WREATHS *across* AMERICA

DASHBOARD

HOW-TO TUTORIAL

Wreaths Across America

2024

Updated: 1/29/2024

Table of Contents

INTRODUCTION

- **Why a Dashboard?** 3

DASHBOARD BASICS

- **Getting Logged In** 4
- **Registration To-Do's** 5
- **Supporting Sites** 6-8

CUSTOMIZATIONS

- **Why It's Important** 9-10
- **Group & Location Cards** 11
- **Wreath-O-Meter & Goals** 12-14
- **Ceremony Start Time** 15
- **Photos & Photo Albums** 16-21
- **News Articles** 22
- **Page Alerts** 23

COMMUNICATION

- **WAA Communication Policy** 24

How To Message

- Supporters 25
- Location Coordinators 26
- Sponsorship Groups 27
- Sponsors 28
- Volunteers 31
- Group Members 8
- Grave Specifics 50-51

Where To Message

- Research Orders 29-30
- Event Scheduling 32-33
- Event Participants 34
- Messaging Dashboard 35-36

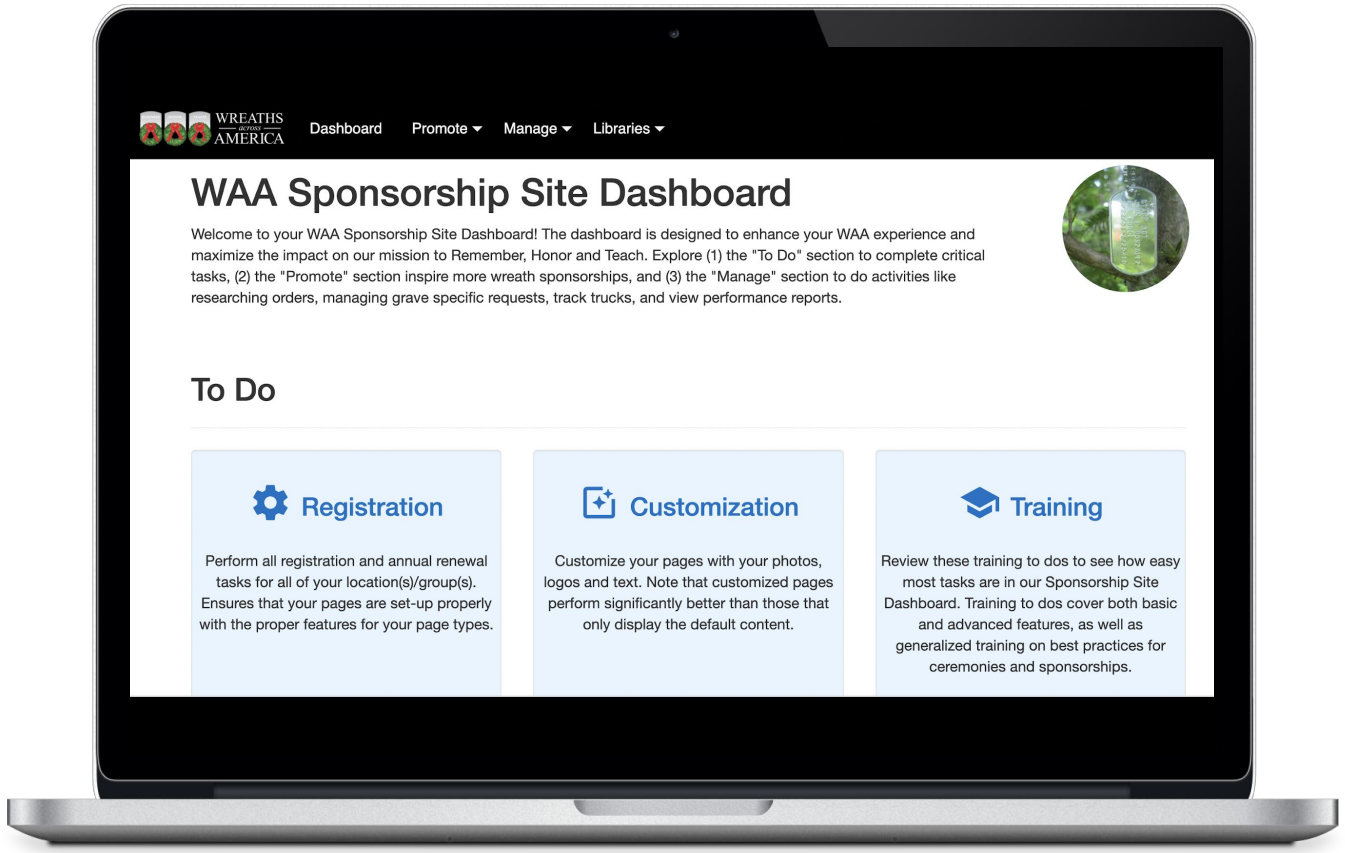
REPORTS

- Volunteer Report 37
- Reports to View Orders 38
- 2024 Cutoff Dates 39
- Grave Specific Requests 40-53

SUPPORT

- Volunteer Resource Page 54
- Regional Map 55
- Liaison Team 56

Why a Dashboard?



1. **The WAA Dashboard is where you will manage your group(s) and/or location(s).**

2. **Customize how your WAA page looks:** personalize with photos, create a page alert, add a news article!

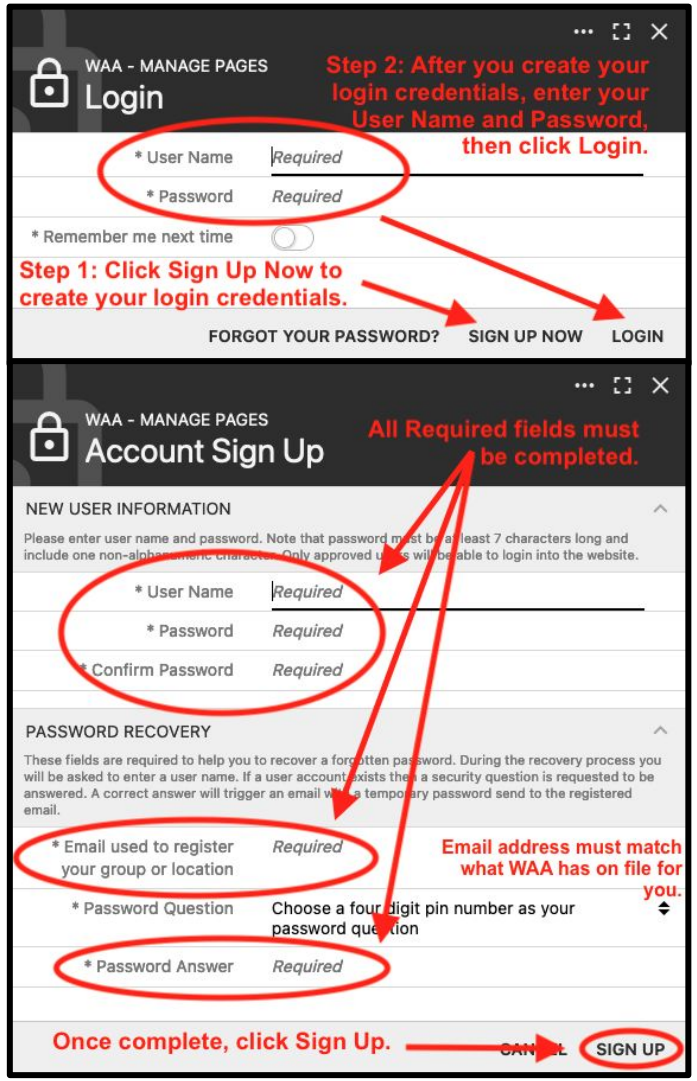
3. **Message** your supporters and invite them to sponsor wreaths, attend your fundraising events, and let them know what to expect on wreath day.

4. View the **Wreath Count Report** to see the total number of wreaths sponsored for your group(s) and/or location(s)!

5. Keep track of **Grave Specific Requests** and see who has volunteered to help on wreath day.

6. **Thank sponsors for their generosity!**

Getting Logged In



Access the WAA Dashboard by visiting: manage.wreathsacrossamerica.org

1. Every page owner needs to create their own unique login that's linked to their email on file with WAA.

2. On your first visit to the WAA Account Dashboard, click Sign Up Now to create your login credentials. After that, enter your Username and Password, then click Login.

3. Your password must be at least 8 characters, contain one uppercase, one number, and one special character. Your Username and Password are case *and* space sensitive.

4. If you get locked out or need your password reset, please contact your Regional Liaison Team and they'll fix it for you!

Bookmark the Dashboard login page on your internet browser for easy access later on.

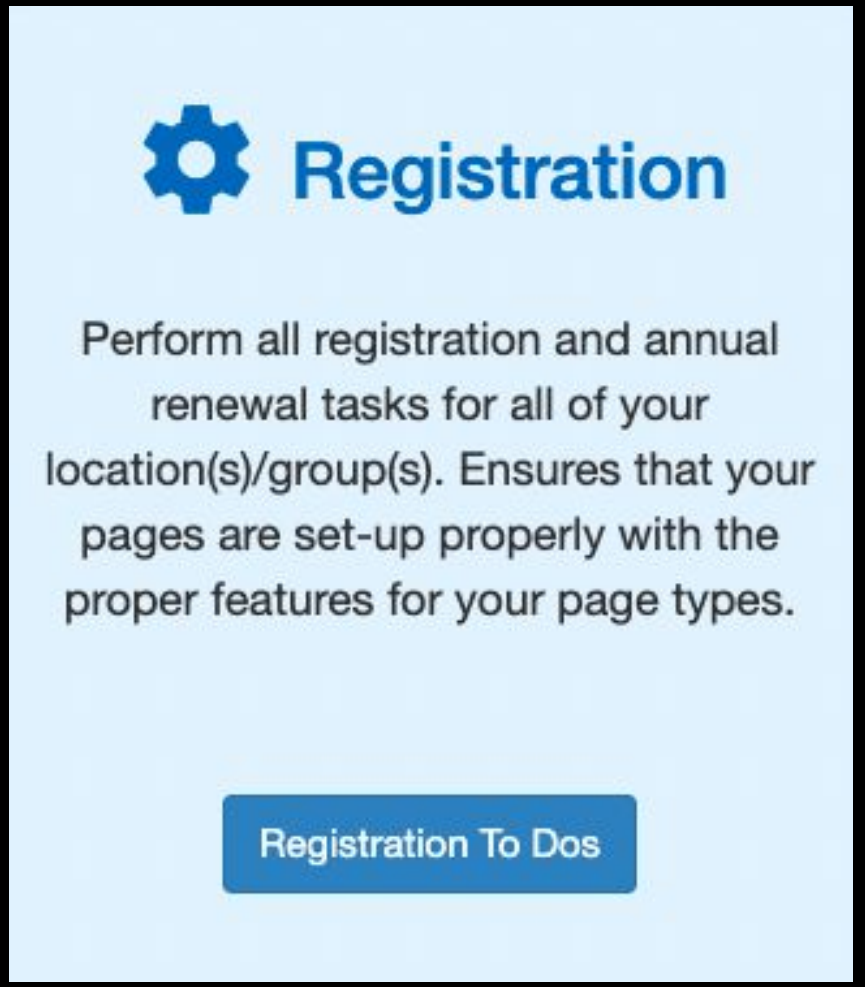
Registration To-Do's

The Registration To-Do Items for your group(s) and/or location(s) are primarily completed by your Regional Liaison Team. **Please take the time to review each item to ensure the information listed is correct.** ***If you notice any corrections to be made, please update the information, then click Save & Complete or for help with this, contact your Regional Liaison Team!***

If an item is **gray**, it has been completed. You can still click on it to review the information on file and/or make changes. Click Save & Complete after making updates.

If an item is **blue**, it has not been completed and we need that missing information. Contact your Regional Liaison Team to provide this information or make updates, then click Save & Complete.

While we wish you could remain as a WAA volunteer forever, we are grateful for your service and understand if you need to pass the torch and let someone else take the lead! ***Please let your Regional Liaison know if you are no longer able to continue in your volunteer role.***



We want everything to run smoothly for you, so please help us help you by keeping your account information current.

Supporting Sites (Member Pages)

The WAA Online Store has a variety of fun, but low-cost items that are great to giveaway!

Your group members get their own WAA page link when you set up Member Pages!

- ➔ **Great way to take advantage of another layer of fundraising** for groups like Civil Air Patrol, American Heritage Girls, Scout Troops, and other youth organizations!
- ➔ **Find the quick link to your member pages** in the top right corner of your groups WAA page.
- ➔ **View a breakdown of each member's efforts** on your Wreath Count Report in the Dashboard.
- ➔ **Share the Volunteer Resource Page with group members** to give them ideas and help maximize their fundraising efforts!

Member Pages are an excellent way to engage members of your group!

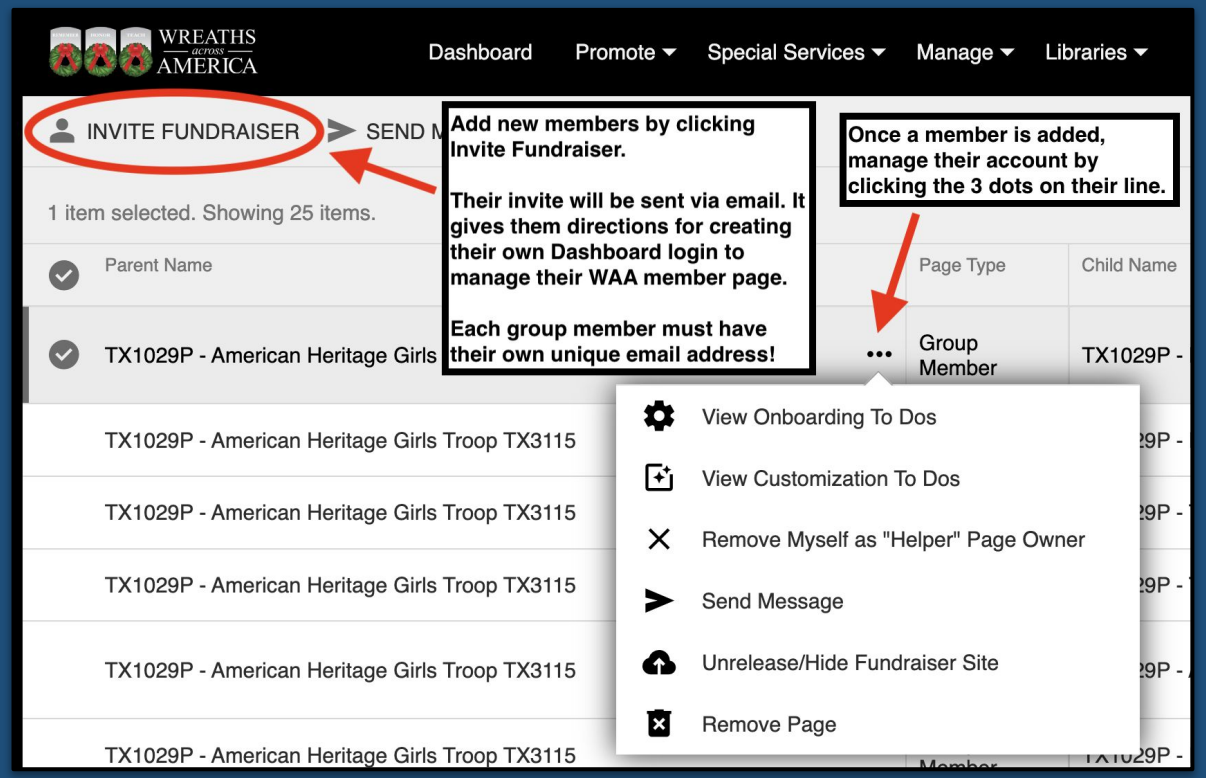
Group Leaders can keep track of their member's individual efforts.

