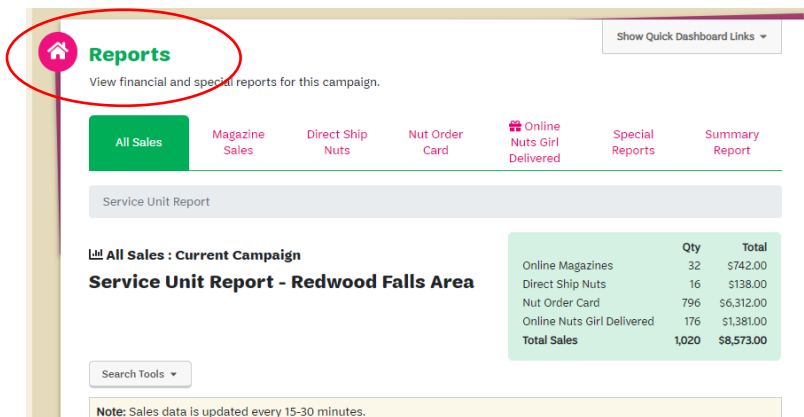
Product	Price	Qty	Total
A Dark Chocolate Caramel Caps with Sea Salt	\$5.00	0	\$0.00
B Deluxe Pecan Clusters	\$5.00	0	\$0.00
C Dulce de Leche Ovals	\$5.00	0	\$0.00

A 'Cancel' button is located at the bottom left of the modal.

To print delivery tickets or troop reward delivery tickets:

- On the M2OS dashboard, go to Delivery Tickets. (The Delivery Tickets icon will appear after the orders have been submitted to the vendor)
- Under Delivery Site Tickets, you can arrow down to the delivery site, keep it at “All” or change it to “troop tickets”
- Click *Create Ticket*. This will generate a PDF to print for your entire service unit totals
- To print individual troop delivery tickets, look for the “Troop Tickets” section, the delivery type will be single. With the delivery site, arrow down to the delivery location, then to print all troop tickets, keep the selection at “All” under the Troop
- Click *Create Ticket*. Tickets will be generated into a PDF you can print and use to sort the troop snack order

Click on the *Reports* icon on your dashboard to view the various reports available to you: All Sales, Magazine Sales, Direct Ship Nuts, Nut Order Card, Online Nuts Girl Delivered, Special Reports, and Summary Report:



When using the Special Reports option, you can export many useful reports to Excel. Explore the many report options available to assist you in reviewing troop orders for both snacks & magazine items, but also rewards.

Need help?

M2 Customer Service

1-800-372-8520

question@gsnutsandmags.com

Delivery Site Ticket

Clear Lake Area Community Center (SU Amery)
Service Unit Amery

Girl Scouts of Minnesota & Wisconsin River Valleys — 2019 Nut and Magazine Sales				
Delivery Agent	Delivery Site	Comments		
Suddath Relocation Systems Of MN	Clear Lake Area Community Center (SU	Back door, Event Center		
Delivery Date	560 5th St			
11/13/2019	Clear Lake, WI 54005			
Service Unit	715-523-1866			
Amery	wendykoenig@gmail.com			

Product	Full Cases	Cases Short	Single Pieces	Pieces Short
Gorp Trail Mix	0		9	
Girl Scout Tin with Mint Trefoils	0		9	
Snowman Tin with Peppermint Bark Rounds	1		1	
Warm Winter Wishes Tin with Chocolate Pretzels	0		3	
Whole Cashews	0		11	
Chocolate Covered Almonds	0		7	
Dark Chocolate Sea Salt Caramels	1		7	
Dark Chocolate Mint Trefoils	1		0	
Pecan Supremes	0		5	
English Butter Toffee	1		4	
Honey Roasted Peanuts	0		9	
Peanut Butter Monkeys	1		3	
Dulce Daisies	0		7	
Fruit Slices	0		10	
Spicy Cajun Mix	0		8	
Total	5		93	