

Girl Scouts of Southwest Texas
2024 Fall Product Program
 Community Nut Manager (*a.k.a.* “CNM”) Guide

Parent/ Girl	TNM	CNM	<u>Important Deadlines</u>	<u>Due Date</u>
P/G	T		Girl permission slips due to begin Sun., Sept. 1 AND M2 Media site opens to volunteers only	Wed., Aug. 28
P/G			Order taking begins and M2 Media opens for girls	Sun., Sept. 1
P/G			Girls/Parents can enter orders on M2 anytime until 10:59 p.m. on Thurs., Oct. 3	Sun., Sept. 1— 10:59 p.m., Thurs., Oct. 3
	T	C	Just-in-Time Webinar: M2 & Fall Product Program Review	Wed., Sept. 4 @ 10-11 a.m.
		C	Product Delivery Address and Date/Timeframe Due in M2	Mon., Sept. 16
	T	C	Just-in-Time Webinar: Fall Product are Coming!	Wed., Oct. 2 @ 10-11 a.m.
	T		TNM enter orders online— <i>M2 doesn't allow paper entry by TNMs until it closes for parents on Thurs., Oct. 3</i>	11 p.m. Thurs., Oct. 3— 10:59 p.m., Sat., Oct. 5
		C	CNM verify/correct troop orders— <i>check for any emails, texts, calls, etc. from TNMs with last minute entries</i>	11 p.m., Sat., Oct. 5— 10:59 p.m., Sun., Oct. 6
P/G			Online girl-delivered orders end	Sun., Oct. 6 @ 10:59 p.m.
		C	Product delivery to CNMs	Fri., Oct. 18 or Sat., Oct. 19
	T	C	Last day to notify council of any product shortages or damages	Tues., Oct. 22
P/G			Online/shipped orders and magazines END	Mon., Oct. 28 @ 10:59 p.m.
	T	C	TNM deadline to choose/verify girl rewards AND CNMs MUST verify shipping address in M2 — <i>council will submit to M2 on Wed., Oct. 30</i>	Tues., Oct. 29
	T		Online ACH Adjustment Form AND Troop Delinquent Account Reports DUE to council	5 p.m., Mon., Nov. 4— LATE ENTRIES NOT PERMITTED
P/G	T		ALL MONEY DUE TO TROOP BANK ACCOUNT/COUNCIL <i>*Tell TNMs that they should set an earlier date for parents</i>	Thurs., Nov. 7
	T		ACH Sweep	Thurs., Nov. 7
		C	Girl rewards ship to CNMs	Week of Dec. 2
		C	CNM ONLINE reward report due	Wed., Dec. 11

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2024 Updates

- Online only permission slip—paper form no longer available
- Full TNM Guide is back in print and will be provided with program materials
- No End-of-Program Reports due for TNMs or CNMs
- Product Updates:
 - Vanilla Honey Roasted Pecans on Paper Order Card
 - More options for Girl Scout Themed Barkboxes
 - Tervis Tumblers
 - AND Personalized Stationery is BACK!



Where to find answers?!

- What are the requirements for TNMs?—*Page v*
- How do CNMs or TNMs get access M2?—*Page vi, look at the bottom for how CNMs, TNMs and girls get access to M2*
- What is the M2 website link?—*Page vi, right at the top*
- 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*
- What program materials do I give troops?—*Page ix-x, and there is area to record which troops have received materials*

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 2024-2025 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. vii-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. 16**
- 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. 3 at 10:59 p.m.**
 - TNMs access opens **Thurs., Oct. 3 at 11 p.m. until Sat., Oct. 5 at 10:59 p.m.** to enter/edit paper orders in M2
 - CNM access opens **Sat., Oct. 5 at 11 p.m. until Sun., Oct. 6 at 10:59 p.m.** to verify order and make changes as needed

Parent Paper Order Entry

Open at beginning of program –
Thurs., Oct. 3 @ 10:59 p.m.

TNM Paper Order Entry

Opens Thurs., Oct. 3 @ 11 p.m. –
Sat., Oct. 5 @ 10:59 p.m.

CNM Paper Order Entry

Opens Sat., Oct. 5 @ 11 p.m. –
Sun., Oct. 6 @ 10:59 p.m.

End of Program—

Collecting Money & ACH Sweep

- **Collecting Money**—answer any questions and 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 ACH Adjustment Form**—available at Fall Product Program webpage and linked in ACH notification email
 - Troop must submit ACH adjustment form if parents have not paid OR all monies will not be available by the ACH adjustment deadline, **5 P.M., Mon., Nov. 4**
 - If you are planning to submit a Delinquent Account Report, you must also complete an ACH Adjustment
- **Delinquent Account Report**
 - Troop submits ACH Adjustment form, **MUST** also submit Delinquent Account Report by **5 p.m. Mon., Nov. 4**
 - Form PDF available on Fall Product Program webpage

Scan for Fall Product Program webpage!



