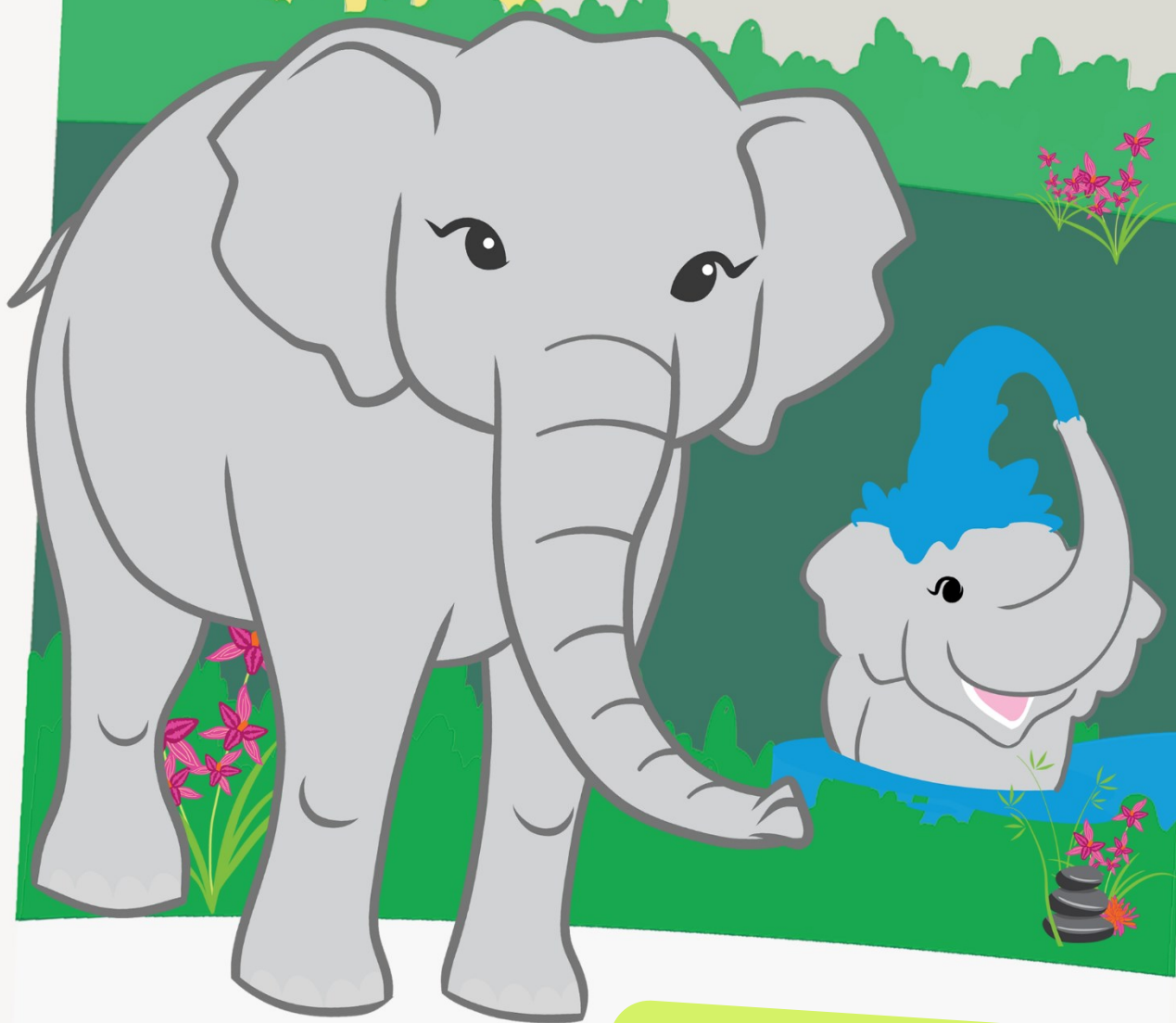


girlscouts
of historic georgia

M2 Media

Fall Product Program 2024 Volunteer Guide



For questions regarding the M2 System or other
general sale questions, contact M2 Customer Support

M2 Customer Service

support.gsnutsandmags.com

1-800-372-8520

For questions regarding specific Council-related details,
contact your Regional Product Program Manager
or local council office

Girl Scouts of Historic Georgia

customercare@gshg.org

1-888-689-1912

A Message from our CEO



Dear Girl Scout Families,

I hope this letter finds you well as we enter the vibrant season of autumn! It's with great excitement that I announce the launch of our annual Fall Product Program. This program not only supports your troop's activities and adventures but also teaches our girls invaluable skills such as goal setting, decision making, money management, and business ethics.

