

# Girl Scouts of Southwest Texas 2025 Fall Product Program Community Nut Manager (*a.k.a.* "CNM") Guide



**BRAVE.  
FIERCE.  
FUN!**

Parent/  
Girl      TNM      CNM

## Important Deadlines

## Due Date

P/G      T

Girl permission slips due to begin Mon., Sept. 1 AND  
M2 Media site opens to volunteers only

Thurs., Aug. 28

P/G

Order taking begins and M2 Media opens for girls

Mon., Sept. 1

P/G

Girls/Parents can enter orders in M2 anytime until 11:59 p.m. on  
Thurs., Oct. 2

Mon., Sept. 1—  
11:59 p.m., Thurs., Oct. 2

T      C

**Just-in-Time Webinar:** M2 & Fall Product Program Review

Wed., Sept. 3 @ 10-11 a.m.  
AND 6-7 p.m.

C

Product delivery address and date/timeframe due in M2

Mon., Sept. 15

T      C

**Just-in-Time Webinar:** Fall Product are Coming!

Wed., Oct. 1 @ 10-11 a.m.  
AND 6-7 p.m.

T

TNMs enter orders online—*M2 doesn't allow paper entry by TNMs until it closes for parents on Thurs., Oct. 2*

11 p.m. Thurs., Oct. 2—  
11:59 p.m., Sat., Oct. 4

C

CNM verify/correct troop orders—*check for any emails, texts, calls, etc. from TNMs with last minute entries*  
Online girl-delivered orders end—*Shipped order stay open until Mon., Oct. 27*

11 p.m., Sat., Oct. 4—  
11:59 p.m., Sun., Oct. 5

P/G

Product delivery to CNMs

Sun., Oct. 5 @ 11:59 p.m.

T      C

Last day to notify council of any product shortages or damages

Fri., Oct. 17 or Sat., Oct. 18

P/G

Online/shipped orders and magazines END

Tues., Oct. 21

T      C

TNMs deadline to choose/verify girl rewards **AND CNMs MUST verify shipping address in M2—council will submit to M2 on Wed., Oct. 29**

Mon., Oct. 27 @ 10:59 p.m.

T

Online Sweep Adjustment Form with Uncollected Funds section for any parents with outstanding balance—*HARD deadline due to multi-department process*

Tues., Oct. 28

P/G

T

**ALL MONEY DUE TO TROOP BANK ACCOUNT/COUNCIL**  
*\*Tell TNMs that they should set an earlier date for parents as banks have various posting timelines for deposits*

5 p.m., Mon., Nov. 3

T

Sweep of 100% due listed in M2

Tues., Nov. 4

C

Girl rewards ship to CNMs

Thurs., Nov. 6

C

CNM ONLINE reward report due

Week of Dec. 1

Mon., Dec. 15

# Table of Contents

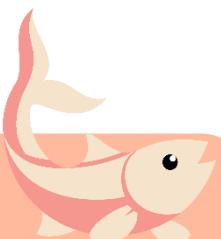
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## 2025 Updates

- **Product Updates:**
  - New products for online & paper:
    - Cherry Almond Clusters
    - Honey Roasted Mixed Nuts
  - Discontinued Products:
    - Thai Chili Mix
    - Cheddar Caramel Crunch
  - More personalized products available online
- Just-in-time webinars now offered at 10-11 a.m. AND 6-7 p.m. for both webinars



### Where to find answers?!



- What are the requirements for TNMs?—*Page v*
- What program materials do I give troops?—*Page ix-x, and there is area to record which troops have received materials*
- What is the M2 website link?—*Page vi, right at the top*
- How do CNMs, TNMs or girls get access M2?—*Page vi, look at the bottom for how all users get access to M2*
- When are orders due?—*Front Cover & Page iii, look for the green boxes*
- How do I enter my delivery address and date/time?—*Page vii, right at the top*
- What do I do if I cannot make my delivery date/time?—*Page viii, see #3 on CNM Delivery Process*

# CNM Fall Program Overview

## Before the Program—Getting Started

- Troop Nut Managers take online training and work to meet all requirements (see p. v)
- Parent/guardians complete online girl permission slip AND ensure Girl Scout is registered for 2025-2026 membership year
  - Girls will not be listed in M2 if they are missing a permission slip or membership
- CNMs check Community TNM Log and assist TNMs with meeting all requirements
  - AFTER completing all requirements, CNMs checks-in with TNMs, hosts Q & A and distribute paper materials (see p. ix for program materials)

Scan for online girl permission slip!



