

1. Who do I contact regarding the Ashdon Farms Nut-E website help?
 - SUFPM- Please contact the Regional Product Sales Associate
 - Troops- Please contact your Service Unit Fall Product Manager
2. What is my login information?
 - Troops login information was updated by the Service Unit Fall Product Manager-your troop information should be as follows:
 - ❖ **Login:** gshpa(plus your five digit troop number)
 - ❖ **Password:** GSI2009 (unless you changed you password)
3. Can I change my password?
 - Yes- Login in to the Nut-E program.
 - Click on the pencil beside your troop number. You are now on the Troop Details page.
 - Scroll to the bottom to the system users and click on “Edit user”. You are now on the user detail page.
 - Click “Begin edit” and change your password.
 - Click “Apply edit”. Your new password is now saved in the program.
4. Can my Service Unit Fall Product Manager add troops?
 - Yes- please contact your SUFPM if you are a new troop.
5. Should Service Unit Fall Product Manager delete any inactive or disbanded troops?
 - No- each troop has history connected with the troop. If you delete the troop- you delete the history.
6. Can my Service Unit Fall Product Manager edit a girl order?
 - Yes- if you made an error and need help please contact your SUFPM.
7. Is the inputting in real time?
 - Yes-the information you input into the Nut-E program- once saved or order placed it is in the program instantly.
8. Do I enter 1 or 11 for a girl in Nut-E for the Readers Digest magazines subscriptions sold?
 - If a girl has completed 10 address coupons then you would enter 1.
 - If the girl has completed a number less then 10, you may try and help her fill the booklet in order for her to receive credit for 1. If a girl has not completed an address booklet at all then you should enter 0.
9. Can troops enter orders as they receive them or should they wait for all orders?
 - No, please enter any order as soon as you get them. This will lessen the amount of work you must do closer to the deadline.