As we embark on another exciting year of adventure, growth, and service, I am thrilled to share with you our theme for this season: "Embrace Possibility." At Girl Scouts of Historic Georgia, we believe in empowering every girl to dream big, discover her potential, and take action to make a difference in the world around her. This year, we invite each of our Girl Scouts and their families to embrace the endless possibilities that scouting offers. From outdoor explorations to STEM experiments, from community service projects to leadership opportunities, there's something for every girl to explore, learn, and excel in.

Yours for the Girls,

Sue Else

What is the Fall Product Program?

This program is an integral part of a Girl Scout's journey toward leadership allowing girls to practice skills such as:

Business Ethics
Decision Making
Goal Setting
Money Management
People Skills

An easy, fun way to earn startup funds for your troop activities at the beginning of the Girl Scout year - don't miss out on all the fun!



Important Dates!

Training opens on gsLearn	9/2/2024
Volunteers Access to M2	9/14/2024
Fall Product Program Kicks Off	9/21/2024
Last day for Service Unit Product Program Managers (SUPPM) to make changes to delivery sites	10/7/2024
Deadline to opt-out of rewards	10/29/2024
Parents and girls paper order entries due in M2 before 11:59 pm	10/30/2024
Troops enter paper orders and verify rewards in M2 before 11:59 pm	10/31/2024
Email SUPPM when paperwork is completed	10/31/2024
All deposits due in troop accounts	11/1/2024
SU paper order entries and verification due in M2 before 11:59 pm	11/1/2024
Care To Share deadline before 11:59 pm (direct mail products only)	11/3/2024
Fall Product Program ends	11/3/2024
ACH drafts begin appearing in bank accounts	11/5/2024
Products delivered to SUPPM	11/13 – 11/15/2024
Girl Delivery to customers wraps up	11/24/2024

Volunteer M2 Access – In Depth

Volunteers will receive an email invitation from M2 that explains how to access the site and set up their troop M2 site. If you have not received an email invitation to access the M2 site by 9/14/2024, please visit www.gsnutsandmags.com/admin and select “Forgot Password.” If you need further assistance, please contact your SU Product Program Manager or M2 Customer Service.

First Steps or “r-elephant” info

Troops wishing to participate in the Fall Product Program must be **Product Program Ready** by completing these steps:

- Be an active troop in Salesforce.
- Be a registered Girl Scout Volunteer with an approved background check for the current Girl Scout Membership Year.
- Have 2 registered and background checked, non-related volunteers assigned to Troop Leadership roles in their MyGS account.
- You must have the Troop Fall Product Program Manager role assigned to a registered member in your troop to have access to your Troop M2 Media Dashboard.
- Troops with less than 5 registered girls in grades K-5 and/or less than 3 registered girls in grades 6-12 may continue to participate in the upcoming Product Programs **if** these troops remain **open** in the Troop catalog. To verify call Customer Care 1-888-689-1912.

All Product Program Managers must complete the Fall Product training through gsLearn and submit the required Product Program Manager Agreement and Product Program Banking Authorization (ACH) forms.

[2024-2025 Product Program Manager Agreement](#)



[2024-2025 Product Program Banking Authorization](#)



Parent/Caregiver participation:

The parent/caregiver must verify their girl is a registered GSHG Girl Scout for the 2024-2025 Membership year. The Parent Permission form must be submitted by the parent/caregiver prior to the girl's participation in the Fall Product Program. This form is available through our website: gshg.org or by scanning this QR code.



Next Steps or “tons” more info

- ⇒ Your access email will prompt you to create a password to access your M2 Volunteer account. If you are a returning user, you can login using your existing credentials.
- ⇒ You will be prompted to submit certain account information, as applicable - watch a short M2 training video, enter a mailing address, create your avatar, and send access emails to the participants in your troop using the Parent Guardian Email Blast (PGEb).
- ⇒ You will be able to see a list of pre-uploaded girls. ***Don't worry if not all Girl Scouts show up on this list at the beginning of the sale.*** Any participants not pre-loaded can simply register once the program begins at: www.gsnutsandmags.com/gshg. They will then be added to your troop roster once council confirms their registration.
- ⇒ Girl Scouts can launch their accounts beginning on 9/21/2024. Please note that M2 will not accept any early participant activity; participants must wait until the program launch date.
- ⇒ Participants can enter their paper orders into their accounts through 10/30/2024 by 11:59 pm. If they do not enter their own orders, you will need to do so through your volunteer account on 10/31/2024 before 11:59 pm.