## During the Program—Taking & Submitting Orders

- CNMs must enter delivery address and delivery date/time preference in M2 by **Mon., Sept. 15**
- Girls can use M2 to accept online orders for girl delivery or shipped AND order card to take in-person orders
- **Paper order entry in M2 is then opened in stages for parents, TNMs and CNMs:**
  - Parents may enter paper orders in M2 from the beginning of the program until Thurs., Oct. 2 at 10:59 p.m.
  - TNMs access opens Thurs., Oct. 2 at 11 p.m. until Sat., Oct. 4 at 10:59 p.m. to enter/edit paper orders in M2
  - CNM access opens Sat., Oct. 4 at 11 p.m. until Sun., Oct. 5 at 10:59 p.m. to verify and make changes as needed

### Parent Paper Order Entry

Open at beginning of program –  
Thurs., Oct. 2 @ 10:59 p.m.

### TNM Paper Order Entry

Opens Thurs., Oct. 2 @ 11 p.m. –  
Sat., Oct. 4 @ 10:59 p.m.

### CNM Paper Order Entry

Opens Sat., Oct. 4 @ 11 p.m. –  
Sun., Oct. 5 @ 10:59 p.m.

## End of Program—

### Collecting Money & Sweep

- **Collecting Money**—encourage troops to make regular deposits
  - **Paper orders**—cash is paid at time of delivery
  - **Online orders**—money is paid via credit card at time of order
- **Online Sweep Adjustment Form with Uncollected Funds section**—available at Fall Product Program webpage and linked in sweep notification email
  - Troop must submit sweep adjustment form if parents have not paid OR all monies will not be available by the adjustment deadline, **5 P.M., Mon., Nov. 3**
  - The delinquent account report is now built into the Sweep Adjustment form as the Uncollected Funds section

### Rewards

- **Reward Selection**
  - Girls are able to make selections as they earn rewards in M2
  - TNMs MUST check that final rewards selections are made in M2 by Tues., Oct. 28—default rewards are indicated by \* on order card and family guide
  - Sisters MUST BE registered under same email in M2 to receive Super Sister and/or personalized Avatar Patches!
- **Receiving Rewards**
  - Rewards arrive early December—count all items, complete online Reward Report and schedule pick-up times for troops
  - After receiving and counting reward items, CNMs are required to submit the online Reward Report
    - Use to submit missing or extra rewards—we will not replace rewards not reported on this form

Scan for Fall Product Program Linktree!



# CNM Expectations

## What is your role as CNM?

You are the liaison between troops in your community and council. Council depends on CNMs to assist, guide, and teach troops best practices to enjoy a smooth and productive fall program. CNMs provide an invaluable service to girls and troops by having knowledge of the fall program's inner workings, being a direct line of access to council for support, and by providing encouragement to TNMs, presenting them with the necessary tools to flourish as leaders for their Girl Scouts.