Consider giving out prizes to recognize your group members for their support!

REMEMBER - HONOR - TEACH

How To: Navigate Supporting Sites

It's easy to manage your Member Pages through Supporting Sites!



View Onboarding To Dos: Update your group member's basic information (email address, phone #, etc).

View Customization To Dos: Customize your group member's page with their own photos and WHY for being involved in the WAA mission.

Remove Myself as "Helper" Page Owner: Removes your access to their member page details.

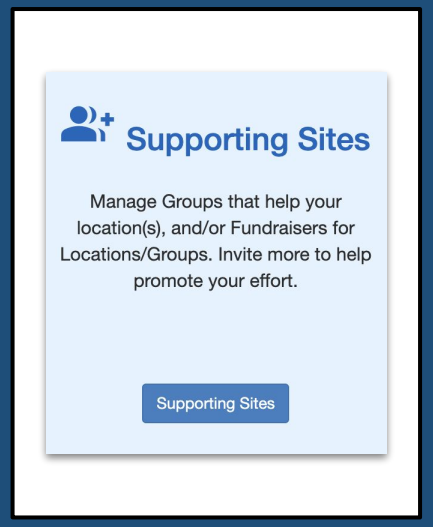
Send Message: Allows you to send an individual message to the group member.

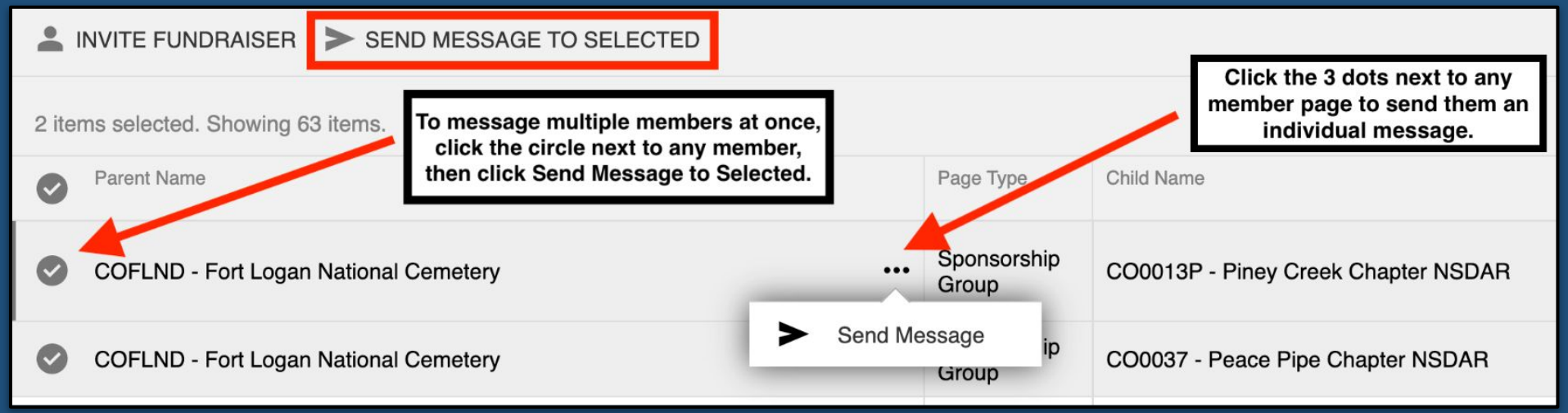
Unrelease/Hide Fundraiser Site: Allows you to hide their site from the member page navigation bar on your WAA group page.

Remove Page: When a member is no longer part of your group, remove their page from your Supporting Sites.

REMEMBER - HONOR - TEACH

How To: Message in Supporting Sites

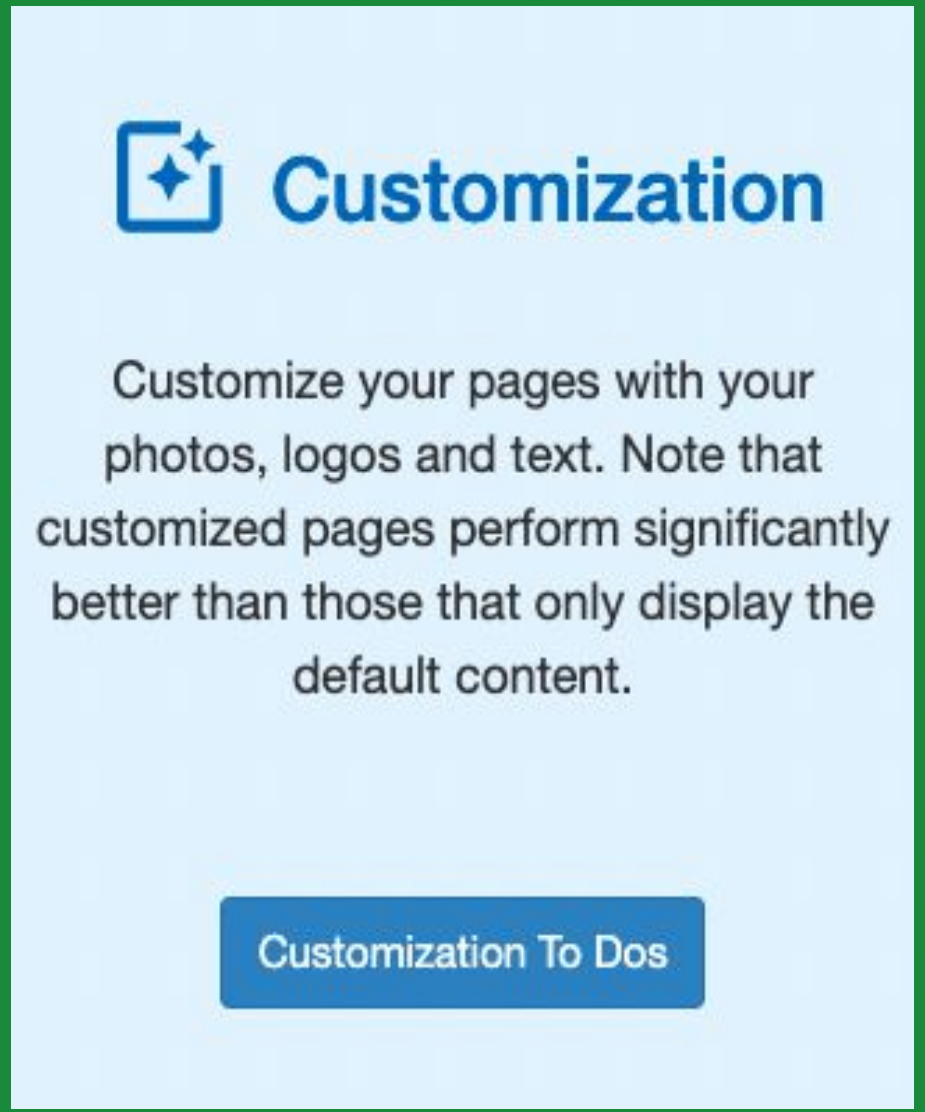




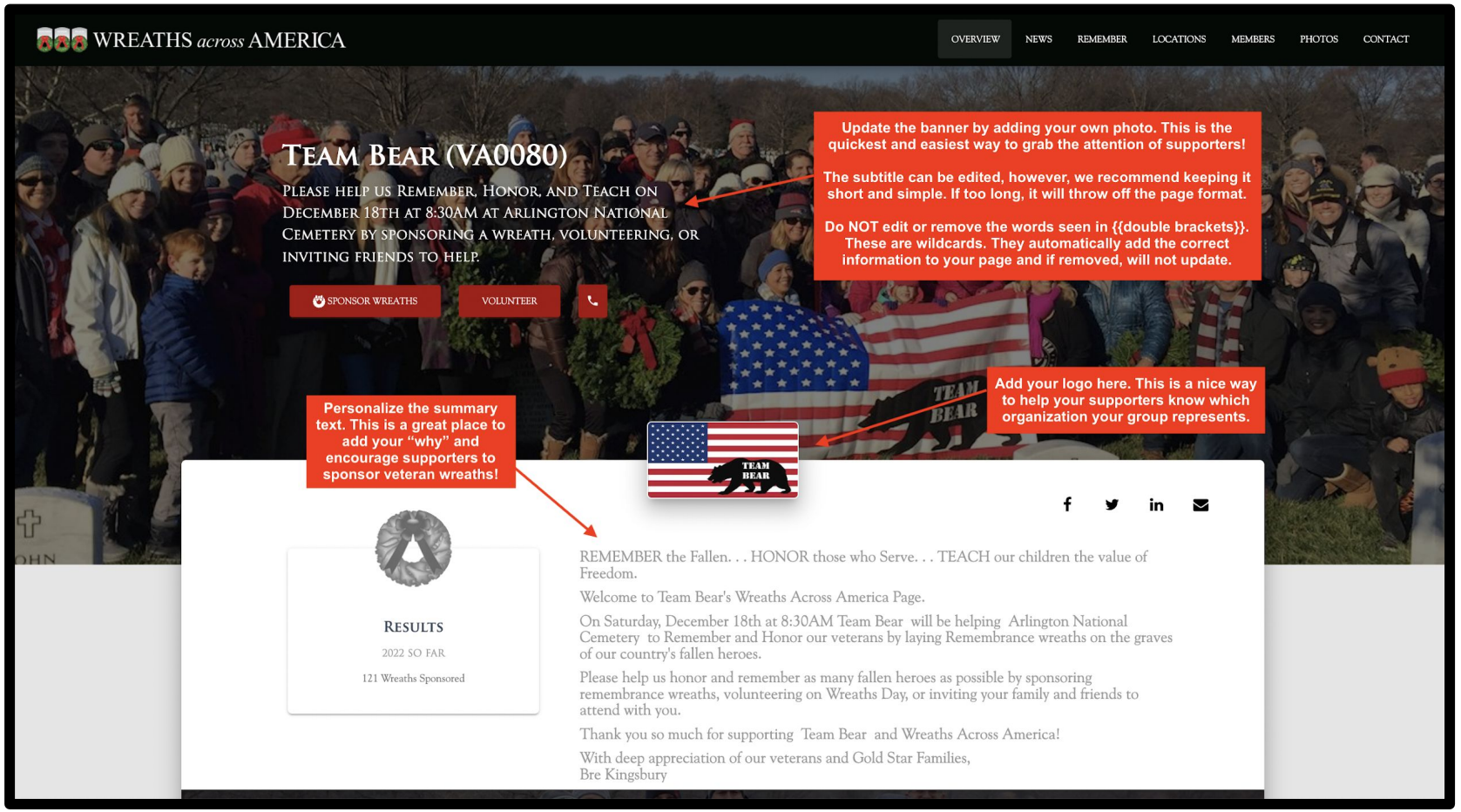
REMEMBER - HONOR - TEACH

Customizing Your Page: Why It's Important

- **Your WAA page is the easiest way to connect with your local community** about how they can help further the mission to REMEMBER, HONOR, AND TEACH.
- Highlight upcoming fundraising **events** or share details about your **wreath laying ceremony**.
- Spotlight your **local veterans** and how they've made an impact on your community.
- Show your community what you're doing locally to give back and **make a positive impact.**



How To: Personalize Your Page

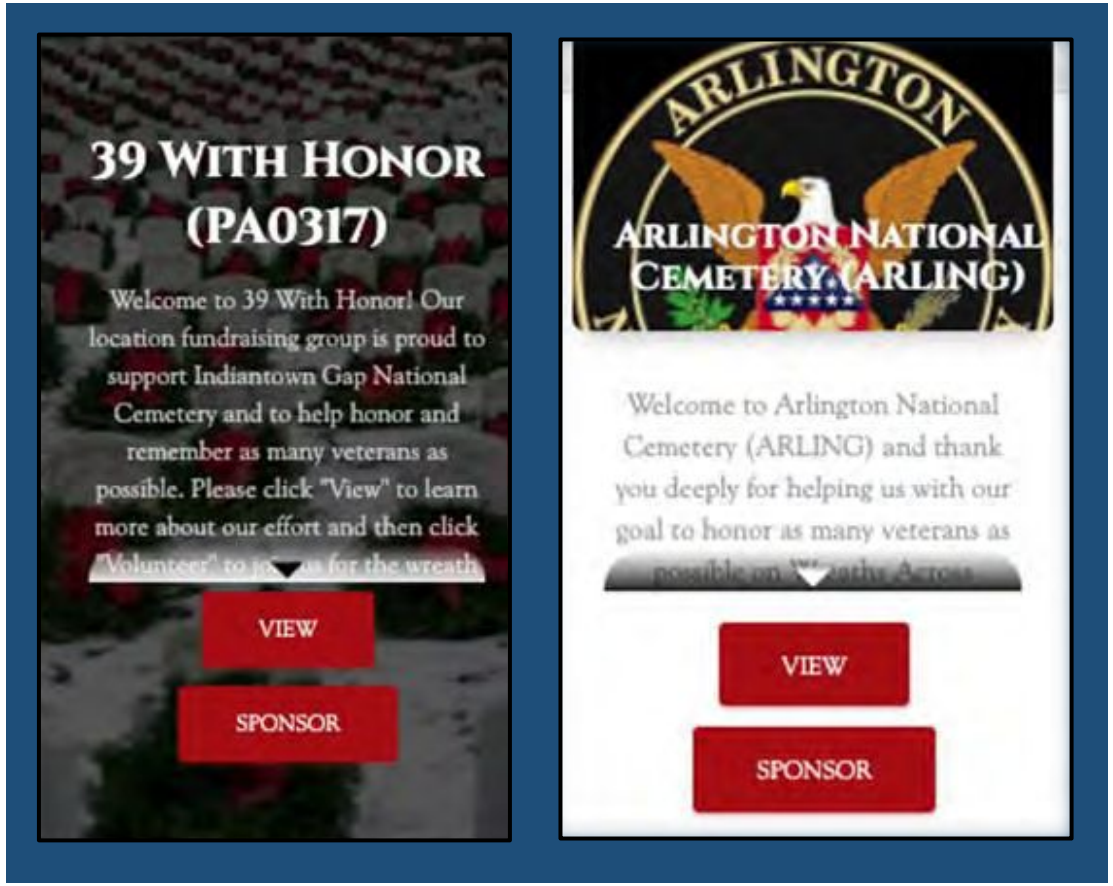


Click Customization To-Do's, then choose a section to edit.

