

Girl Scouts of Southwest Texas
2023 Fall Product Program
 Community Nut Manager (a.k.a. **“CNM”**) Companion

Parent/ Girl	TNM	CNM	<u>Important Deadlines</u>	<u>Due date to council or online</u>
P/G	T		TNM requirements & permission slips due to begin Fri., Sept. 1	Wed., Aug. 23
	T	C	M2 Media site opens to volunteers only	Mon., Aug. 28
P/G		C	Order taking begins and M2 Media opens for girls	Fri., Sept. 1
P/G			Parents enter orders online— <i>M2 closes at 10:59 p.m. for parents</i>	Fri., Sept. 1— 10:59 p.m., Thurs., Oct. 5
	T	C	Just-in-Time Webinar: M2 & Fall Product Program Review	Wed., Sept. 6 @ 10-11 a.m.
		C	Delivery Selection Form Due— <i>online form to provide delivery address and date/time preferences</i>	Mon., Sept. 18
	T		Just-in-Time Webinar: Fall Product are Coming!	Wed., Oct. 4 @ 10-11 a.m.
		C	CNM Check-in: Following JIT webinar (no need to also attend webinar unless you are able)	Wed., Oct. 4 @ 11-11:30 a.m.
	T		TNM enter orders online— <i>M2 closes at 10:59 p.m. for TNMs</i>	11 p.m. Thurs., Oct. 5— 10:59 p.m., Sat., Oct. 7
		C	CNM verify/correct troop orders	11 p.m., Sat., Oct. 7— 10:59 p.m., Sun., Oct. 8
P/G			Online girl-delivered orders end	Sun., Oct. 8 @ 10:59 p.m.
		C	Product delivery to CNMs	Fri., Oct. 20 or Sat., Oct. 21
	T	C	Last day to notify council of any product shortages or damages	Tues., Oct. 24
P/G			Online/shipped orders and magazines END	Mon., Oct. 30 @ 10:59 p.m.
	T	C	Deadline to choose/verify girl rewards AND CNMs MUST ENTER SHIPPING ADDRESS in M2 — <i>council will submit rewards on Wed., Nov. 1</i>	Tues., Oct. 31
	T		Online ACH Adjustment Form AND Troop Delinquent Account Reports DUE to council	5 p.m., Mon., Nov. 6— NO LATE ENTRIES ACCEPTED
P/G	T		ALL MONEY DUE TO TROOP BANK ACCOUNT/COUNCIL *Tell TNMs that they should set an earlier date for parents	Tues., Nov. 7
	T		TNM ONLINE end-of-program report due	Thurs., Nov. 9
		C	CNM ONLINE end-of-program report AND any TNM Delinquent Account Reports due	Mon., Nov. 13
		C	Girl rewards ship to CNMs	Week of Nov. 27
		C	CNM ONLINE reward report due	Fri., Dec. 8

Fall Product Program Overview

Before the Program—Getting Started

- Troop Nut Managers take online training and work to meet all requirements (see p. iii)
- Parent/guardians complete online girl permission slip AND ensure Girl Scout is registered for 2023-2024 membership year
 - Any paper girl permission slips need to be submitted Wed., Aug. 23 to council for girls to start participating Fri., Sept. 1
 - 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 (see p. iii)
- AFTER completing all requirements, CNMs checks-in with TNMs, hosts Q & A and distribute paper materials (see p. iii for Q & A topics and program material breakdown p.vii-ix)

Scan here for online girl permission slip!



During the Program—Taking/Submitting Orders

- Girls can use M2 virtual storefront to accept online orders for girl delivery or shipped and order card to take in-person orders
- Parents may enter paper orders in M2 through Thurs., Oct. 5 at 10:59 p.m.—ask them to have orders entered early
- TNMs have through Sat., Oct. 7 at 10:59 p.m. to enter/edit paper orders in M2
- CNMs have from Sat., Oct. 7 at 10:59 p.m. until Sun., Oct. 8 at 10:59 p.m. to verify all paper orders and to edit or enter, if needed.

Be overly CAUTIOUS to NOT duplicate orders that parents entered!

End of Program—

Collecting Money & ACH Sweep

- Collecting Money
 - In-person/paper orders—money is paid at time of delivery
 - Online orders—money is paid via credit card at time that product ordered
- 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. 6**
 - If you are planning on submitting a Delinquent Account Report, you must also complete an ACH Adjustment
- Delinquent Account Report
 - Troop submits ACH Adjustment form, they **MUST** also submit Delinquent Account Report by **5 p.m. Mon., Nov. 6**
 - Form PDF available on Fall Product Program webpage

Scan here for Fall Product Program webpage!