## What is expected of you as a CNM?

Primary Tasks	When?	Time Required
Monitor online community TNM Log and check-in with TNMs needing help with training or requirements	August-September	1 hr/wk, 1-2 days/wk
Provide program materials to troop with completed requirements	August-September	1 hr/wk, 1-2 days/wk
Enter product delivery address in M2—including your delivery preference date and timeframe in the special instructions	By Mon., Sept. 15	<1 hr, one time
Verify that all troops have entered paper orders in M2 and confirm with TNMs with low or high orders	All day Sun., Oct. 5 until 10:59 p.m.	1-2 hours, one time
Receiving products from delivery agent  <i>IMPORTANT: Must have ample indoor, climate-controlled, smoke-free space for actual product to be delivered to location (if other than home, must have written and signed location/manager approval)</i>	Your preferred date/time on Fri., Oct. 17 OR Sat., Oct. 18	2-8 hours, one time*  *this is dependent on the size of your community, how much help you have, etc.
Remind TNMs to verify that all girls have selected rewards OR make selections for them	Mon., Oct. 27 and/or Tues., Oct. 28	1-2 hours, one time
Receive all rewards for the community, sort and distribute to troops at the beginning of December	First week of December	2-4 hours, one time
Complete online reward report	ASAP after receiving rewards	<1 hr, one time
Return all unclaimed rewards to council if not picked	Mid-January	TBD
Ongoing Tasks		
Respond to all emails, calls and texts from TNMs	August-November	1 hr/wk, 1-2 days/wk
Respond to all emails and calls from PPD—including reading the weekly CNM email sent each Wednesday	August-November	1 hr/wk, 1-2 days/wk

## Resources

The Product Program department (PPD) will provide training to all CNMs and be first contact for issues that may arise. We encourage TNMs to contact CNMs directly with any questions before reaching out to the Product Program department. When contacting PPD via Customer Care it is important to provide as much information as possible; include names, troop # and complete description of issue or question.

## How can you help your troops and community?

- Work closely with Community Chair to ensure troop/IRG participation within the community
- Provide support and communications to TNM's throughout program
- Promptly return phone calls/emails from troop leadership and TNMs
- Attend community meetings; communicate all program information to community volunteers
- Keep paperwork on file for one year or pass paperwork onto Community Chair or new CNM
- Encourage TNMs to utilize resources online and SCGSLC resource center, such as entrepreneurship and financial literacy badge kits
- Encourage new and experienced TNMs to attend in-person TNM training and Just-in-time Webinars:
  - In-person TNM training being offered on Thurs., Sept. 4 and Sat., Sept. 13—registration available on Events Calendar
  - Just-in-time Webinars:
    - Fall Product Program review on Wed., Sept. 3 @ 10-11 a.m. AND 6-7 p.m.
    - Fall Products are Coming! on Wed., Oct. 1 @ 10-11 a.m. AND 6-7 p.m.
    - All webinar recordings are available on Fall Product Program webpage 1-2 days after

# TNM & Troop Requirements

## Troop Nut Managers Training

Troop Nut Manager (TNM) online training is available on gsLearn and includes training video, quiz and TNM Agreement form. For new TNMs we are also offering two in-person trainings—Thurs., Sept. 4 and Sat., Sept. 13. CNMs are also encouraged to host info meeting to discuss program dates, policies and distribute materials.

### To access TNM training in gsLearn:

1. Log into your MyGS account
2. Select gsLearn on the left panel
3. Go to the Content Library on the left
4. Search for the “590 Troop Nut Manager Training”

## TNM Requirements

A link to Community TNM log with requirement status will be sent to CNMs.

The following criteria **MUST** be met by all nut managers (community and troop level):

- ✓ Complete TNM training and agreement
- ✓ Registered GS member for 2024-25 and 2025-26 membership years
- ✓ Background check on file with GSSWT expiring AFTER Nov. 15, 2025
- ✓ NO outstanding balance due to GSSWT and in good standing
- ✓ Compliant troop bank account WITH ACH Authorization – OR – 2025 Fall Agreement to Deposit on file

IMPORTANT—  
DO NOT give  
program materials  
to TNMs with  
incomplete  
requirements!

Note: If TNM is missing any requirements, follow up with PPD and TNM to make sure they are fulfilling those requirements before the start of program—utilize ready emails in your Community TNM Log.