Click Save & Complete after editing!

REMEMBER - HONOR - TEACH

How To: Promote Your Page With “Cards”



Group "Cards" are visible on the location pages that your group supports.

Location "Cards" are visible on the group pages that support your location.

Edit the card for your group or location by clicking Card Photo/Title/Summary located under the Customization To Do’s.

Customized cards are more likely to be clicked on than those that are not customized.

If your group supports multiple locations, by default, your card will show the info for your primary (first listed) location. You can edit it with the details of your other locations as well!

REMEMBER - HONOR - TEACH

Make the Most of Your Wreath-O-Meter

RESULTS

2024 SO FAR

401 Wreaths Sponsored

6.7% to Goal

5,599 To Go!

Your Wreath-O-Meter turns green when wreaths are sponsored through your group!

Your Sponsorship Goal is linked to your Wreath-O-Meter.

Motivate your community to get involved by adjusting your Sponsorship Goal!

Adjust The Goal For Your GROUP

For Group Leaders:

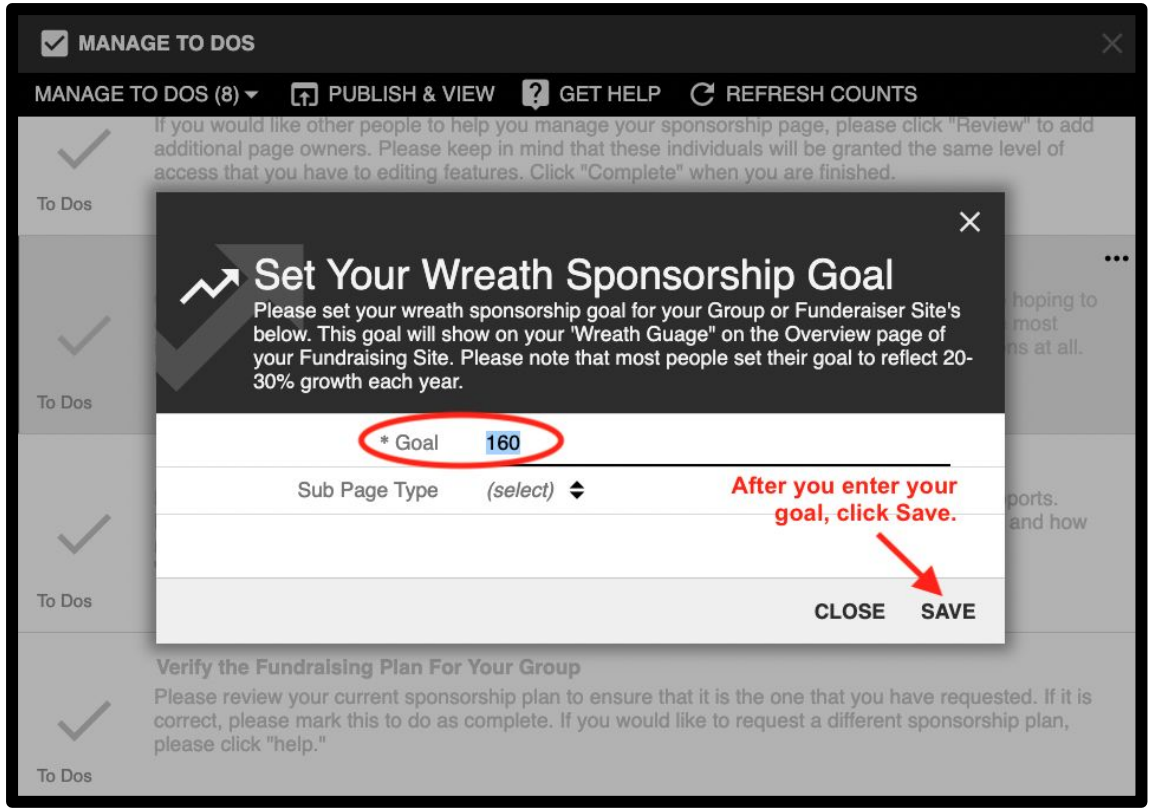
The Wreath-O-Meter is a great way to motivate your community to sponsor veteran wreaths!

Your **Sponsorship Goal** on the Dashboard is linked to the Wreath-O-Meter on your group page, which turns **green** as wreaths are sponsored through your group.

Your goal can be updated at any time by going to your Registration To-Do's, then Set Your Wreath Sponsorship Goal.

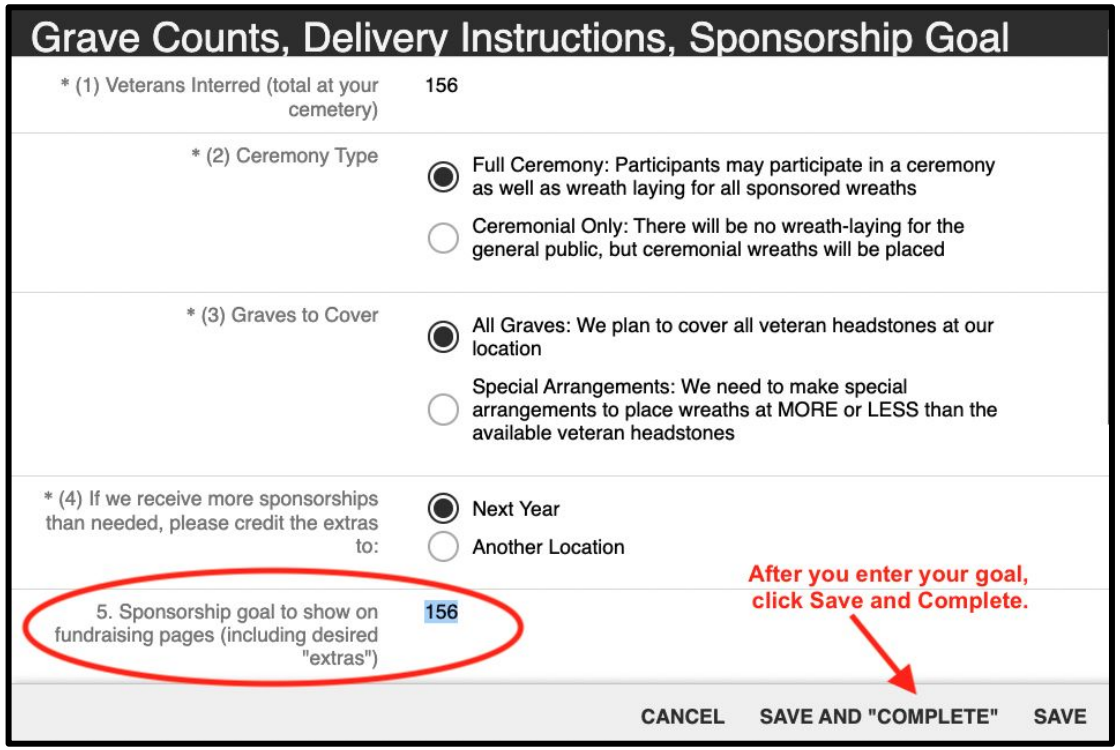
If you need help with this,
contact your Regional Liaison Team!

Make note, wreaths are not set aside for individuals or groups, unless placed online as a Grave Specific Request or manually added to the Grave Specific Report on the dashboard.



If donations are coming in faster than anticipated, bump up your goal to encourage supporters to keep donating. If they are coming in slower than you hoped, lower your goal so it feels more achievable.

Adjust The Goal For Your LOCATION



If donations are coming in faster than anticipated, bump up your goal to encourage supporters to keep donating.

If they are coming in slower than you hoped, lower your goal so it feels more achievable.

For Location Coordinators ONLY:

What is the difference between your Veteran Grave Count and your Sponsorship Goal?

We ship based on your **Veteran Grave Count**, so it's important that you provide us with an accurate Veterans grave count or the *maximum* number of sponsored veteran wreaths that you will need at your location. Extras can be credited to your location the following year or gifted to another location in need.

Your **Sponsorship Goal** on the Dashboard is linked to the Wreath-O-Meter on your location page, which turns green as wreaths are sponsored for your location. It is a great way to motivate your community to sponsor veteran wreaths and can be updated at any time by going to your Registration To-Do's,
then Grave Counts and Wreath Sponsorship Goal.

If you need help with this, contact your Regional Liaison Team!

Make note, your Sponsorship Goal does NOT determine how many wreaths will be shipped to your location.

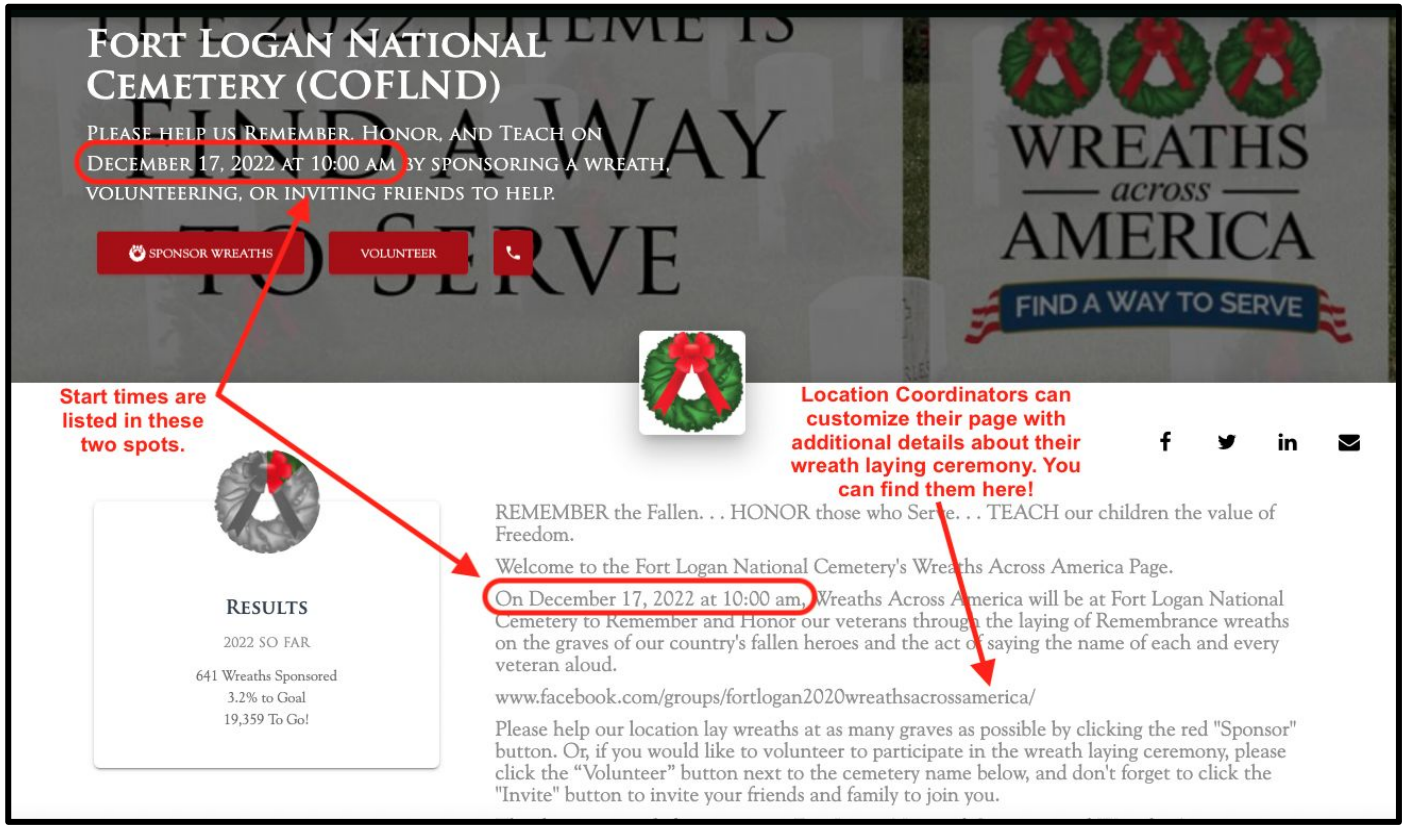
Wreath Laying Ceremony Start Time

All participating locations hold their ceremony and place veteran wreaths on National Wreaths Across America Day, December 14th, 2024!