GSHG Regional Product Program Managers

Susan Freeman
Director of Product Program
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Rebecca “Becki” Sandifer
Product Program Manager
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Addie Kelly
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mbhardy@gshg.org

Shanika Price
Product Program Manager
Albany (4)
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Lori Warnock
Product Program Manager
Savannah (3)
lwarnock@gshg.org

Contact your Regional Product Program Manager with questions regarding the Fall Product Program

Customer Care 1-888-689-1912
customercare@gshg.org



Girls can earn the Fall Product Personalized patch

- Create your avatar and select one of the two scenes shown on the left
- Send 24+ emails
- Use the “Share My Site” function in M2 to ask family and friends for support
- Sell 5+ mags and more items and 45+ nut/chocolate items



Volunteers can earn the Fall Product Personalized patch

- Create your avatar
- Send a Parent/Guardian Email Blast (PGEB)
- Troop meets or exceeds program goal of \$2,500 in combined sales of nuts, chocolates, magazines and more
- Troop’s final payment is PAID IN FULL



Girls can earn the Girl Scout Cookie Crossover Patch

- Earn the Fall Personalized Patch during the 2024 Fall Product Program
- Sell 450+ packages of cookies and send 24+ Digital Cookie emails during the 2025 Girl Scout Cookie Program

2024 Fall Product Selection Sample

New for 2024!



Milk Chocolate Peanut
Butter Malt Balls
\$10

New for 2024!



Mini Gummi Butterflies
\$9

New for 2024!



Praline Pecans
\$12

New for 2024!



Peanut Butter Elephants
\$8

The full list of nuts and candies is available on our [website](#)

2024 Volunteer Rewards



New for 2025 Cookie Program
Reverse from Cookie theme to Girl Scout
logo

2025 Girl Scout Cookie Tablecloth

- Create your avatar
- Send a Parent/Guardian Email Blast (PGEB)
- Troop meets or exceeds program goal of \$2,500 in combined sales of nuts, chocolates, magazines and more
- Troop’s final payment is PAID IN FULL



The full list of 2024 Fall Product Rewards is available on our [website](#)

Participation Options



Product	Sale Type	Product	Delivery to Customers	Troop Proceeds
Nuts/ Chocolate:	In-Person	<ul style="list-style-type: none"> Girls take orders and money in person from customers Participants turn in money to Troop Family/Troop enters orders in M2 before 11:59 pm 10/30/2024 	Products are delivered by the girls to their customers	\$1.25/item
	Online Girl-Delivered	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family Customers pay online and girls deliver products Because orders are placed online girls are credited immediately for their customer orders in M2. 	Products are delivered by the girls to their customers	\$1.25/item
	<u>Direct Shipped</u>	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family Customers pay online, including the cost of shipping Orders are automatically credited to the girls in M2 	Products are shipped directly to the customer <i>(1-2 weeks standard delivery timeframe after order processing. Customers will have option for expedited shipping)</i>	\$1.25/item
Magazines & More This includes Tervis Tumblers & the BarkBox	<u>Online</u>	<ul style="list-style-type: none"> Girls create their personalized storefront in M2 and send emails to friends and family Customers select products and pay online Orders are automatically credited to the girls in M2 	Products are shipped directly to the customer <i>(6-8 weeks standard delivery timeframe after order processing)</i>	\$2.00/item

Care to Share

- Care to Share is a great way for customers to give back to the community through donations of products.
- Girl Scouts of Historic Georgia will make donations to a community organization through our Care to Share program. For each \$8.00 donation, veterans and active-duty service members, both at home and abroad, will be sent one Fall Product item either candy or nuts.
- Donations are credited to the girl's sales, and troops receive \$1.25 in proceeds per donation sold. Girl Scouts earn the Care to Share patch by receiving five or more donations.

Adding Paper Order Card Items into M2:

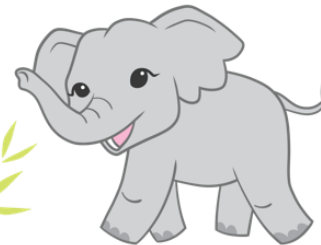
Troop Leaders must enter any paper orders not entered by parents into M2. Volunteers cannot enter orders until **after** the cutoff for parents and participants.