## After TNM Complete Training & Materials Distribution

- You **MUST** make initial contact with TNMs to provide program materials
- Use material distribution sheets on p. ix-x
- **Review at in-person informational meeting:**
  - Due dates—permission slips, entering orders online, and money
  - How to access FPP resources and forms on FPP webpage
  - M2 Website
  - Money collection and ACH sweep/adjustment form
  - Remind them to ***always use receipts when handing out or taking products or money***
  - Answer any questions
- **Review checklist for ALL TNMs picking up materials**
  - Verify that TNM Agreement has been completed before distributing ANY materials and let them know of any missing any requirements (listed above).
  - Let troops know if they have qualified for the bonus proceeds and other incentive opportunities.
  - Remind TNM of important dates listed in TNM Companion:
    - Program begins—Mon., Sept. 1
    - In-person/paper orders due for TNMs—Sat., Oct. 4
    - Online girl-delivered orders end—Sun., Oct. 5
    - Product pick-up—give them date and timeframe based off product delivery to you
    - Online shipped and magazine orders end—Mon., Oct. 27
    - Reward choices must be selected and verified in M2—Tues., Oct. 28
    - ACH Adjustment and Delinquent Account Report due—5 p.m., Mon., Nov. 3
    - ALL money due to troop or council bank account—Tues., Nov. 4
    - ACH sweep & end-of-program report due—Thurs., Nov. 6
  - Review and encourage TNMs to watch/read instructional just-in-time videos and guides.

## Don't Lose Touch

- Touch base with TNM right before orders are due to ensure they are aware of deadlines and are comfortable entering in-person/paper orders.
- PPD will send updates to TNMs through M2, ensure to read and encourage TNMs to read those updates.
- And make sure to check back in at the end of the program to ensure all TNMs have verified that reward selections have been made by girls.

# M2 Overview

M2 Website: [www.gsnutsandmags.com/gsswtx](http://www.gsnutsandmags.com/gsswtx)

The screenshot shows the M2 website interface. At the top, there's a navigation bar with the Girl Scouts logo, the M2 Media logo, and a dropdown menu labeled 'SU' with a purple circle icon. Below the header, the page title is 'Girl Scouts of Southwest Texas'. On the left, there's a sidebar with user profile information for 'Emma Blevins' (Edit Avatar, Your Patch, Change Role), campaign statistics (5 Campaigns Launched, Last Year: 1,142), and other metrics like Avatars created (5, Last Year: 1,132), Emails Sent (83, Last Year: 26,858), and Participants with 1+ Shares (5, Last Year: 763). The main content area displays 'Stats: Current Campaign' with a bar chart showing sales distribution across Online Magazines, Direct Ship Nuts, Online Nut Girl Delivered, and Nut Card categories. Below the chart, specific sales figures are listed: Total Sales (\$1,026.00, Last Year: 2,212.00), Online Magazines (\$8.00, Last Year: \$28.00), Direct Ship Nuts (\$0.00, Last Year: N/A), Online Nut Girl Delivered (\$0.00, Last Year: N/A), and Nut Card (\$946.00, Last Year: \$1,866.00). A note says 'Sales data is updated every 15-30 minutes.' At the bottom, there are links for 'Campaign Setup', 'Manage System Users', 'Product Management', 'Rewards & Patches', 'Financials and Reporting', and 'Troop Training Video'.

ONE log in for community, troop and parent access—  
toggle between roles

Send messages to TNMs:

This is a screenshot of the 'Emails' section. It includes a 'VIEW EMAIL HISTORY' button and a 'Type:' dropdown menu set to 'Announcement'. The dropdown also lists other options: Participants with missing patch action, Participants with missing reward action, Participants who have not sent e-mails, Participants with sales, and Thank You.

Print delivery tickets  
for product and reward  
pick-up

View troops and girls  
participating  
Enter your product &  
reward delivery addresses

## M2 Important Dates:

- TNM and CNM Access:** Thurs., Aug. 28
- Girl Access:** Mon., Sept. 1
- Paper Order Entry**
  - Parent/guardian:** Anytime-Thurs., Oct. 2—NO later than 10:59 p.m.
  - TNM:** Fri., Oct. 3-Sat., Oct. 4—NO later than 10:59 p.m.
  - CNM:** Sat., Oct. 4-Sun., Oct. 5 @ 10:59 p.m.
- Online Girl-Delivered Orders End:** Sun., Oct. 5 @ 10:59 p.m.
- Online Shipped Orders End:** Mon., Oct. 27 @ 10:59 p.m.
- Reward Selection:** Tues., Oct. 28

## FAQ:

### How do TNMs and CNMs access M2 for the first time?

CNMs and TNMs that have all requirements completed in Community TNM Log will receive an email from M2 on Thurs., Aug. 28 inviting them to access M2 site.