★ **Location Coordinators determine what time the WAA ceremony and wreath placements will start at their location, in coordination with the cemetery wishes.**

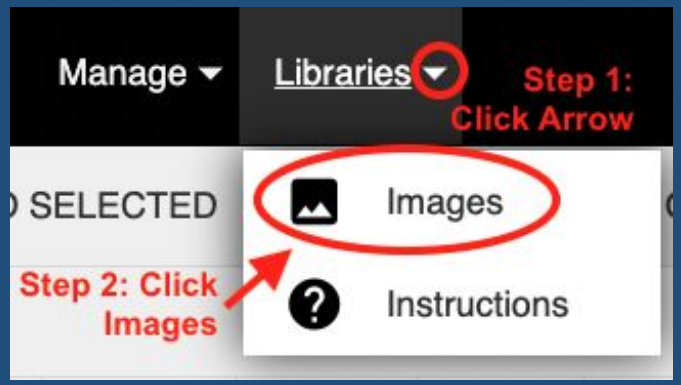
★ **Additional details will be listed to the right of the Wreath-O-Meter on the location page.**

★ **Your Regional Liaison Team will set the start time based on the information provided by the Location Coordinator. If that time changes, be sure to update your Regional Liaison Team right away!**

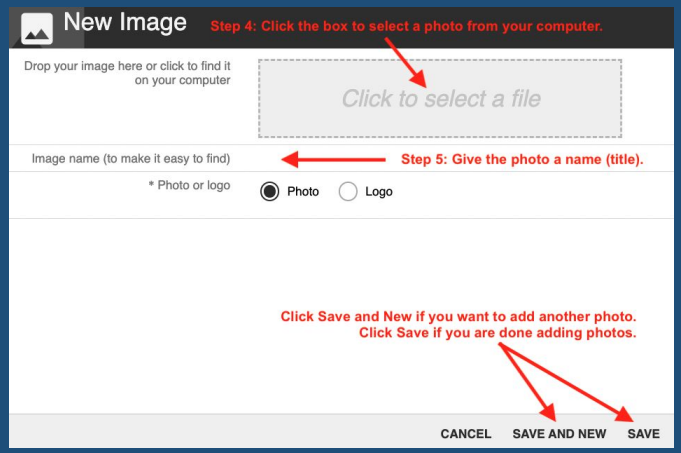


REMEMBER - HONOR - TEACH

Use Photos to Personalize Your Page



Step 3: Click the + in the bottom right corner of the page.



Add Photos to Your Image Library

★ Just like you have an image library on your cell phone, you have an image library on your Dashboard.
★ This is where you store all of the pictures that you may want to put on your WAA page.

Trouble Adding Photos?

★ Once you save an image in your library, it might take a minute to fully process. Next, add the pictures to a Photo Album – check the next slide for instructions!
★ If you can't see the picture, refresh your internet browser.
★ This should fix it, but if you still can't see the picture, reach out to your Regional Liaison Team for help.

Use photos that show your group or location furthering the WAA mission!

REMEMBER HONOR TEACH

Add photos of your local cemetery.

Ideas for a Photo Album

Share how your group and/or location has been furthering the WAA mission through photos!

Unite your community by inviting them to join you on National Wreaths Across America Day!

Select photos of your community working together to REMEMBER, HONOR, and TEACH.

Use photos of your wreath laying ceremony to share what the WAA mission is all about.

Show your volunteers in action at fundraising events!

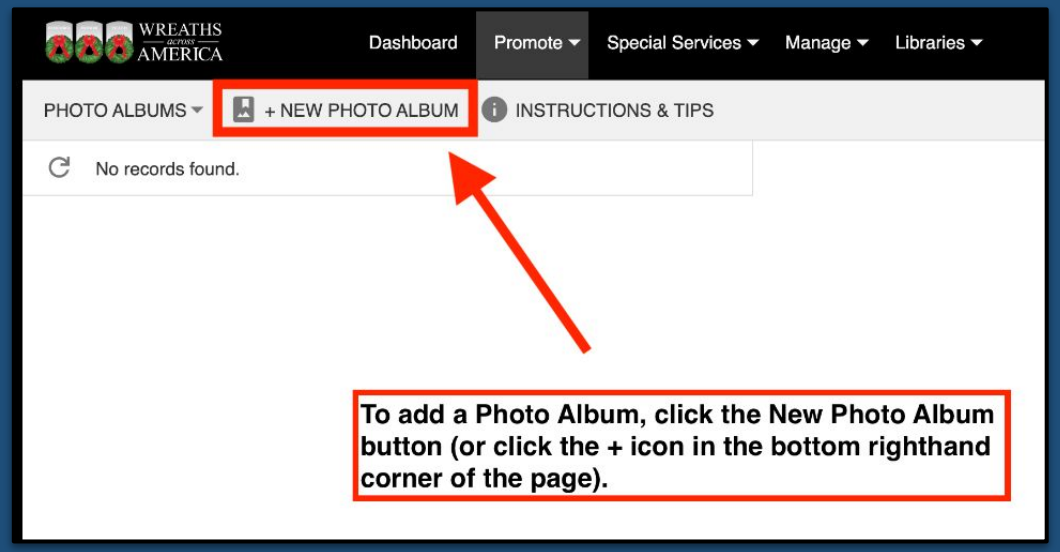
If your location is able to accept Grave Specific Requests, share the photos of those wreaths after they are placed.

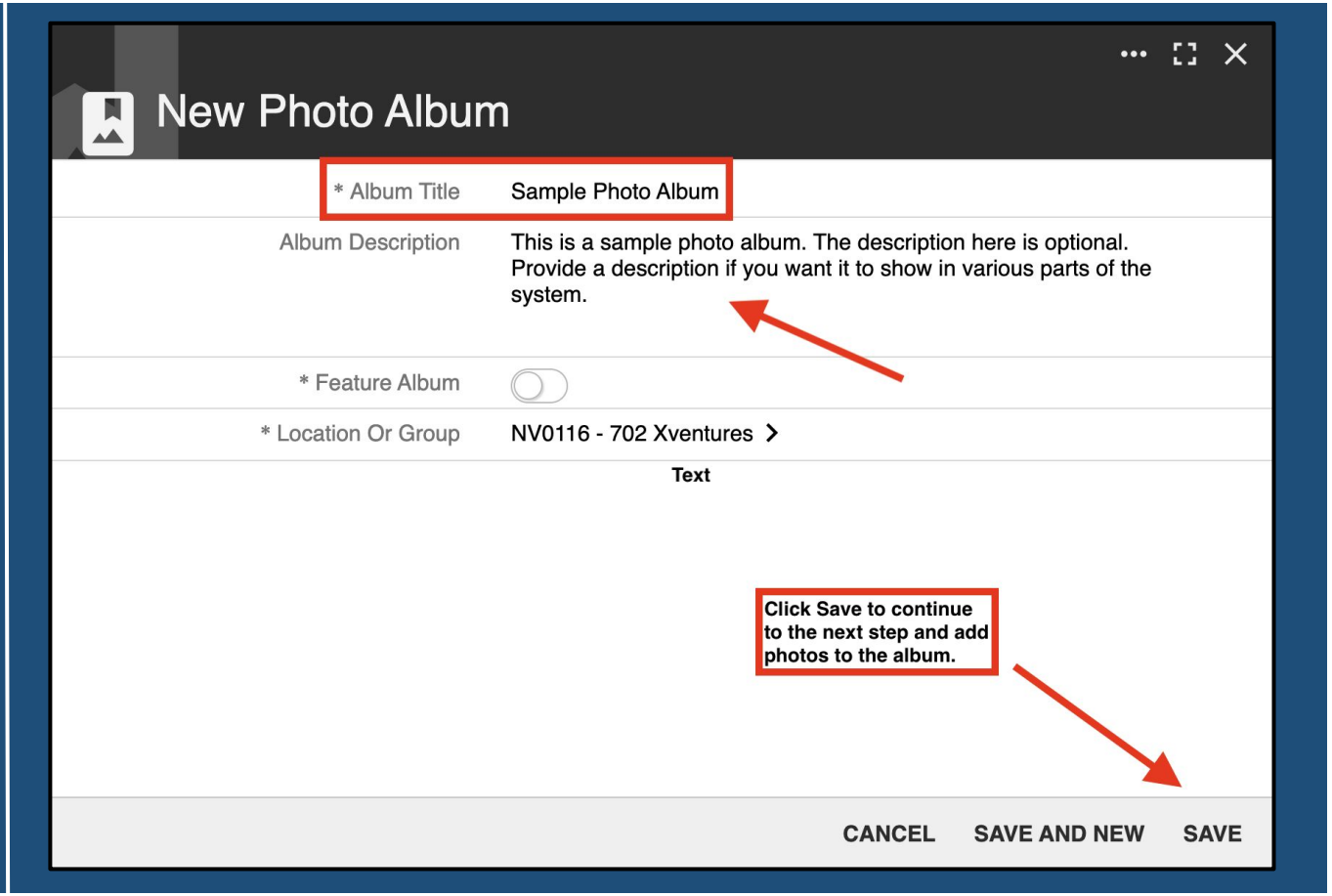
Share what you are doing all year round to teach about the value of freedom.

Capture your community working together to dispose of the wreaths. We care about keeping the cemetery clean!

How To: Create a Photo Album

Navigate to the Photo Albums page by clicking "Manage Albums" on your Dashboard (or from the Promote menu).

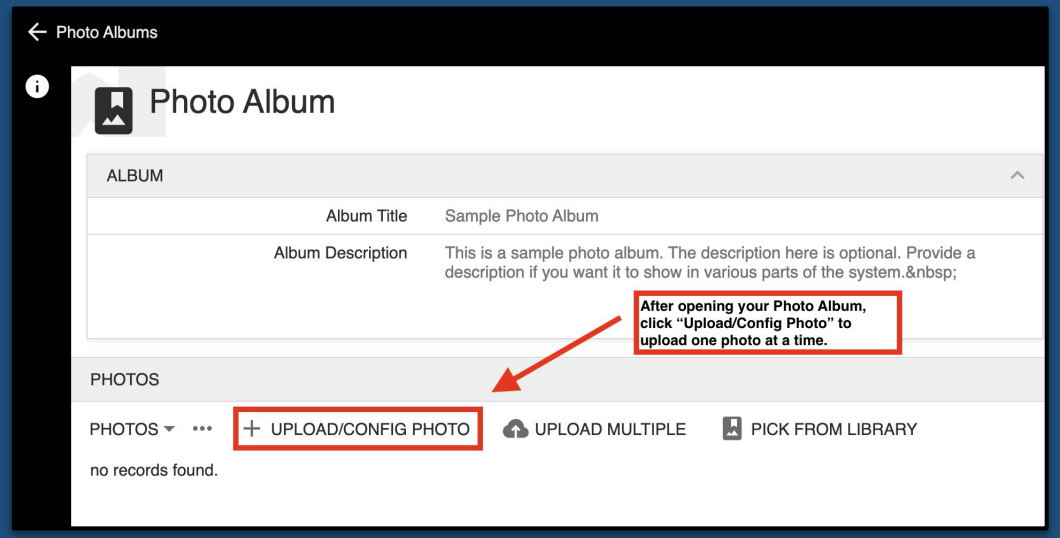


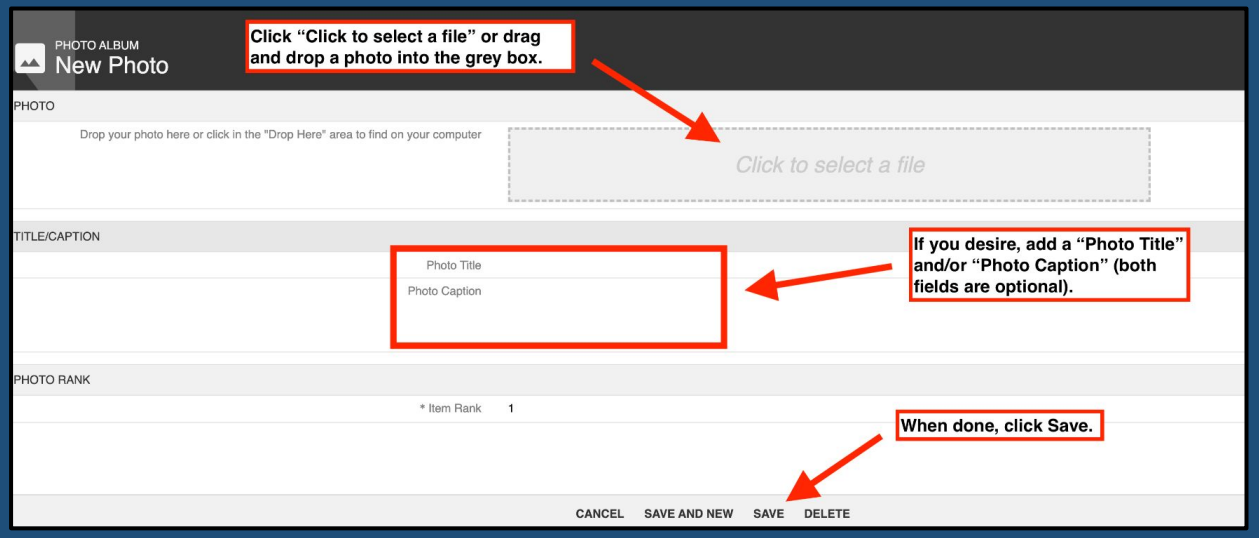


REMEMBER - HONOR - TEACH

How To: Add Album Photos, One at a Time

After your Photo Album is created, it will show on the Photo Albums page. Click anywhere on it to add pictures.