Rewards

- **Reward Selection**
 - TNMs **MUST** select rewards by Tues., Oct. 30—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 late November—count all items, complete Reward Report form 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

CNM Expectations

What is your role as CNM?

Your role is to be connector between troops in your community and council. Council depends on CNMs to assist, guide, and teach troops best practices to enjoy a smooth 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

- Get Troop Nut Managers excited and assist them in getting their troops ready to go—including monitoring online community TNM Log and distributing materials
- Enter your Product and Reward delivery address(es) in M2 by Mon., Sept. 16—including your delivery preference date and timeframe in the special instructions
- Verify all troops have submitted paper orders—contact troops whose orders look too high or too low to make sure no mistakes were made
- Receive all products for the community, sort and distribute to troops
 - **IMPORTANT: Required Space**—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) during end of October.
- Reminder troops to verify that all girls have selected rewards—M2 will mark any girls with selections needed
- Receive all rewards for the community, sort and distribute to troops—online report available to request any missing rewards

Other Duties

- Respond to all emails, calls and texts from TNMs and PPD in timely manner
- Facilitate TNM FAQ session—great idea for community meetings
- Return all unclaimed recognition items to council if not picked up by Mon., Jan. 20
- Evaluate fall program and make recommendations for future program

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 100% 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 just-in-time webinars:
 - Fall Product Program review on Wed., Sept. 4 @ 10-11 a.m.
 - Fall Products are Coming! on Wed., Oct. 2 @ 10-11 a.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. 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 2023-24 and 2024-25 membership years
- ✓ Background check on file with GSSWT expiring **AFTER** Nov. 15, 2024
- ✓ NO outstanding balance due to GSSWT and in good standing
- ✓ Compliant troop bank account WITH ACH Authorization – **OR** – 2024 Fall Agreement to Deposit on file

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.

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

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 are 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**—Sun., Sept. 1
 - **In-person/paper orders due for TNMs**—Sat., Oct. 5
 - **Online girl-delivered orders end**—Sun., Oct. 6
 - **Product pick-up—give them date and timeframe based off product delivery to you**
 - **Online shipped and magazine orders end**—Mon., Oct. 28
 - **Reward choices must be selected and verified in M2**—Tues., Oct. 29
 - **ACH Adjustment and Delinquent Account Report due**—5 p.m., Mon., Nov. 4
 - **ALL money due to troop or council bank account**—Tues., Nov. 5
 - **ACH sweep & end-of-program report due**—Thurs., Nov. 7
 - 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 to ensure all TNMs have verified that reward selections have been made by girls.

M2 Overview

M2 Website: www.gsnutsandmags.com/gsswtx

Stats: Current Campaign

Online Magazines	\$0.00	\$80.00	\$0.00
Direct Ship Nuts	\$0.00	\$285.00	\$0.00
Online Nut Girl Delivered	\$0.00	N/A	\$946.00
Nut Card	\$0.00	N/A	\$1,866.00
Total Sales	\$1,026.00	\$285.00	\$0.00
	Last Year	Last Year	Last Year

Sales data is updated every 15-30 minutes.

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

Send messages to TNMs:

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: Wed., Aug. 28
- Girl Access: Sun., Sept. 1
- Paper Order Entry
 - Parent/guardian: Anytime-Thurs., Oct. 3—NO later than 10:59 p.m.
 - TNM: Fri., Oct. 4-Sat., Oct. 5—NO later than 10:59 p.m.
 - CNM: Sat., Oct. 5-Sun., Oct. 6 @ 10:59 p.m.
- Online Girl-Delivered Orders End: Sun., Oct. 6 @ 10:59 p.m.
- Online Shipped Orders End: Mon., Oct. 28 @ 10:59 p.m.
- Reward Selection: Tues., Oct. 29

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 Wed., 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.

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

The parent/guardian or TNM should contact CNM and PPD (by emailing customer care@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?