### How do girls and parent/guardians' access M2 for the first time?

Girls and parent/guardians WILL NOT receive email inviting them to join site, instead they should follow link and instructions on M2 flyer provided to all troops. TNMs can also send parent email blast from M2 with link to join.

### What if parent/guardian or TNM miss deadline to enter product orders?

The parent/guardian or TNM should contact CNM and PPD (by emailing [customercare@girlscouts-swtx.org](mailto:customercare@girlscouts-swtx.org)) with all girl names, order info and contact phone number. If Saturday/Sunday, CNMs should try to enter order in M2. And if after deadline, PPD will work to enter missing order, but we CANNOT guarantee that they will be entered in time.

### Do TNMs/CNMs need to SUBMIT reward selections?

Nope, rewards will be automatically submitted at 11:59 p.m. on Tues., Oct. 28. TNMs and CNMs just need to ensure all reward selections are in M2.

CNMs will be invited by email to log in and set up your account on M2.

# How to \_\_\_\_\_ in M2?

## Enter Delivery Address and Date/Time Preference

- From dashboard, click “Manage Service Unit...”
- Click the + and “Edit Service Unit”
- For Product Delivery Site, click “Edit”
- Enter preferred delivery address and under “Special Instructions” enter:
  - Date Preference: Friday or Saturday
  - Timeframe Preference: 9am-12pm or 1-5pm
  - Additional Notes: i.e. gate code, you need to leave by 1:30pm to pick-up kiddos, etc.
- Click “Save” at the bottom of the page

The screenshot shows the 'Manage Service Unit, Troops, and Girl Scouts' interface. Under 'Service Units', the 'Edit Service Unit / Product Delivery Site' link is selected. The 'Product Delivery Site' section asks to create a site for the service unit. It has two sections: '1 Product Delivery Address' (with fields for address, department, contact info, and edit permissions) and '2 Special Instructions' (with a note about N/A). A large red arrow points from the 'Edit Service Unit' step in the list above to the 'Edit' link in the screenshot.

## Verify & Enter Paper Orders

CNMs should review troop orders by viewing EACH troop's dashboard. Ensure to contact any troops whose orders look too high or too low to make sure no mistakes were made. If any orders still need to be entered follow steps below.

- From dashboard, click “Paper Order Entry”

The screenshot shows the 'Product Management' section with a 'Paper Order Entry' button highlighted.

- Go to each girl with orders and click + next to girl's name to enter paper orders!
- Enter amount of each product.
- Click “Update” at bottom of the page.

The screenshot shows the 'Paper Order Results' table. It lists three girls with their GSUSA numbers, emails, quantities, and total sales. A red arrow points from the '+ next to girl's name' step in the list above to the '+' icon next to Tina Allan's name in the screenshot.

Girl Scout	GSUSA Number	Email	Nut Sales		
			Qty	Sales	Total Sales
+ Tina Allan (Tina)	112636207		9	\$61.00	\$61.00
+ Raylee Allen (Ray)	113320744		2	\$17.00	\$17.00
+ Brooklyn Allgood (Brookie)	104434848		0	\$0.00	\$0.00

The screenshot shows the 'Nut Orders' table. It lists four items (A, B, C, D) with their descriptions, prices, and quantities. A red arrow points from the 'Enter amount of each product' step in the list above to the quantity input field for item A in the screenshot.

Product	Price	Qty	Total
A Mint Treasures - Girl Scout Uniform Tin	\$10.00	1	\$10.00
B Deluxe Pecan Clusters - Bunny Holiday Tin	\$10.00	1	\$10.00
C Nut and Seed Blend	\$10.00	0	\$0.00
D Whole Cashews with Sea Salt	\$8.00	0	\$0.00

## Print Delivery Tickets

CNMs should print TWO delivery tickets for each troop to use when receiving their products from you.