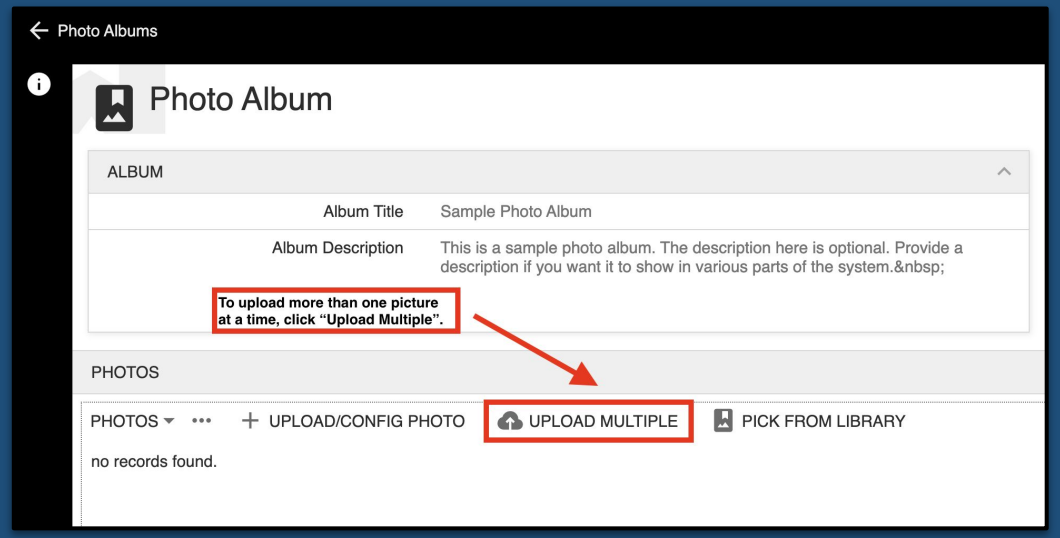


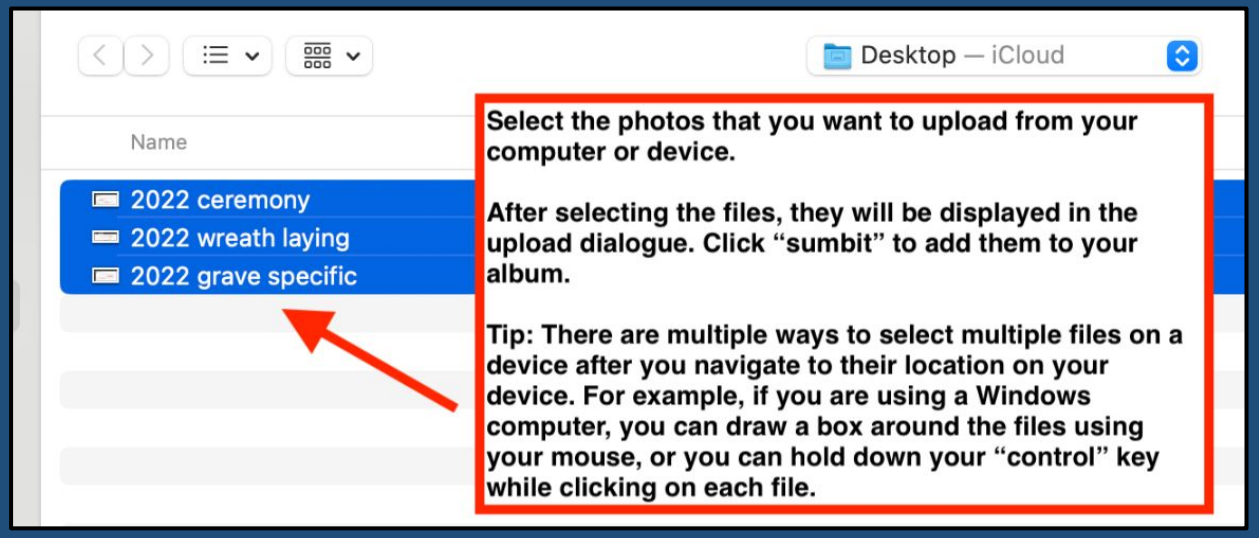


REMEMBER - HONOR - TEACH

How To: Add Album Photos, Upload Multiple

After your Photo Album is created, it will show on the Photo Albums page. Click anywhere on it to add pictures.

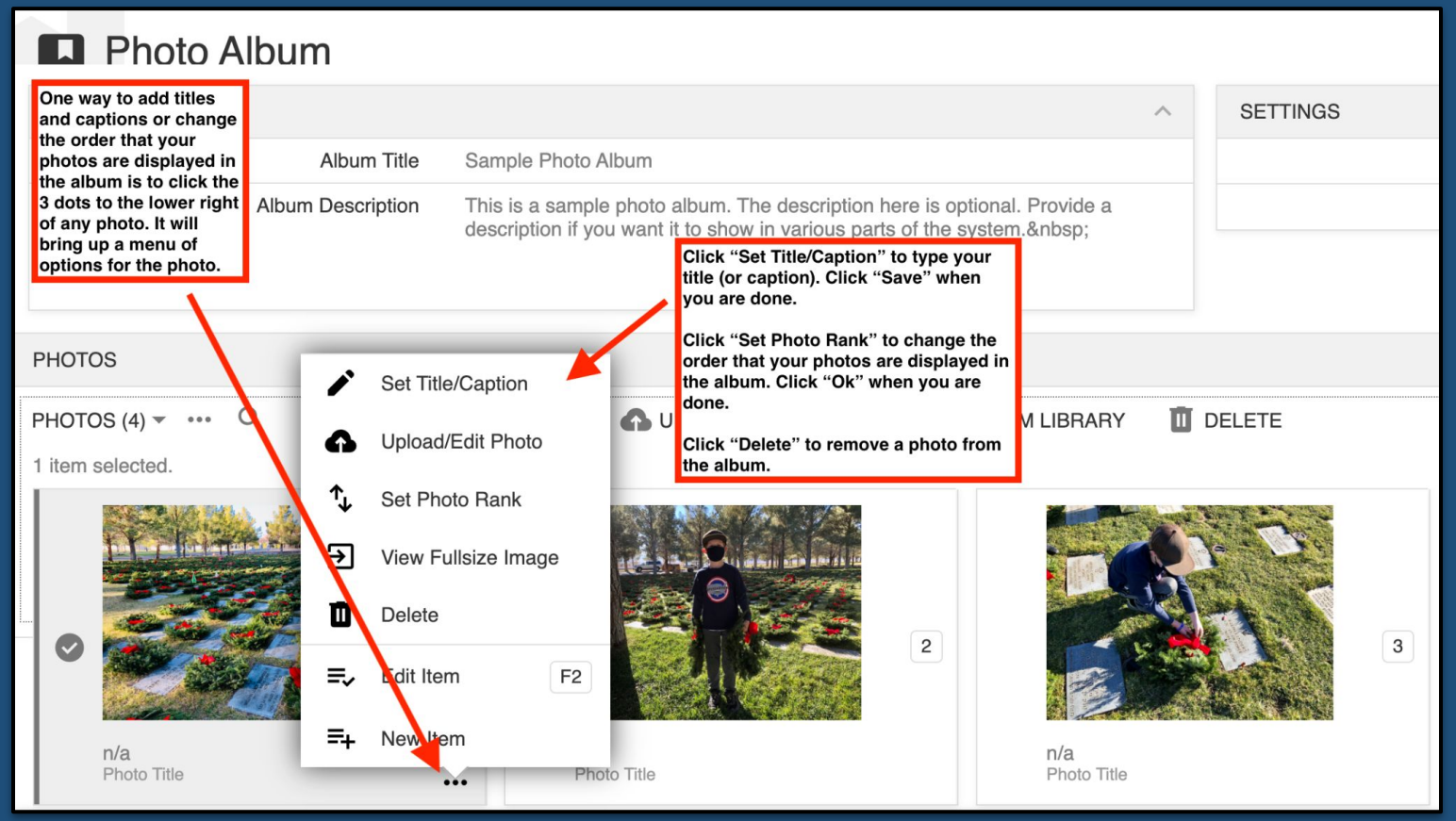




REMEMBER - HONOR - TEACH

How To: Photo Menu Option in Albums

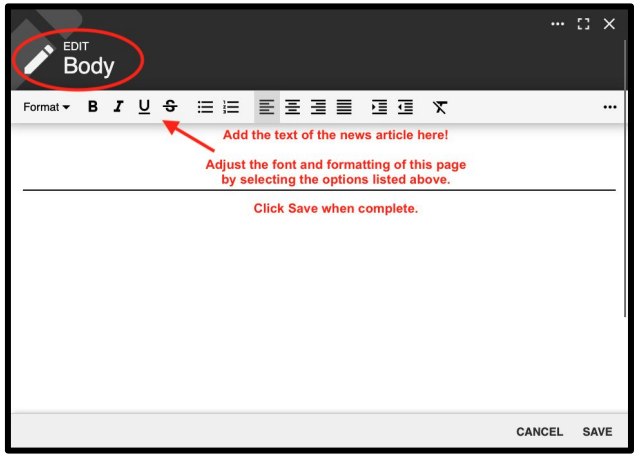
Tip! The first Photo in your Album will be treated as the Cover Photo.



REMEMBER - HONOR - TEACH

Post a NEWS ARTICLE

Get started by clicking Manage Articles, then click the (+) plus sign in the bottom right corner of the page.

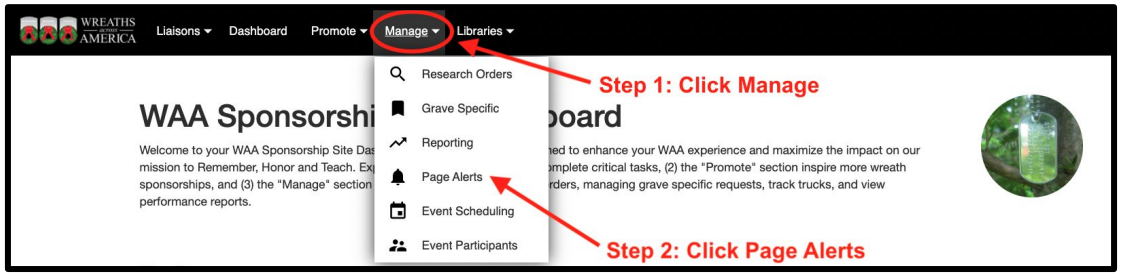


News articles that feature your group or location furthering the mission of Wreaths Across America to REMEMBER, HONOR, and TEACH are a great addition for your WAA page!

Create a Page Alert

A Page Alert is a message that immediately pops-up in a box when someone visits your page.

Use a Page Alert to encourage donors to help meet your goal!



Gather help for the wreath clean-up at the cemetery!

Invite supporters to attend your fundraising events or share important details for the wreath laying ceremony.

WAA Communication Policy

It's quick and easy to message supporters on the Dashboard!

WAA does not share sponsor or volunteer contact information.

Protecting Sponsor and Volunteer Information helps ensure their continued participation year after year.

Communication with sponsors must be initiated through the WAA Dashboard.

If a sponsor or volunteer freely gives you their contact information, then consent is assumed and you may communicate with them off the WAA Dashboard.

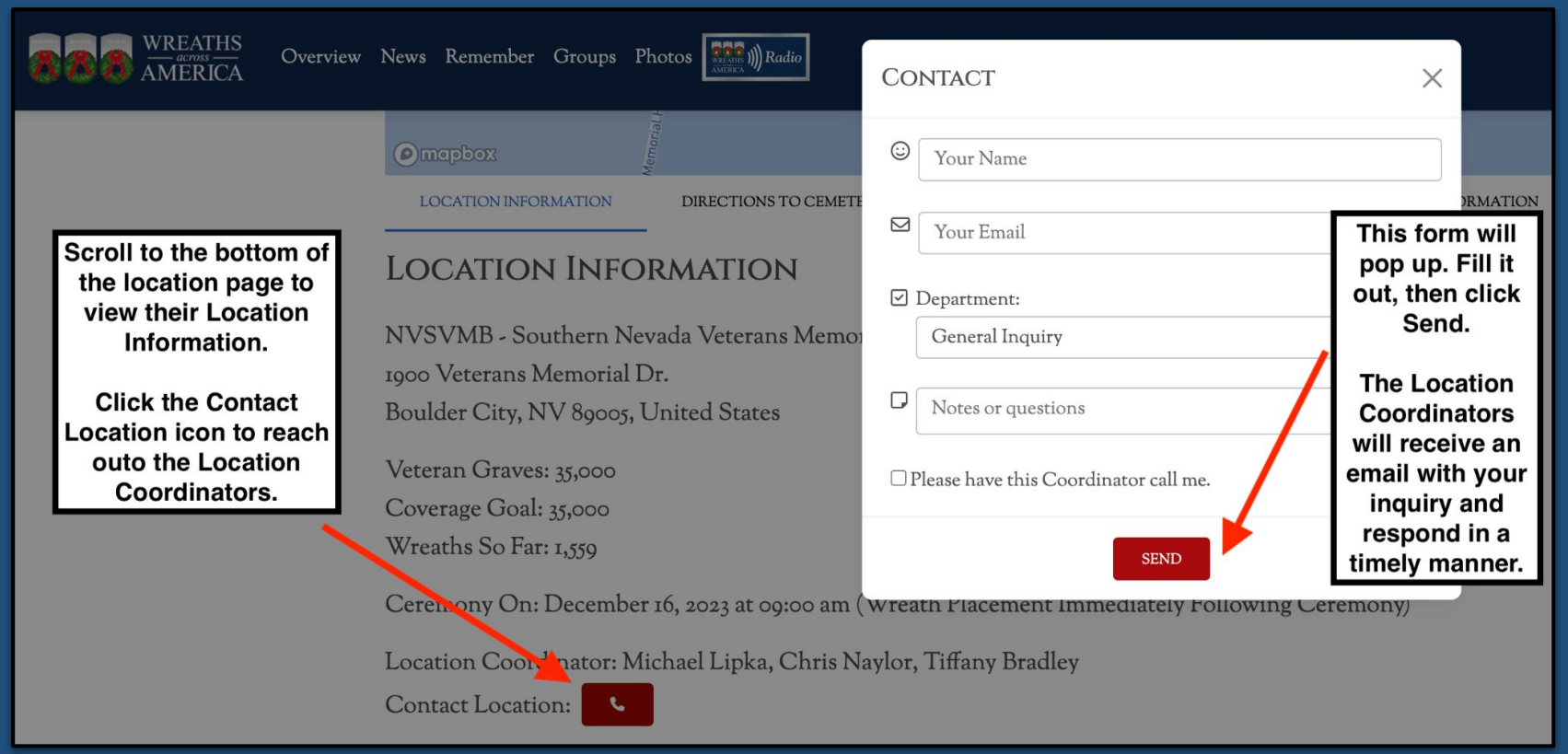
You may not solicit sponsors for order corrections, to recruit them for other groups/locations, or to solicit funds for other organizations than Wreaths Across America.

Wreaths Across America:
Messaging Supporters

Wreaths Across America offers several different ways to help you clearly and consistently communicate with your local supporters of the Wreaths Across America mission:

- ★ Group Leaders, Sponsors, and Volunteers can contact the **Location Coordinators** to offer their help with planning or to ask questions.
- ★ Location Coordinators can easily connect with their supporting **Sponsorship Groups** to involve them.
- ★ Group Leaders and Location Coordinators can thank their **Sponsors** for their support and give updates to **Volunteers** who are registered to help!
- ★ Group Leaders and Location Coordinators can reach out to **Grave Specific Sponsors** to get additional information or to let them know a wreath was placed and send them a picture. *Join us next month for instructions on how!*

Messaging Location Coordinators



WAA Location Coordinators are volunteers and do their best to communicate their wreath laying ceremony plans through their location page details, with page alerts, and through the messaging system.

Please take the time to read through their page first, then contact them if you still have questions, and allow them time to get back to you.

Remember, many Location Coordinators are just like you and work full time jobs and have family and other responsibilities outside of their volunteer time for WAA.