Rewards

- TNMs **MUST** select rewards by Tues., Nov. 1—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!
- Rewards arrive late November—count all items, complete Reward Report form and schedule pick-up times for troops

ONLINE End-of-program Process—EOP reports available on Fall Product Program webpage

- **ALL** TNMs are **REQUIRED** to submit Online EOP report—assist TNMs in accessing or completing report
- **ALL** CNMs are **REQUIRED** to submit Online EOP report—report emailed to CNMs at end of program
- After receiving and counting reward items, CNMs are required to submit reward report
 - **ALL** CNMs required to complete report
 - Use to submit missing or extra rewards—we will not replace rewards not reported on form

CNM Expectations

What is your role as CNM?

Your role is to be mediator 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?

Support and assist troops and IRGs assigned in community by communicating program info with troops/IRGs, holding info meetings, collecting paperwork, assessing/verifying nut and reward orders, accepting delivery of product and rewards for the community and being accessible to TNMs for support.

Specific Duties

- Respond to all emails, calls and texts from TNMs and PPD in timely manner
- Monitor online troop training and requirements via community TNM Log provided by PPD
- Facilitate TNM FAQ session—great idea for community meetings
- Distribute program materials to participating troops/IRGs
- Verify/update shipping address in the online system by Mon., Sept. 18
- Review/contact troops whose orders look too high or too low to make sure no mistakes were made
- Receive all community's troop/IRG products from delivery agent
- Schedule troops/IRGs to pick up orders
 - **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.
- Verify final rewards AND ENTER SHIPPING ADDRESS FOR REWARDS SHIPMENT in M2 by Tues., Oct. 31
- Receive girl recognition items, sort and distribute to troops/IRGs in timely manner. Return all unclaimed recognition items to council if not picked up by Mon., Jan. 22
- Evaluate fall program and make recommendations for future program

Resources

The Product Program department (PPD) at Sally Cheever Girl Scout Leadership Center will provide in-depth training to all CNMs and be first contact for issues that may arise. We kindly request that inquiries to PPD come via Customer Care directly from CNMs, and not TNMs, as we encourage TNMs to contact CNMs, directly. **When contacting PPD via Customer Care it is important to provide as much information as possible; include applicable names, troop numbers 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
- Assist with delinquent accounts as requested by council
- 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. 6 @ 10-11 a.m.
 - Fall Products are Coming! on Wed., Oct. 4 @ 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 encouraged to host info meeting to discuss program dates, policies and distribute materials.

TNM Requirements

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

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

- ✓ Complete TNM training and agreement
- ✓ Registered GS member for 2022-23 and 2023-24 membership years
- ✓ Background check on file with GSSWT expiring AFTER Nov. 15, 2023
- ✓ NO outstanding balance due to GSSWT and in good standing
- ✓ Compliant troop bank account WITH ACH Authorization – **OR** – 2023 Fall Agreement to Deposit on file

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

Note: If TNM is missing any requirements, **DO NOT give program materials**, and ensure to follow up with PPD and TNM to make sure they are fulfilling those requirements before the start of program.

Training and Materials Distribution

- Use material distribution sheets on p. vii-ix
- **Review at in-person informational meeting:**
 - Due dates—permission slips, entering orders online, money, end-of-program paperwork
 - How to access FPP resources and forms on FPP webpage
 - M2 Media
 - 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**—Fri., Sept. 1
 - **In-person/paper orders due for TNMs**—Sat., Oct. 7
 - **Online girl-delivered orders end**—Sun., Oct. 8
 - **Product pick-up**—give them date and timeframe based off product delivery to you
 - **Online shipped and magazine orders end**—Mon., Oct. 30
 - **Reward choices must be selected and verified in M2**—Tues., Oct. 31
 - **ACH Adjustment and Delinquent Account Report due**—5 p.m., Mon., Nov. 6
 - **ALL money due to troop or council bank account**—Tues., Nov. 7
 - **ACH sweep & end-of-program report due**—Thurs., Nov. 9
 - Review and encourage TNMs to watch/read instructional just-in-time videos and guides.

Easy tips and tricks:

- Coordinate porch pick-ups for materials so TNMs can pick-up at anytime!
- Host virtual community/TNM meeting using free online video chat service such as Skype, Facebook, Zoom and Google Hangout—makes it easy for everyone to attend!

