

Hey Girl Scout Volunteer,

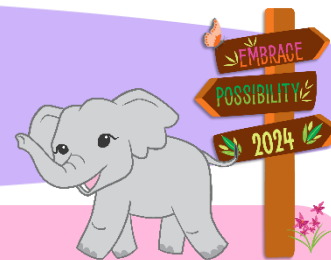
Thank you for visiting the online TNM Companion and using your resources wisely! As we sometimes need to make updates to this guide throughout the program, we are going to list all updates here and what page you can see this new info on. In addition the new info will be **highlighted in green** on its corresponding page.

Please direct any questions or concerns to customercare@girlscouts-swtx.org and the Product Program team will get to you ASAP!

2024 Updates:

- None yet, but check back for more!

Girl Scouts of Southwest Texas 2024 Fall Product Program Troop Nut Manager Guide



August 2024

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2024

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2024

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2024

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9

August

- **Wed., Aug. 7-Fri., Aug. 16**—Let's Embrace Possibilities:
 - Earn \$50 Nut Bucks for troop & Volunteer Patch for you:
 - Complete **TNM Training & Agreement**
 - Approved **troop bank account** or Agreement to Deposit
 - Have submitted June Finance Report **by June 15**
 - Complete **5 online girl permission slips** OR at least 60% of registered girls (reg'd in MyGS as of Aug. 7)
- **Wed., Aug. 28**—
 - M2 site opens for TNMs who have completed training and all requirements
 - Online permission slips due to begin on Sun., Sept. 1 (*permission slips can be submitted during program*)
- Check-in with CNM for program updates and materials
- Host a goal setting/info meeting for girls and parents

September

- **Sun., Sept. 1**—Girls begin taking orders & access the M2 site
- **Wed., Sept. 4**—Just-in-Time Webinar: Fall Review

Webinar recordings are available on FPP webpage!

October

- **Wed., Oct. 2**—Just-in-Time Webinar: Products are Coming
- **Thurs., Oct. 3**—Parents enter paper orders by 10:59 p.m.
- **Fri., Oct. 4**—Paper order entry opens for TNMs
- **Sat., Oct. 5**—TNM verify girl paper orders before 10:59 p.m. (*Don't duplicate what parents entered. Missed the deadline? Contact CNM within 24 hours!*)
- **Sun., Oct. 6**—Online girl-delivered orders end @ 11:59 p.m. (*NO girl-delivered orders can be placed after this date*)
- **Fri., Oct. 18 & Sat., Oct. 19**—Pick up order; check with CNM
- **Tues., Oct. 22**—Last day to notify PPD/CNM of damages
- **Mon., Oct. 28**—Online shipped & magazine orders close
- **Tues., Oct. 29**—Girl rewards must be selected in M2—this can be done by girl or TNM
- **Thurs., Oct. 31**—ACH Sweep notification email sent to TNMs and Money Managers

Give parents earlier deadline to turn in ALL money!

November

- **Mon., Nov. 4**—
 - Online ACH Adjustment Due
 - Delinquent Account Report Due (if applicable)
- **Tues., Nov. 5**—100% of money due to troop bank account or council
- **Thurs., Nov. 7**—ACH sweep by Finance department
- Girl rewards shipped to CNM **last week of Nov.**; TNMs pick-up rewards when notified

Table of Contents

2024 Updates

New Product:

- Vanilla Honey Roasted Pecans
- More options for Girl Scout Themed Barkboxes
- AND Personalized Stationery is BACK!

Continuing from last year:

- Tervis Tumblers

Care to Share Update:

We are updating our Care to Share council organizations! The four organizations will be announced in August—ensure to look for more info and Care to Share resources then.

<u>Topic</u>	<u>Page</u>
Important Dates	Front
Fall Program Checklist	3
Fall Program Resources	4
Initial Meeting for Girls & Parents	5
2024 Rewards	6
Product Distribution & Payment	7
• Parent Pickup Process	
• Damaged Products	
• What to do if a parent doesn't pick-up	
• Flow of Payment—Customer to Council	
• Important Payment Dates	
• Delinquent Account Reports	
M2 Website	Back
• Accessing the site for girls	
• Accessing the site for TNMs	
• Need help with M2?	