- ⇒ Parents/caregivers must have paper orders entered by 11:59 pm on 10/30/2024.
- ⇒ Volunteers will have access to enter paper order items **only on 10/31/2024** and this access ends at 11:59 pm.
- ⇒ Choose Paper Order Entry from your dashboard.
- ⇒ Click the Girl Scout's name to edit/enter orders. **DO NOT enter online girl-delivered products**
- ⇒ Enter her total nut/candy items by variety from her paper order card. Click Update. Verify that totals match.
- ⇒ There is NO submit button! Orders are transmitted for fulfillment automatically after the cutoff date.

Troop Banking

- Troops must have a bank account. Contact your local Council office for additional details or assistance.
- Payment is due at the time of ordering.
- Deposit all money into your troop bank account and **keep all receipts!**
- Amount owed to Council will be deducted via an ACH draft on 11/5/2024. Amount due is calculated automatically in M2.
- Find Balance Due by clicking the "Banking and Payments" link on your troop dashboard. You will see an overview of all sales and proceeds information for your troop. The "Reports" link shows even more detail. View the Troop Orders Report or download your troop's delivery ticket and toggle on financial information for another view.

EMBRACE POSSIBILITY



Tips!

Only order the exact number of nut/candy items sold, as product cannot be returned to Council.

Rewards are automatically calculated. Please note that rewards could take up to an hour to update after adjustments have been made to products sold.

If a Girl Scout does not turn in money at the scheduled time, **do not place her order**. Contact her parent/caregiver immediately. Keep the Troop Leader/Service Unit Product Program Manager (SUPPM) informed of all contact attempts and document the information. Orders should not be placed unless payment has been received by the troop.

Money for all online orders shows as already paid to Council, and the final ACH will be adjusted for the troop to earn proceeds on these sales.

Download your troop's delivery ticket to confirm your troop order total at the time of product pick up. Click the **Delivery Ticket** tab under Product Management on your Troop Dashboard to create the Delivery Tickets for your troop. Use this same page to select the **Reward Delivery Tickets** that show which rewards each girl has earned.

Program Wrap-up

Products

Remember, all product is automatically submitted for fulfillment! There is no “submit” button!

- ⇒ Coordinate with your Service Unit Product Program Manager to pick up your Troop’s nut/candy items.
- ⇒ Print a delivery ticket for each girl’s order from your dashboard. After you have delivered the items to each Girl Scout, have their parent count/verify each item and sign the delivery ticket for your records.

Rewards

Girl Scouts must make their rewards selections online by 10/30/2024.

- ⇒ If a girl does not make her selections, you may do so through the Troop account until 10/31/2024.
- ⇒ Any selections not made by 11/3/2024 will be automatically submitted by Council.
- ⇒ Reward deliveries will be coordinated with your Service Unit Product Program Manager according to the addresses supplied to Council.

Deliveries

Troops should make sure their girls coordinate delivery of the product with their customers. Happy customers equal return customers!

- ⇒ Girls/Parents/Caregivers will receive an online report of orders with email addresses and phone numbers of their customers.
- ⇒ Participants may contact customer service for additional customer information if necessary for delivery.

FAQs

Here are a few frequently asked questions as you get started:

Q: My Girl Scouts are attempting to register and get a “Campaign is Currently Unavailable” message.

- Girl Scouts cannot begin online account registration until the program start date.

Q: I entered the email addresses to send access notifications to the Girl Scouts in my Troop. The site says, “Queued for Sending”, but how long does it take to send?

- Access emails will not be sent to the participants until the start date of the program.

Q: I am a Volunteer and have a Girl Scout participating. Can I use the same email address for my Volunteer and Participating accounts?

- Yes! You will be notified upon login as to which account you are signing on to. Volunteer accounts are accessed at: www.gsnutsandmags.com/admin, and participating accounts are accessed at: www.gsnutsandmags.com/gshg

Q: One of my Girl Scouts received an online girl-delivered order that the family is unable to deliver. How do I remove it?

- The parent/guardian (or customer) will need to contact M2 Customer Service to have the order cancelled and removed from the system. This cancellation MUST be completed before the end of parent paper order card entry period on 10/30/2024.

We Appreciate You!

**Thank you for being an
integral part of the
Fall Product Program!**