REMEMBER - HONOR - TEACH

Messaging Sponsorship Groups

An opportunity to serve!

Many Sponsorship Groups want to help with the wreath laying ceremony at the location they support. Their involvement in the Wreaths Across America mission gives them an opportunity to serve their community and local veterans.

Location Coordinators can give them an opportunity to serve by involving them in planning and logistics such as parking and traffic control, ceremony set-up and presentation, wreath disbursement, grave specific placements, and clean up.

Location Coordinators can use the Messaging Module on their Dashboard to contact their Sponsorship Groups.

Share important details about the wreath-laying ceremony at your location!

Ask for help with Wreath Day planning and logistics at your location!

REMEMBER - HONOR - TEACH

Messaging Sponsors

Remember the fallen, Honor those who serve, and Teach the next generation the value of freedom. It's the mission of Wreaths Across America. It's WHY our sponsors support us each year.

Taking the time to thank your Sponsors for their support goes a long way and inspires them to get involved in all of the different programs offered through the Wreaths Across America mission!

How to message Sponsors?

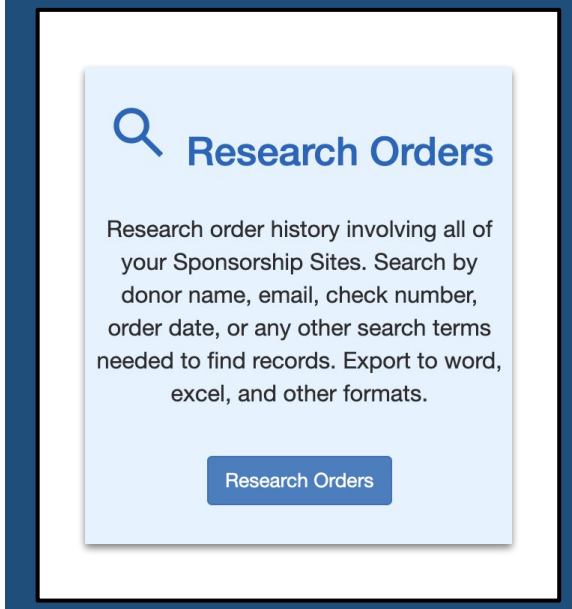
Use the Messaging Module to:

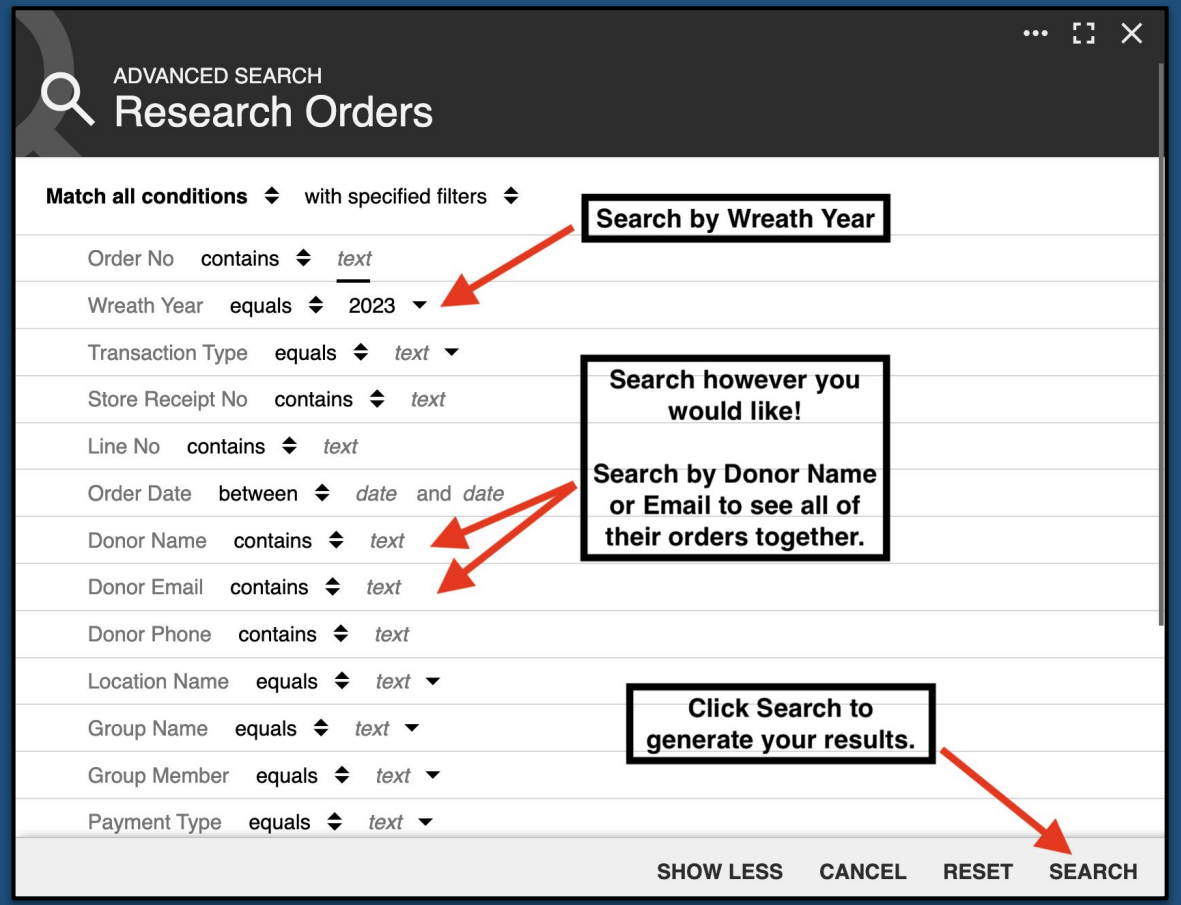
- ★ Let Sponsors know the details for Wreath Day and invite them to attend and participate.
- ★ Message previous Sponsors to remind them to sponsor if they haven't already.

Use Research Orders to:

- ★ Thank individual Sponsors for their support using the WAA thank you template.
- ★ Send a personal message to individual Sponsors.

How To: Message in Research Orders





Research Orders is an excellent way to see the specific details of each order that supports your Group or Location.

Find specific orders using the Advanced Search options to filter the report.

Messaging is only available for those with an email address on file with WAA.

REMEMBER - HONOR - TEACH

Messaging in Research Orders

Click the 3 dots in the top right corner of any order to message individual Sponsors.

- **Send Thank You:** This is a WAA template and can be edited.
- **Send Message**: This acts similar to a blank email and can be customized however you would like.

The Message Status lets you know if we have an email address on file for the Sponsor. Once an email is sent, it will update to show the status of the last message. *Keep in mind messages can only be sent to those who provided us with an email address.*

REMEMBER - HONOR - TEACH

Messaging Volunteers

Volunteers want to help!

Communicating with registered volunteers will help your event run more smoothly on National Wreaths Across America Day. Volunteers want to know WHERE to be, WHEN to be there, WHAT is involved as a volunteer, and any other pertinent information about the event at your location.

Registered Volunteers may not realize they can make a sponsorship as well as help place wreaths. Messaging them is a great way to help them understand that the wreaths are all community funded through sponsorships and to ask for their support.

How to Contact Volunteers?

Use the Messaging Module to:

- ★ Invite Volunteers to help ensure a wreath for every veteran and sponsor if they haven't already.
- ★ Send a message to previous Volunteers to encourage their participation on National Wreaths Across America Day or to ask for help.

Use Event Scheduling to:

- ★ Leading up to wreath day, message all Volunteers using the WAA templated reminder messages that are customizable.
- ★ Contact individual Volunteers with important information about their event registration through event participants.

How to: Message in Event Scheduling

For Location Coordinators ONLY:

Select any of the WAA messaging templates found under Event Scheduling.

- ❑ **Resend Registration:** Use this if you want to resend registration info.
- ❑ **Send Reminder:** Send this a week or two prior to the event to share important information.
- ❑ **Send General Message**: Use this to share specific information for your wreath day plans.

Each message can be customized.

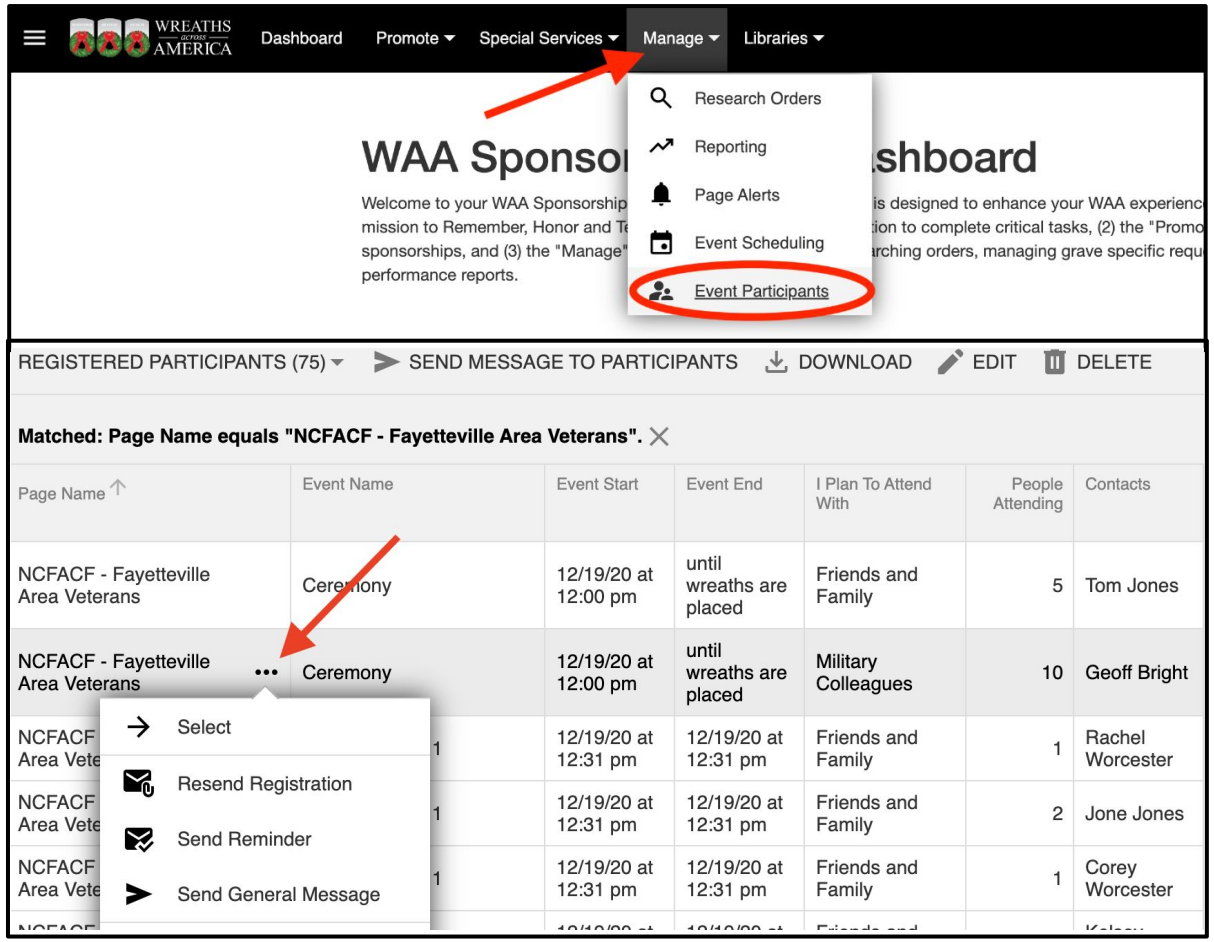
- ❑ **No, Use System Default:** this will not send the default message only.
- ❑ **Yes, For All My Events:** this will save your message for all events.
- ❑ **Yes, For This Event Only:** this will save the message only for the event you are currently in.

How To: Message in Event Scheduling

Click the video below or click HERE to watch the step-by-step instructions.

REMEMBER - HONOR - TEACH

How To: Message in Event Participants



For Location Coordinators ONLY:

The Event Participants Report is only available for Location Coordinators because they are responsible for planning the logistics of the wreath laying ceremony.

This report can be sorted however you like!

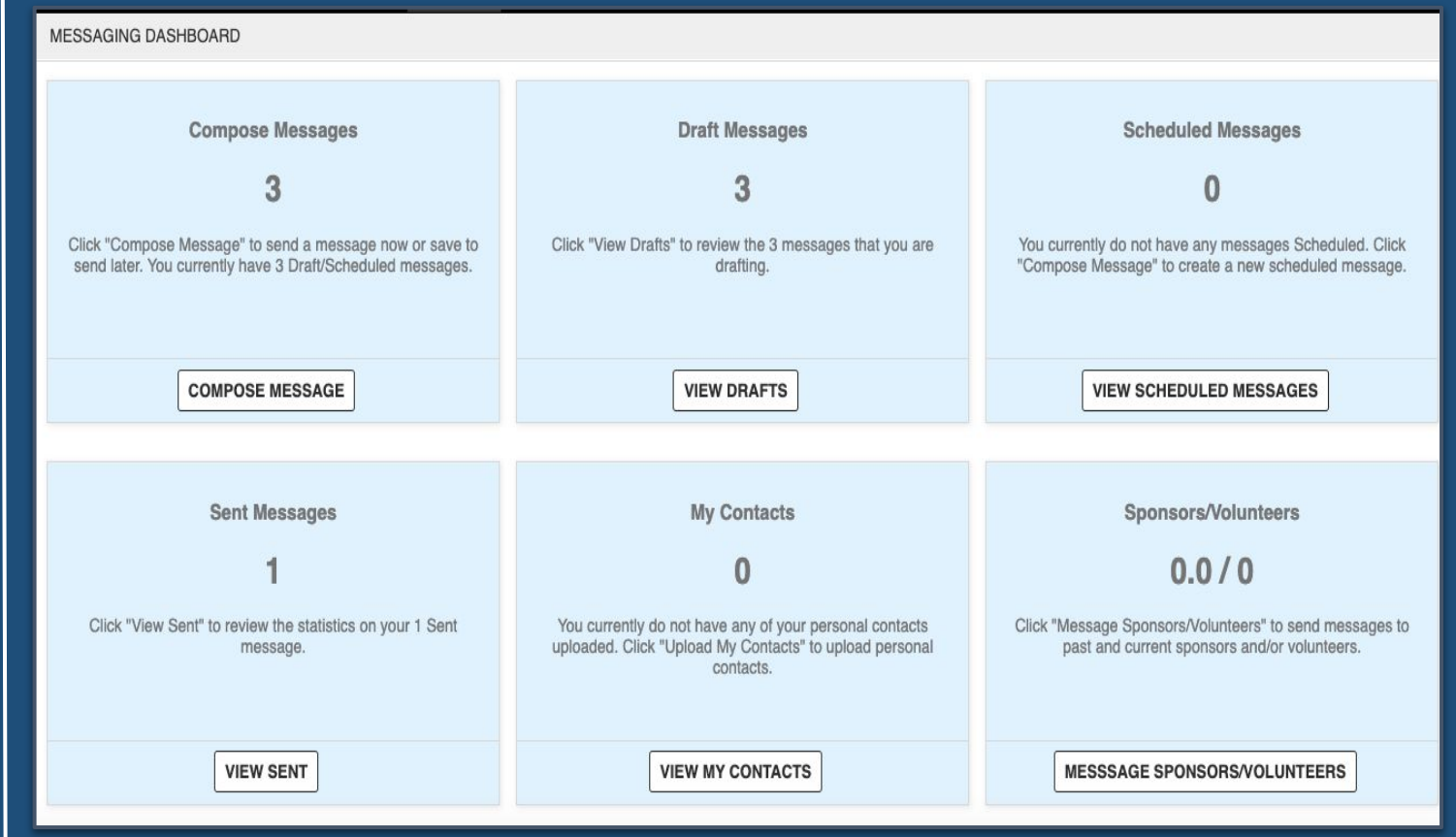
- ❑ Click any column header to select filter options.
- ❑ Message individual volunteers by clicking the 3 dots next to their name, then selecting a message template.
- ❑ If you want to message multiple volunteers the use the Event Scheduling feature.