Where to find answers?!

- What is the M2 website link?—*Page 8/Back, at the very top!*
- How do girls access M2?—*Page 8/Back, you will see a section just for girls in M2.*
- How much does my troop make in proceeds?—*Page 6, this one is easy, 18%, but there is more info at the bottom of the page!*
- When are orders due?—*Front Cover & Page 3*
- What receipt should I use when girl's pick-up their products?—*Page 8, and we have a helpful video on our website to help with this!*
- How does the ACH sweep work?—*Page 8/Back, see the colorful boxes!*
- What are the default rewards?—*Page 3, and these are marked for girls on the order card.*
- A parent owes money to the troop, what do I do?—*Page 3*
- What are acceptable forms of payments?—*Page 8/Back*

Fall Program Checklist

August—Before the Program

- Check-in with your Money Managers about the troop bank account status, June Finance Report, and troop policies for depositing program money
 - Troops are required to have a 2024 Finance Report AND active troop bank account WITH current ACH form to receive M2 access
- Check-in with CNM to receive program materials
 - Including: TNM Guide, receipts booklets and for girls: order card, money envelope, M2 flyer
- Have parents complete online permission slip and verify membership is updated—online form available on Fall webpage
- Host an informational and goal setting meeting for Girl Scouts and parents (see Parent Training for TNMs)
 - Options for participation—Using order card and M2
 - Troop Action Plan—Communication, troop goal/proceeds and due dates
 - Money—Set early and consistent deadlines
 - Using M2 to submit any orders from the girl order card
 - Picking-up orders for girl delivery October 18-21, or earlier
- Pass out program materials to girls—check your roster in M2 or ask parents for permission slip confirmation emails
- On or after Mon., Aug. 28—Access M2 and check out the site

Girls registered for the FIRST time in 2024-2025 Girl Scout Membership Year (effective Oct. 1) ARE still **eligible to participate** in the Fall Product Program beginning on Sun., Sept. 1!

September/October—During the Program

- Sun., Sept. 1—Girl can begin order taking and NO EARLIER, Girl Scout Honor!
- Wed., Sept. 4 @ 10-11 a.m.—Just-in-Time Webinar: Fall Review—Recording will be available!
- Wed., Oct. 2 @ 10-11 a.m.—Just-in-Time Webinar: Fall Products are Coming—Recording will be available!
- Thurs., Oct. 3—Parents can enter girl in-person/paper orders on the Girl Dashboard **until 10:59 p.m.**
- Fri., Oct. 4—M2 opens for TNM to enter girl orders (**paper order entry will not be available to TNMs before this date**)
- Sat., Oct. 5—TNMs should enter girls' orders in M2 before 10:59 p.m.—Do not wait for late orders!
 - Schedule enough time to enter/verify orders—don't duplicate parent entries.
 - If miss deadline, contact CNM within 24 hours (or contact Product Program department (PPD) at customercare@girlscouts-swtx.org. **Contacting PPD does not guarantee error will be fixed, but we will try to correct situation, if possible**).
 - When emailing CNM or Customer Care, include all information such as troop #, girl name, and order info.
- Fri., Oct. 18-Mon., Oct. 21—Pick up troop order from CNM
- Distribute products to parents **within 24-48 hours** of receiving.
 - Have each parent picking up product sign a receipt—use Girl Delivery Tickets from in M2 under “Product Management.”
 - Sort products by type OR pre-arrange each girl's order—some products may have similar packaging!
 - If no signed receipt from parent, you will be held responsible for amount due.
 - Usually, damaged products can be replaced. Contact PPD by Tues., Oct. 22 at customercare@girlscouts-swtx.org.
- Remind all parents of money due date—**final due date for depositing money is Tues., Nov. 5!**
- Collect and deposit all program money to troop or council bank account.

READ weekly emails sent on Wednesdays from M2.