- From dashboard, click “Delivery Tickets”

The screenshot shows the 'Product Management' section with a 'Delivery Tickets' button highlighted.

- Go to Troop Tickets by Delivery Site
- Go to “Community as the Delivery Site” and select “All” under troops
- Click “Create Tickets”
- Delivery Tickets will download into a PDF
- Print two copies per troop

The screenshot shows the 'Delivery Tickets' page. It includes a 'Product Delivery Tickets' section for creating tickets, a 'Troop Tickets by Delivery Site' table for filtering by delivery site type, product, and troop, and a 'Troop Tickets By Troop' table for filtering by troop and financial inclusion.

# Product Delivery & Distribution

## CNM Delivery Process

1. Enter your address and preferred delivery date/timeframe in M2 by Mon., Sept. 15 (see instructions on p. vii)
2. Be flexible and if possible block out entire morning/afternoon on your scheduled delivery date—deliveries can run slightly off schedule.
3. Select alternate adult to receive delivery if you become unavailable.
  - *Once scheduled, delivery times and locations CANNOT be changed, but any adult with valid government-issued photo ID can receive product on your behalf.*
  - If someone other than you accept product, remember to complete receipt when you take product from them—and be sure you both agree on total product count. Alternative adult will then retain their receipt and make copy for yourself.
4. Delivery agent may call you when they are enroute and/or upon arrival
  - It is sometimes the delivery worker's first time delivering for the Fall Product Program and they may need some additional assistance counting, verifying which products are which, etc.
  - If you feel additional support is needed from council, please contact us during your delivery—a emergency contact phone # will be provided in communication leading up to the weekend of deliveries.
5. Ensure children and other distractions are not around when product is being unloaded or when you are counting and verifying order.
6. Notify PPD immediately of any shortages or damages upon delivery of products. *Be prepared to report exact shortages, damages and any arrangements delivery agent made with you.*  
NOTE: If you notice shortage of product before delivery agent leaves, adjust quantity on the delivery form the agent presents you BEFORE signing.
7. Have prearranged time and place for TNM/troops or their representatives to accept product from you.
  - Once delivery agent confirms delivery date/time with you, we encourage you to make a tentative schedule for your pick-up day with troops!

## Troop Pick-up Process

1. Pre-print TWO Delivery Tickets (from M2): one for each troop and extra copy for TNM to keep.
  - See instructions on p. vii
  - Just-in-time instructional video on FPP webpage on how to do this!
2. Have products stacked in same order listed on receipts OR pre-arrange each order before troops pick up. DO NOT sort by color of lid and ensure to read names on top of cans!
3. Count each order with TNM/troop representative accepting product.
4. Re-count until both of you are satisfied order is correct.
5. Once agreed upon, have TNM/troop representative sign your copy of Delivery Ticket and give them unsigned copy.
  - Any adult can receive product for troop.
  - If someone other than TNM accepts troop product, remind them to sign and keep receipt from TNM when products are delivered.

DO NOT sort by color of lid (some have similarly colored lids)!

## Reminders for TNMs

- Once product is signed for, **THEY MAY NOT RETURN OR EXCHANGE PRODUCT TO THE COMMUNITY OR GSSWT.**
- Keep ALL receipts for at least 2 years.
- Upcoming due dates for money and reward selection.
- Be sure to store products in cool, dry place until distributed—**DO NOT leave chocolate in your car or garage as it WILL melt!**

It is IMPERATIVE that a receipt is written EVERY TIME product or money exchanges hands, regardless of who the exchange is with.

# Program Materials Distribution Sheet

When distributing materials use this form to track TNMs/troops that pick-up program materials. **Always ensure to check Community TNM Log for all requirements before handing out any materials.**

*DO NOT give any materials to TNMs/troops who have not met all requirements!*



**Always ensure to check Community TNM Log for all requirements before handing out any materials.**

***DO NOT give any materials to TNMs/troops who have not met all requirements!***