REMEMBER - HONOR - TEACH

The Messaging Dashboard!

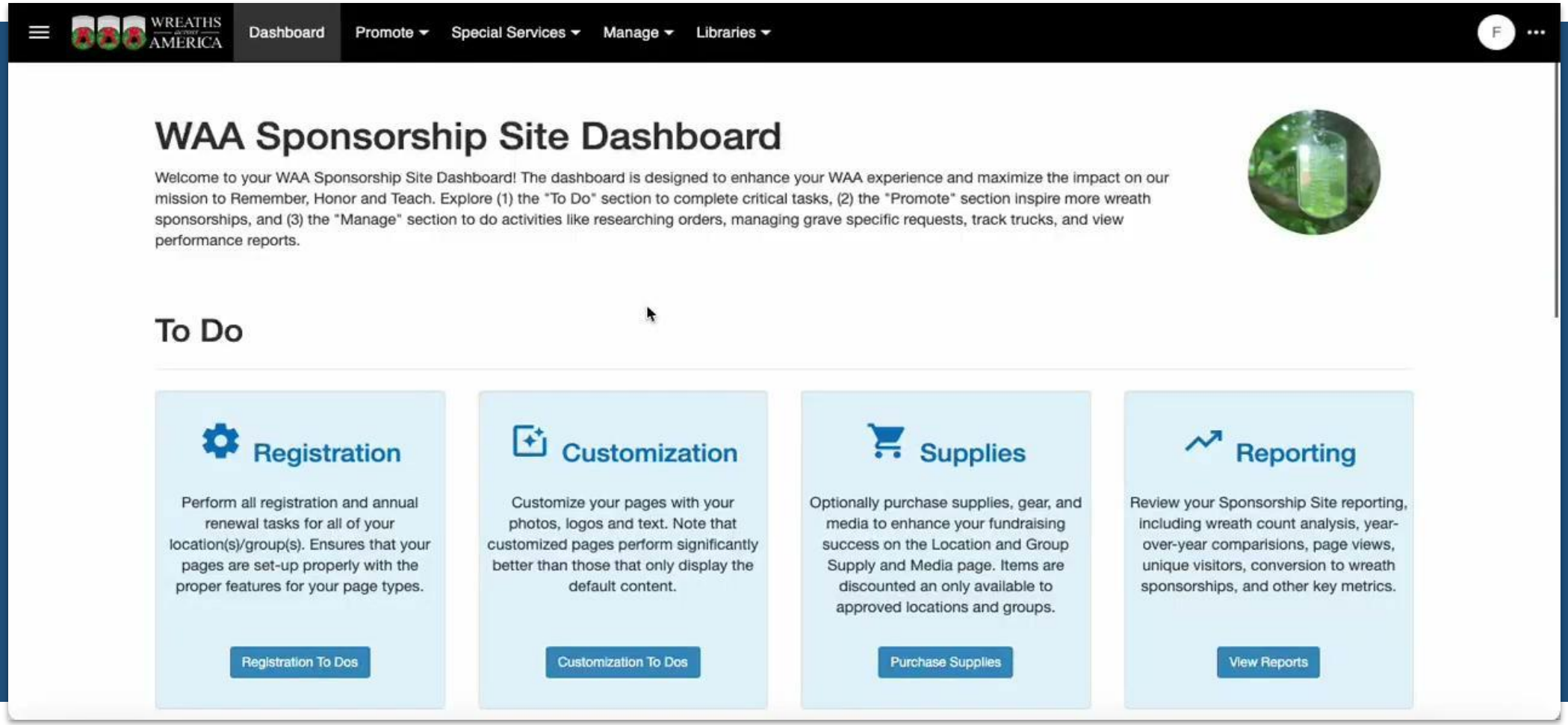
There are 6 sections in the messaging module!

- **Compose Messages:** Write a message to send or save it as a draft for later.
- **Draft Messages:** View all your saved drafts.
- **Scheduled Messages:** View messages that you have scheduled to send at a later date.
- **Sent Messages:** View all the messages you have sent.
- **My Contacts:** Upload your own contacts to message for support.
- **Sponsors/Volunteers:** Write a message to past and or current year sponsors and volunteers.



How To: The Messaging Dashboard

Click the video below or click HERE to watch the step-by-step instructions.



REMEMBER - HONOR - TEACH

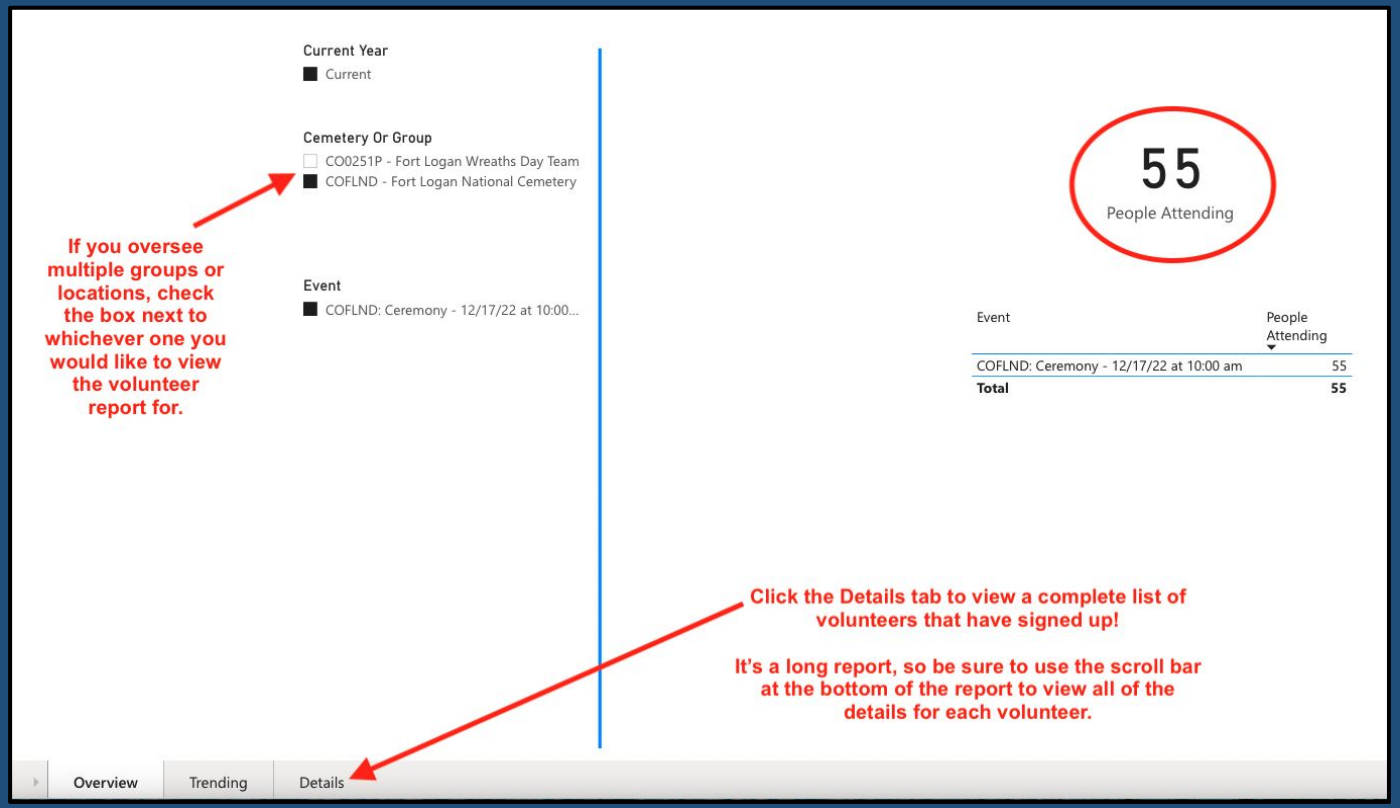
How to View Your Volunteer Report

Are you looking for a quick count of volunteers from your group or for your location?

Go to Manage, then Reporting, then Volunteers by Event.

When a supporter visits your group or location page and clicks the red Volunteer button to register to help at your event, they will be added to this list!

Make note, Location Coordinators can edit and message registered volunteers by following the instructions in the two previous slides.



How Many Wreaths Do You Have?

Reach out to your Regional Liaison Team if you have questions about an order!

RESULTS

2024 SO FAR

1,035 Wreaths Sponsored

5.7% to Goal

16,965 To Go!

Online Orders Process in 24-48 hours

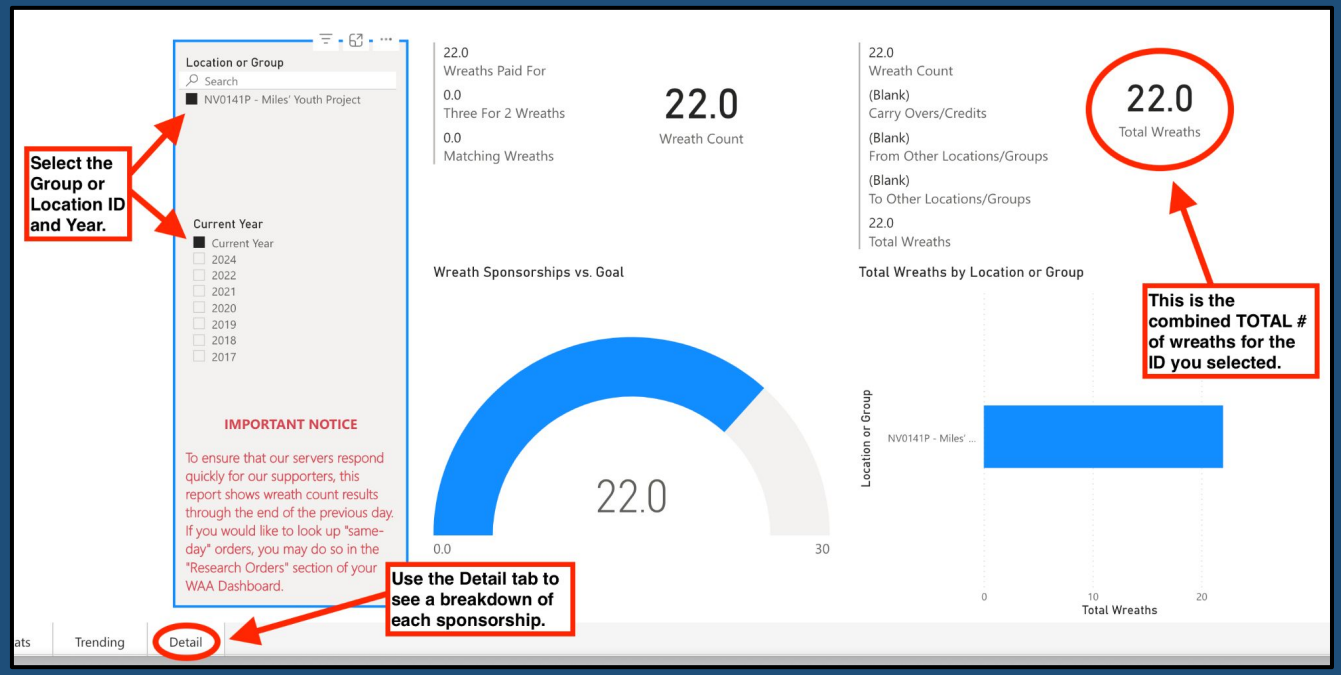
Mail checks to WAA-HQ within 30 days

3 Places to View Orders

Wreath-O-Meter: Shows a live count of orders received.

Wreath Count Report: Is not live and syncs every 24 hrs during scheduled overnight system updates.

Research Orders: Shows a live count of orders received and is where you can individually thank each sponsor.



REMEMBER - HONOR - TEACH

NEW Cutoff Dates for 2024!

The November Educational Webinar goes into detail about what to expect for Cutoff this year. Mark your calendars!

★ **While we accept sponsorships all year round, the last day that wreaths are guaranteed for delivery is the Cutoff Date.** Sponsorships received after the Cutoff Date are not guaranteed for delivery this year, but we will do our best to get them on the truck for shipment. Any wreaths that don't get delivered for placement this year will be added as a credit for the location for next year, giving them a head start for 2025!

★ **To give you as much time as possible to gather checks, we will email you a Cutoff Form a week before the Cutoff Date and you will fill out only if needed.** It works similarly to an IOU by letting us know you have sponsorship funds on hand, will be mailing them to us within a week of Cutoff, and want them included in the wreath shipment for the location this year.

★ **We always recommend making copies of the Tally Sheets and Order Forms that you mail in to help you track the processing of orders.** To submit a Cutoff Form, you will be required to upload a copy of the Tally Sheet or Order Form.