November—End of Program

- Tues., Oct. 29—Verify/enter reward choices in M2—unselected choices will receive default reward.
- Mon., Nov. 4—

STOP and READ carefully:



If parent(s) still owe money to troop on Mon., Nov. 4, you MUST:

- Submit ACH ADJUSTMENT FORM by Mon., Nov. 4 at 5 p.m. to protect troop proceeds!
- Submit delinquent account report by Mon., Nov. 4 at 5 p.m. for remaining balance.

- Tues., Nov. 5—ALL money due to troop bank account or directly to council account.
- Thurs., Nov. 7—ACH Sweep of 100% due in M2 (ACH Adjustment due Mon., Nov. 4 if balance has not been collected).
- Pick up rewards from CNM at end of November and distribute to girls ASAP.

Fall Program Resources

Girl Scouts of Southwest Texas

#1 Way to Contact Us—Customer Care

210-349-2404

customercare@girlscouts-swtx.org

Product Program Department (PPD)

Christina Frazier

Director of Product Program

Emma Blevins

Product Program Manager

Jinnie Garcia

Product Program Specialist

Demi Villarreal

Product Program Assistant

If you cannot reach your CNM, please reach out at customercare@girlscouts-swtx.org.

MyGS

www.mygs.girlscouts.org

Great for:

- Checking current Girl Scout memberships
- Renewing memberships
- Viewing background check expiration
- Viewing troop roster

Girl Scouts of Southwest Texas website

www.girlscouts-swtx.org/fallproductprogram

Great for:

- Online girl permission slip
- Just-in-Time webinar recordings, videos, and guides—info and help for parents and TNMs
- Troop resources—family guides, FAQ, etc.
- Individually Registered Girl (IRG) Fund Guidelines and IRG Fund Application

Scan QR code to check out the Fall Product Program webpage!



GSSWT Product Program Linktree

Includes links to:

- GSSWT Fall Program webpage
- Timely fall program resources
- Forms for TNMs and parents
- Question submission box that goes directly to our Customer Care team
- And so much more!



NEW Community Nut Manager Directory

Scan this QR code to find the contact info for your Community Nut Manager!

They can assist with questions, entering orders and/or rewards.



M2

Save and share this link: www.gsnutsandmags.com/gsswtx

M2 is great for:

- Taking credit card payments
- Sending messages to parents
- Entering in-person/paper orders
- Verifying reward choices

GIRLS accessing site: Girls should use the M2 flyer instructions to access and set-up their virtual storefront—girls can register at www.gsnutsandmags.com/gsswtx and will need their troop number handy!

NOTE: Parents/girls do not receive email granting access.

TNMs accessing site: After online TNM training completed and all TNM/troop requirements are met, an email with a direct link and instructions to access site will be sent—M2 username will be email provided on TNM agreement. Once password created access site by clicking on link in email or visit www.gsnutsandmags.com/gsswtx!



Got questions about a shipped or magazine order?

Initial Meeting for Girls & Parents

What does TNM need from parent/guardians?

- Online Girl Permission Slip
- Current 2024-2025 Girl Membership
- Updated parent contact info for own records

What does the TNM provide to each Girl Scout?

- 1 Order Card with Rewards
- 1 M2 Flyer with important program dates
- 1 Money Envelope

Important information to review:

✓ Important dates:

- **Sun., Sept. 1**—Girls begin taking orders
- **Thurs., Oct. 3 at 10:59 p.m.**—In-person/paper orders are due online by parents
- **Sat., Oct. 5 at 10:59 p.m.**—Final/ALL in-person/paper orders submitted online by TNM (*don't duplicate!*)
- **Last week of Oct.**—Parents receive products for distribution
- **Tues., Oct. 29**—Select final girl reward choices in M2
- **Tues., Nov. 5**—100% of money is due to TNM (this is FINAL due date, ensure to set earlier date)

✓ Parent Information:

- Troop Action Plan
 - Create plan for communication, meetings, and picking-up/dropping-off money and product **as well as your boundaries** (e.g., *text only during 10 a.m.-8 p.m.; I don't answer calls after 7 p.m. as that's family time, etc.*)
 - Set troop expectations and due dates for parents and girls
 - Create a troop goal and encourage girls to set personal goals—ensure to communicate what the troop plans to do with the proceeds
- Participation
 - Encourage use of M2 website—M2 Flyer has instructions for accessing and setting up
 - Online and Social Media etiquette—parent should not post storefront links on social media, but can share in private message
 - No booths for Fall Product Program
- Taking Orders
 - Online Girl-Delivered, Shipped and Magazine Orders—Girls send emails from M2 or direct link to family and friends to invite them to shop online. Customers will pay online at time of the order.
 - *Online girl-delivered orders are for local customers only as Girl Scout deliver products.*
 - Paper Orders—Girls use provided order card to ask family and friends for support. Girls should wait to collect money until they deliver the order at the end of October.
- Money
 - *Set early and consistent deadlines—100% of money is due to troop or council account Tues., Nov. 5*
 - A signed receipt is **REQUIRED** for every money transaction
 - Ensure parents understand that by completing permission slip they are agreeing to be financially responsible for product they pick-up
- M2 & Submitting Orders
 - Just-in-time video guide available on GSSWT Website for parents entering paper orders
 - Parents have until Thurs. Oct. 3 at 10:59 p.m. to submit in-person/paper orders in M2
 - Take picture or scan of order cards if you needed to enter orders.
 - TNMs can enter in-person/paper orders in until Sat., Oct. 5 at 10:59 p.m.
- Picking-up Orders
 - Parents pick-up all products from TNM the last week of October
 - Signed receipt is **REQUIRED** for every product transaction


Get Parents Involved:

- Host info and goal setting meeting to set expectations and share due dates
- Set up online private group on Facebook, group message, etc. to communicate regularly during the program
- Encourage parents to access online materials and the virtual storefront with their Girl Scout—register at www.gsnutsandmags.com/gsswtx
- Recruit parents to help with product and reward sorting and delivery

2024 Rewards

Rewards are cumulative and all order types apply. Girls can select rewards as they earn them in M2. Rewards are shipped directly to CNM in November. If chosen, Nut Bucks emailed directly to parents in Dec./Jan.

 <p>3 magazines Super Mags Patch</p>	 <p>25 emails sent Online Patch</p>	 <p>5 Care to Share units Care to Share Patch</p>	 <p>Care to Share \$5 = 1 Unit 10 Care to Share units Theme Necklace</p>	 <p>30 Units Combined Super Sister Patch</p>
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\$125 total sales
Embrace Possibilities Patch



\$225 total sales
LED Scrunchie



\$325 total sales
Elephant Patch AND Tassel Keychain



\$400 total sales AND 25+ emails AND Share in M2
Personalized patch with avatar

Sisters earn patch by reaching combined total of sales and emails



\$425 total sales
2024 Patch AND Small Elephant OR Elephant Charm-It! & Bracelet OR \$5 Nut Bucks*



\$500 total sales
Notebook & Gel Pens OR \$5 Nut Bucks*



\$600 total sales
T-shirt OR \$5 Nut Bucks*



\$700 total sales
Wristlet OR \$10 Nut Bucks*



\$850 total sales
Large Elephant OR Pom Pom Sting Lights OR \$15 Nut Bucks*



\$1,000 total sales
Super Seller Patch AND Portable Outdoor Mat OR \$20 Nut Bucks*



\$1,500 total sales
Felt Message Board & Theme Sticker Pack OR \$25 Nut Bucks*



\$2,000 total sales
Custom Converse OR Custom Chacos \$30 Nut Bucks*

Additional Rewards

- **Community Top Seller T-Shirt**—Girls who sell the most units (nuts, candies, and magazines sold online and in-person) in each community will earn an awesome t-shirt. Directly mailed to Girl Scouts in December.
- **Volunteer Personalized Patch**—TNMs of troops reaching \$2,500 in total troop sales (order card, online & magazine sales) AND sent parent/guardian email blast will also receive Personalized Avatar Patch!