After Training/Check-In

- You **MUST** make initial contact with TNMs to provide program materials!
- Touch base with TNM right before orders are due to ensure they are aware of deadline 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.

Distributing Products

KEEP AN EYE OUT ON EMAIL AT END OF SEPT. TO SELECT PRODUCT DELIVERY DAY/TIME PREFERENCE.

CNM delivery process

1. Block out entire morning or afternoon on your scheduled date products are set to be delivered. Be prepared to be flexible—deliveries can run slightly off schedule .
2. 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 accepts 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.
3. Ensure children and other distractions are not around when product is being unloaded or when you are counting and verifying order.
4. 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. **REMEMBER, YOU ARE RESPONSIBLE FOR ALL PRODUCT SIGNED FOR.**
5. 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.
 - 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 (some products have similarly colored lids)!
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 YOU OR GSSWT.**
- Keep ALL receipts.
- Due dates for money and end-of-program paperwork (consider making flyer for this information).
- Be sure to store products in cool, dry place until distributed—**DO NOT leave chocolate in your car as it WILL melt!!!**

M2 Overview

The screenshot shows the M2 Media interface for Girl Scouts of Southwest Texas. At the top right, there is a user profile icon with a dropdown arrow. A callout box points to this icon, stating: "ONE log in for community, troop and parent access—toggle between roles".

The main dashboard area includes a "Stats: Current Campaign" section with a bar chart and a table of sales data. Below this is a "Campaign Setup" section with a "Troop Training Video" link. A navigation menu is located at the bottom of the dashboard, with callout boxes pointing to specific items:

- Send Messages:** Points to a callout box: "Send messages to TNMs: Emails".
- Delivery Tickets:** Points to a callout box: "Print delivery tickets for product and reward pick-up".
- Manage System Users:** Points to a callout box: "View troops and girls participating".
- Personalized Patches:** Points to a callout box: "Enter your product & reward delivery addresses".

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:** Mon., Aug. 28
- **Girl Access:** Fri., Sept. 1
- **Product Submission**
 - **Parent/guardian:** Anytime-Thurs., Oct. 5—NO later than 10:59 p.m.
 - **TNM:** Fri., Oct. 6-Sat., Oct. 7—NO later than 10:59 p.m.
 - **CNM:** Sat., Oct. 7-Sun., Oct. 8 @ 10:59 p.m.
- **Reward Selection:** Tues., Oct. 31

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 M2 email on Mon., 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 Product Program department (by emailing customer@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 before due date, 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. 31. TNMs and CNMs just need to ensure all reward selections are in M2.

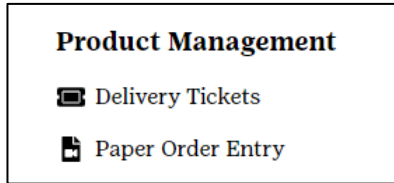
CNMs will be invited by email to log in and set up your account on M2.

Verifying Products & Rewards in M2

Verifying & Entering Products

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—ensuring not to duplicate any orders.

- From dashboard, CNMs can click “Paper Order Entry”



Paper Order Results:
Click the "+" icons 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)	122634207	■	9	\$61.00	\$61.00
+ Raylee Allen (Ray)	13320744	■	2	\$37.00	\$37.00
+ Brooklyn Allgood (Brookie)	114434848	■	0	\$0.00	\$0.00

- Go to each girl with orders and click pencil next to girl’s name to enter paper orders!

- Enter amount of each product.

- Click “Update” at bottom of the page.

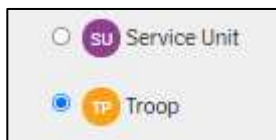
Nut Orders
Troop: The deadline to enter orders that girls received in person has passed. Please contact your Service Unit leader.

	Product	Price	Qty	Total
A	Mint Treasures - Girl Scout Uniform Tin	\$10.00	1	\$10.00
B	Deluxe Peanut 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

Verifying Rewards

CNMs should review troop rewards before Tues., Oct. 31 and send reminders to TNMs with missing reward choices.

- From dashboard, CNMs toggle to troop level



- From TNM dashboard, click “Rewards”



- Review all earners or search for earners with missing reward status

Rewards
Manage physical rewards for this campaign.

Manage Earners
Manage reward earners.

SEARCH TOOLS

Service Unit	Troop	Email	Participant Name
J	46	■	Tina Allan
J	46	■	Raylee Allen

- Select any missing rewards or use M2 messaging section to let TNM know

Fall 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)	Money Envelope (1 per girl)	M2 Flyer (1 per girl)	Family Guide (1 per girl)

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