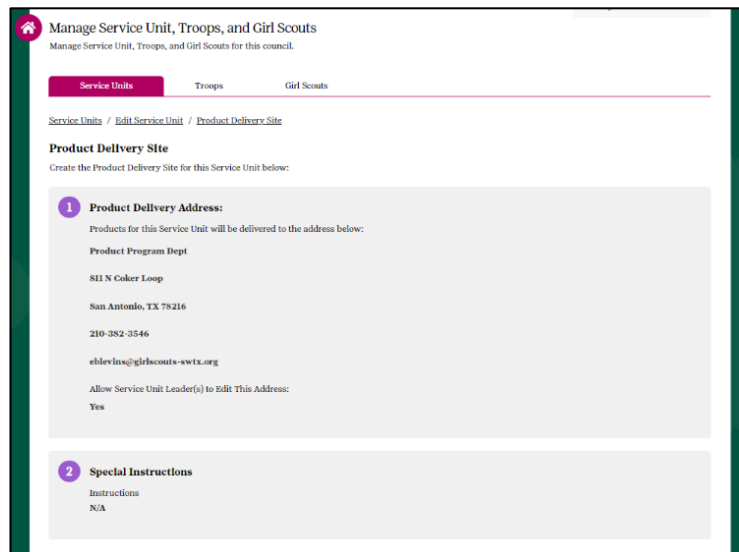
Nope, rewards will be automatically submitted at 11:59 p.m. on Tues., Oct. 29. TNMs and CNMs just need to ensure all reward selections are in M2.

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

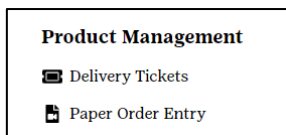
- From dashboard, click “Manage Service Unit...”
-
- Click the + and “Edit Service Unit”
 - For Product Delivery Site, click “Edit”
 - Enter preferred delivery address and under “Special Instructions” enter:
 - Date Preference: Friday or Saturday
 - Timeframe Preference: 9am-12pm or 1-5pm
 - Additional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



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”



- 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.

Paper Order Results:

Click the "*" menu to access additional features and edit the Girl Scout's paper orders. If you don't see a particular girl below, please contact your council to have her added.

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

Nut Orders

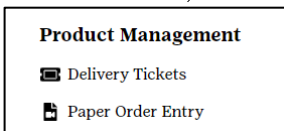
Troops: The deadline to enter orders that girls received in person has passed. Please contact your Service Unit leader.

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

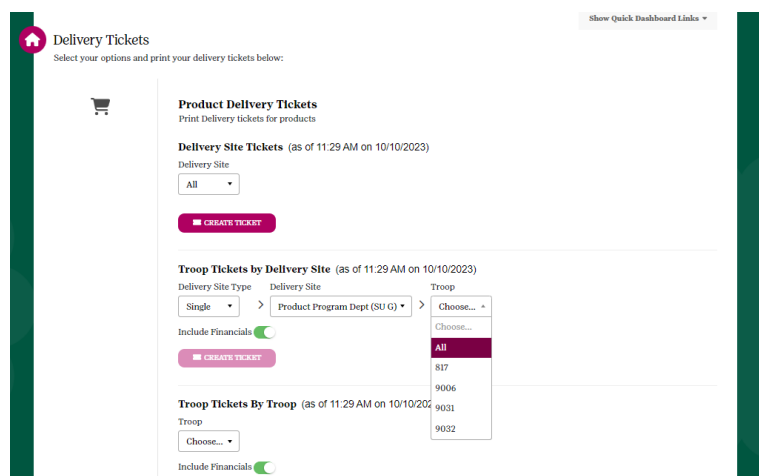
Print Delivery Tickets

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

- From dashboard, click “Delivery Tickets”



- 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 of each



Product Delivery & Distribution

CNM Delivery Process

1. Enter your address and preferred delivery date/timeframe in M2 by Mon., Sept. 16 (see instructions on p. vii)
2. Block out entire morning/afternoon on your scheduled delivery date. Be prepared to be flexible—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.*
 - 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. Remind alternate to retain their receipt and make copy for yourself.
4. Delivery agent may call you when they are enroute and/or upon arrival
 - Please note that 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, make schedule for your pick-up day!

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)!

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

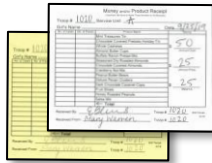
Reminders for TNMs

- Once product is signed for, **THEY MAY NOT RETURN OR EXCHANGE PRODUCT TO THE COMMUNITY OR GSSWT.**
- Keep ALL receipts.
- 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 as it WILL melt!**

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!



Complete for each troop:				TNM Materials		Girl Materials		
Date	TNM Name	Troop/IRG Number	Verify that you checked Community TNM Log before handing out materials	TNM Comp. (1 per TNM)	Product/Money Receipt Booklet (1-2 per trp)	Order Cards (1 per girl)	Family M2 Flyer (1 per girl)	Money Envelope (1 per girl)

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!

Complete for each troop:				TNM Materials		Girl Materials		
Date	TNM Name	Troop/IRG Number	Verify that you checked Community TNM Log before handing out materials	TNM Comp. (1 per TNM)	Product/Money Receipt Booklet (1-2 per trp)	Order Cards (1 per girl)	Family M2 Flyer (1 per girl)	Money Envelope (1 per girl)