Troop Proceeds—All troops receive 18% proceeds from any online, in-person, magazine, or Care to Share orders.

Additional Proceed Opportunities:

- **Troops can earn additional 7% bonus by meeting ALL THREE of following criteria:**
 1. Registered 75% of girl and 50% of adult members (as of Mar. 31) by **Ultimate Early Bird Deadline** (Apr. 5) AND
 2. Participated in 2024 Cookie Program, turned in EOP report by due date, and had no outstanding balance AND
 3. Turned in June 2024 Troop Finance Report no later than June 15.
- **J, C, S & A troops can earn additional 7% by opting out of rewards and meeting following criteria:**
 1. Reach TROOP Per Girl Average of \$320
 2. Submit opt-out form with all required signatures no later than Mon., Oct. 28 at 5 p.m.

Product Distribution & Payment

ALWAYS
store product in
cool, dry area.

Never store
product in your
car or garage!

Distributing Products

1. Distribute products to parents no later than Mon., Oct. 21
2. Count and recount until both are satisfied that the order is correct.
 - o Product may not be returned to troop or council—parents may transfer within the troop.
3. Adult picking up MUST sign Girl Delivery Ticket—available in M2 under “Product Management.”
4. Remind adults when money is due and to keep products in cool, dry, smoke-free place!

Damaged products

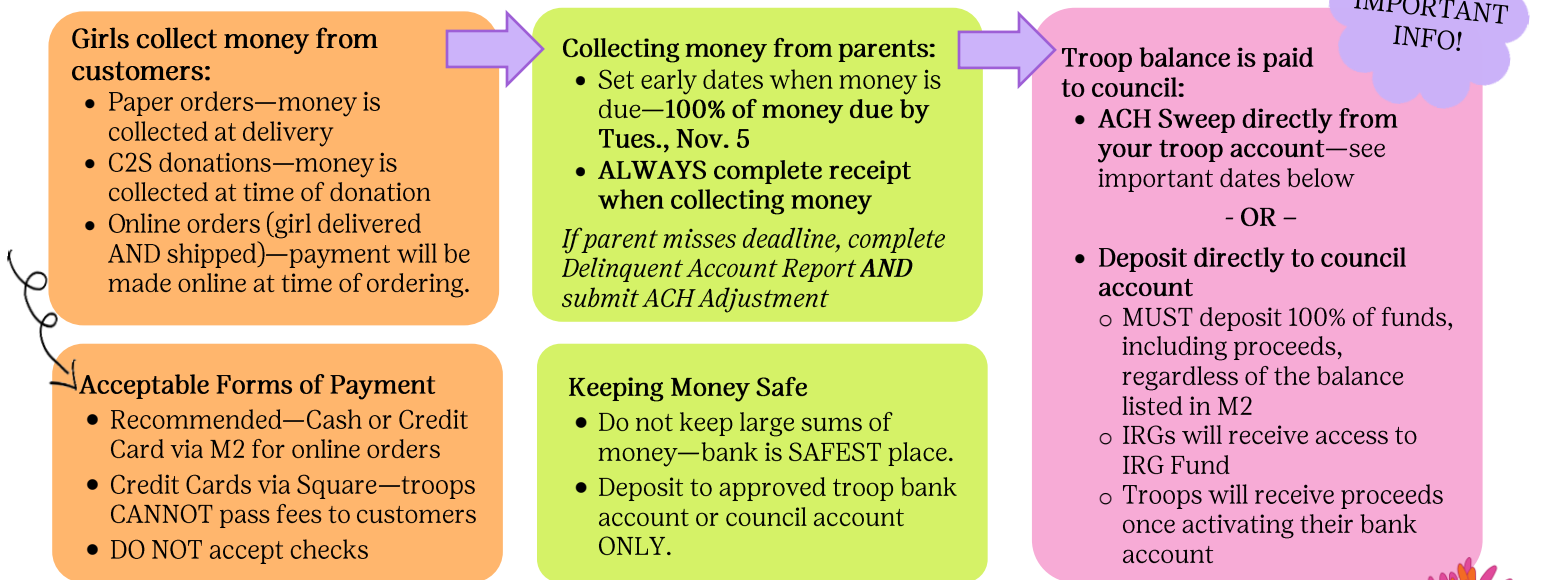
Usually, damaged product can be replaced. Contact PPD by Tues., Oct. 22 at customer care@girlscouts-swtx.org.

What to do if girl’s parent doesn’t pick up product?

If parent has not picked up by Tues., Oct. 22, **you MUST make arrangements to sell the product with your troop!**

- Check with the parents in your troop or your Girl Scout to see if they have interested customers.
- Notify CNM and council with inventory of extra products!

Flow of Payment—From Customers to Council



Important Payment Dates

ACH	ACH Form DUE to use troop account for deposits/ACH Sweep	Fri., Oct. 4
ACH	GSSWT sends ACH notification email—includes ACH adjustment form	Thurs., Oct. 31
ACH	Online ACH Adjustment Form and Delinquent Account Report Due, if needed	Mon., Nov. 4 @ 5 p.m.
Council Deposit	100% of money due to council bank account	Tues., Nov. 5
ACH	ACH Sweep—100% of money deposited in troop bank acct. by Tues., Nov. 5	Thurs., Nov. 7
ACH	Final ACH Sweep—For any remaining balances, if applicable	Thurs., Nov. 21

Delinquent Account Reports

What do I do if parent still owes money at end of program?

If parent misses deadline, complete a Delinquent Account Report to document money due. *Failure to include proper documentation (signed receipts for product and/or money) with Delinquent Account Report may result in delinquent amount payable by you, the TNM.*

What will happen to parent/guardian and Girl Scout?

Parents who fail to pay council for product programs risk eligibility to participate in future product programs until the balance is resolved with council. GSSWT does not place limits on Girl Scouts’ participation or rewards.

M2 Website for Girls and TNMs

Quick Guide:

M2 Website: www.gsnutsandmags.com/gsswtx

Girls use M2 for:

- Emailing family and friends
- Entering paper orders
- Choosing rewards

GIRLS accessing site:

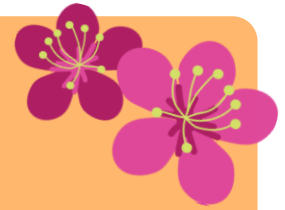
Girls should use the M2 link and M2 flyer to access and set-up their virtual storefront—
Parents do not receive email.

TNMs use M2 for:

- Inputting paper orders, for girls as needed
- Delivery tickets for products and rewards
- Parent communication

TNMs accessing site:

After TNM/troop requirements are met, email with a direct link and instructions to access site will be sent to *email provided on TNM agreement*



M2 Overview:

Checklist for Nut Managers

- Create an avatar
- Send parent/guardian email blast
- Verify/enter girl paper orders
- Print product delivery tickets
- Verify/enter reward choices
- Print reward delivery tickets
- Save final troop sales report summary—
For Troop Finance Report

Stats: Current Campaign

Magazines	Direct Ship Nuts	Online Nut Girl Delivered	Nut Card	Tumblers	BarkBox
\$2,643.99	\$272.00	\$70.00	\$863.00	\$96.00	\$19.99
\$3,290.80	\$252.00	\$256.00	\$1,119.00	\$1,460.00	\$159.99
Last Year: 11	Last Year: 11	Last Year: 325	Last Year: 7		

Callout Boxes:

- Green:** Create avatar and share with girls how fun it is!
- Pink:** Enter girls' paper orders from order card and check parent entries (don't duplicate parent entries).
- Yellow:** Print product and reward delivery tickets!
- Light Blue:** Enter girl rewards & verify personalized patch status and mailing address.
- Pink:** Send parent/guardian email blast—AND is a requirement for volunteer personalized patch!

Need help with M2?

- Join us at the Just-in-time Webinar for Fall Review on Wed., Sept. 4—recording available Online 24 hours after!
- Questions about online shipped or magazine orders? Contact M2 directly!