★ **Grave Specific Requests are not accepted on Cutoff Forms.** Mailed Grave Specific Requests must be manually added to the Grave Specific Report on your Dashboard before Cutoff.

REMEMBER - HONOR - TEACH

Grave Specifics

It's quick and easy to manage Grave Specific Requests on the Dashboard!

What is a Grave Specific Request? A wreath sponsored by someone to be placed on a specific veterans grave.

Sponsors may choose to place the wreath themself or request to have a volunteer place it for them.

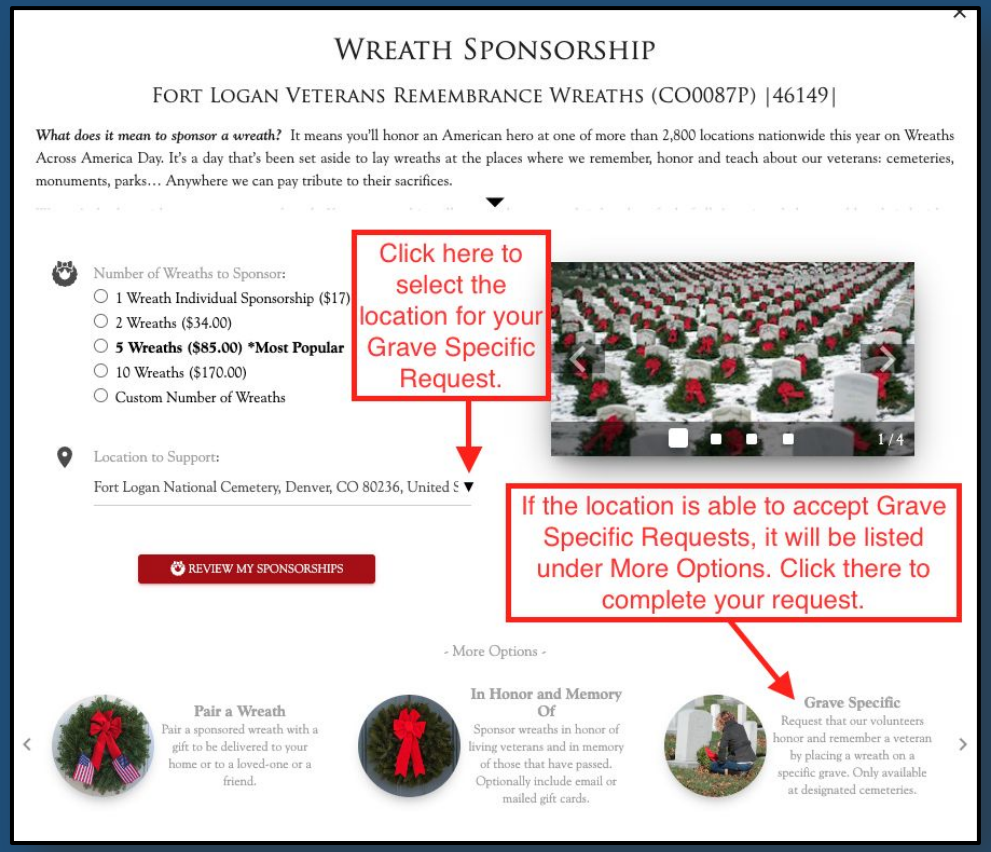
Grave Specific Requests are accepted online and in the mail.

- ➔ **For online orders,** sponsors would select the Grave Specific option prior to checkout.
- ➔ **For mailed orders,** sponsors must first verify on the location page that they are able to accept Grave Specific Requests. Then, they must mail the approved Wreath Sponsorship Grave Specific Form with their check made payable to Wreaths Across America. When their sponsorship is received at WAA-HQ the information will be entered in the system and reflected on your Grave Specific Report.
- ➔ **Volunteers may gather a list of Grave Specific Requests** and mail the sponsorships with the approved Wreath Sponsorship Order Form and Tally Sheet, then manually enter the Grave Specific Requests to the Dashboard prior to the Cutoff Date.

REMEMBER - HONOR - TEACH

How To: Sponsor a Grave Specific Request ONLINE

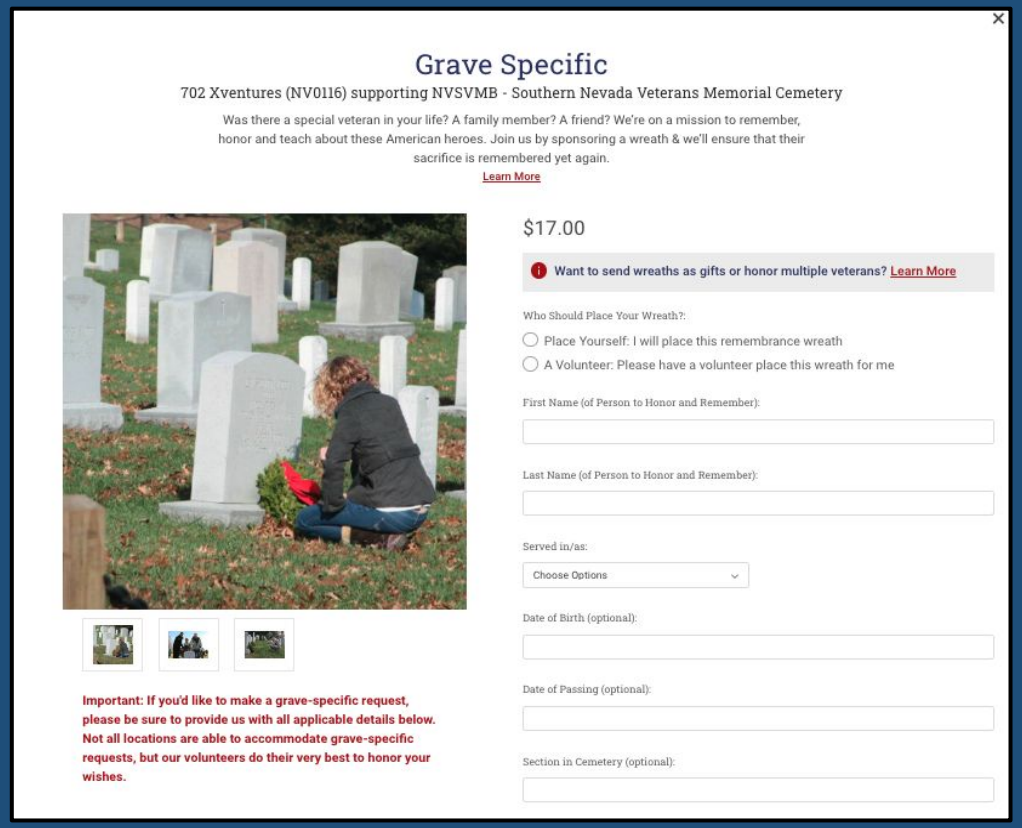
Request a Grave Specific wreath online through a registered WAA group page for select locations!



REMEMBER - HONOR - TEACH

How To: Sponsor a Grave Specific Request ONLINE

Provide as much veteran information as possible to ensure volunteer Location Coordinators can place the wreath.



Required Information:

- **Veteran First and Last Name**
- **Their Military Branch of Service**

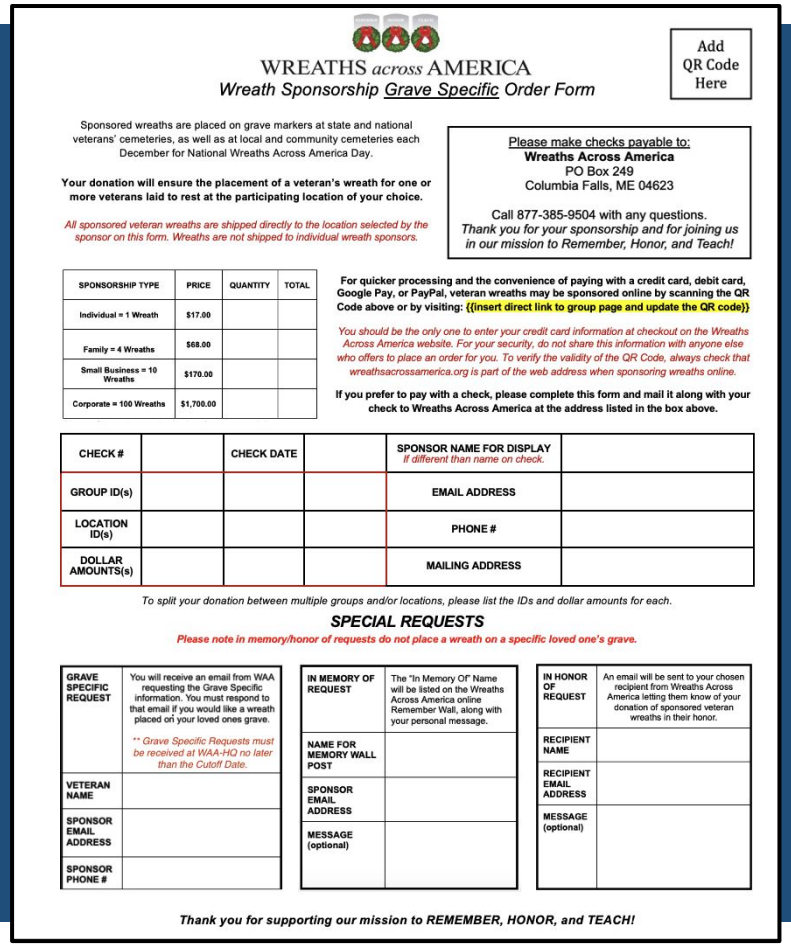
Optional (and very helpful!) Information:

- **Date of Birth**
- **Date of Passing**
- **Where They Are Location in Cemetery (Section, Row and/or Marker Number)**

REMEMBER - HONOR - TEACH

How To: Sponsor a Grave Specific Request MAILED

The Sponsor must put their email address on the form so that we can collect any missing information.



WREATHS *across* AMERICA

Wreath Sponsorship Grave Specific Order Form

Add QR Code Here

Sponsored wreaths are placed on grave markers at state and national veterans' cemeteries, as well as at local and community cemeteries each December for National Wreaths Across America Day.

Your donation will ensure the placement of a veteran's wreath for one or more veterans laid to rest at the participating location of your choice.

All sponsored veteran wreaths are shipped directly to the location selected by the sponsor on this form. Wreaths are not shipped to individual wreath sponsors.

Please make checks payable to:
Wreaths Across America
PO Box 249
Columbia Falls, ME 04623

Call 877-385-9504 with any questions.
Thank you for your sponsorship and for joining us in our mission to Remember, Honor, and Teach!

SPONSORSHIP TYPE	PRICE	QUANTITY	TOTAL
Individual = 1 Wreath	$17.00		
Family = 4 Wreaths	$68.00		
Small Business = 10 Wreaths	$170.00		
Corporate = 100 Wreaths	$1,700.00		

For quicker processing and the convenience of paying with a credit card, debit card, Google Pay, or PayPal, veteran wreaths may be sponsored online by scanning the QR Code above or by visiting: {{insert direct link to group page and update the QR code}}

You should be the only one to enter your credit card information at checkout on the Wreaths Across America website. For your security, do not share this information with anyone else who offers to place an order for you. To verify the validity of the QR Code, always check that wreathsacrossamerica.org is part of the web address when sponsoring wreaths online.

If you prefer to pay with a check, please complete this form and mail it along with your check to Wreaths Across America at the address listed in the box above.

CHECK #		CHECK DATE		SPONSOR NAME FOR DISPLAY *If different than name on check.*	
GROUP ID(s)				EMAIL ADDRESS	
LOCATION ID(s)				PHONE #	
DOLLAR AMOUNTS(s)				MAILING ADDRESS	

To split your donation between multiple groups and/or locations, please list the IDs and dollar amounts for each.

SPECIAL REQUESTS

Please note in memory/honor of requests do not place a wreath on a specific loved one's grave.

GRAVE SPECIFIC REQUEST	You will receive an email from WAA requesting the Grave Specific information. You must respond to that email if you would like a wreath placed on your loved ones grave. *** Grave Specific Requests must be received at WAA-HQ no later than the Cutoff Date.*
VETERAN NAME	
SPONSOR EMAIL ADDRESS	
SPONSOR PHONE #	

IN MEMORY OF REQUEST	The "In Memory Of" Name will be listed on the Wreaths Across America online Remember Wall, along with your personal message.
NAME FOR MEMORY WALL POST	
SPONSOR EMAIL ADDRESS	
MESSAGE (optional)	

IN HONOR OF REQUEST	An email will be sent to your chosen recipient from Wreaths Across America letting them know of your donation of sponsored veteran wreaths in their honor.
RECIPIENT NAME	
RECIPIENT EMAIL ADDRESS	
MESSAGE (optional)	

Thank you for supporting our mission to REMEMBER, HONOR, and TEACH!

Grave Specific Requests are accepted through the mail with the approved Wreath Sponsorship Grave Specific Form.

REQUIRED:

- ➔ **You <u>must</u> first check the location page** to make sure they are able to accept Grave Specific Requests.
- ➔ Complete and mail the approved Wreath Sponsorship Grave Specific Order Form with check made payable to Wreaths Across America.
- ➔ WAA will add the Grave Specific Request to the to the Grave Specific Report on the Dashboard.

Orders with incorrect or incomplete forms, and/or with illegible information will experience delayed processing times.

REMEMBER - HONOR - TEACH

The Grave Specific Report

A great organizational tool!

The Grave Specific Report is where Location Coordinators organize their list of grave specific wreaths that need to be placed on National Wreaths Across America Day. The last day to add Grave Specific Requests is the Cutoff Day.

Group Leaders can offer to help Location Coordinators by contacting sponsors if more information is needed, assisting with placement of the grave specific wreaths, and sending photos of the grave specific wreaths to sponsors.

MAILED orders are added to the Grave Specific Report <u>after</u> WAA - HQ receives and processes the sponsorships.

ONLINE orders are automatically added to the Grave Specific Report.

Groups can add their own Grave Specifics MANUALLY!

REMEMBER - HONOR - TEACH

How To: Gather Grave Specific Requests for MANUAL ENTRY

For your group and location to receive credit, all forms must have your Group ID and Location ID printed clearly in the required sections.

STEP 1:

Gather your own list of Grave Specific Requests.

STEP 2:

Send in their checks, using the approved Tally Sheet and Wreath Sponsorship Order Forms.

Mail Checks To:

Wreaths Across America
PO Box 249
Columbia Falls, ME 04623

Checks must be made payable to Wreaths Across America.

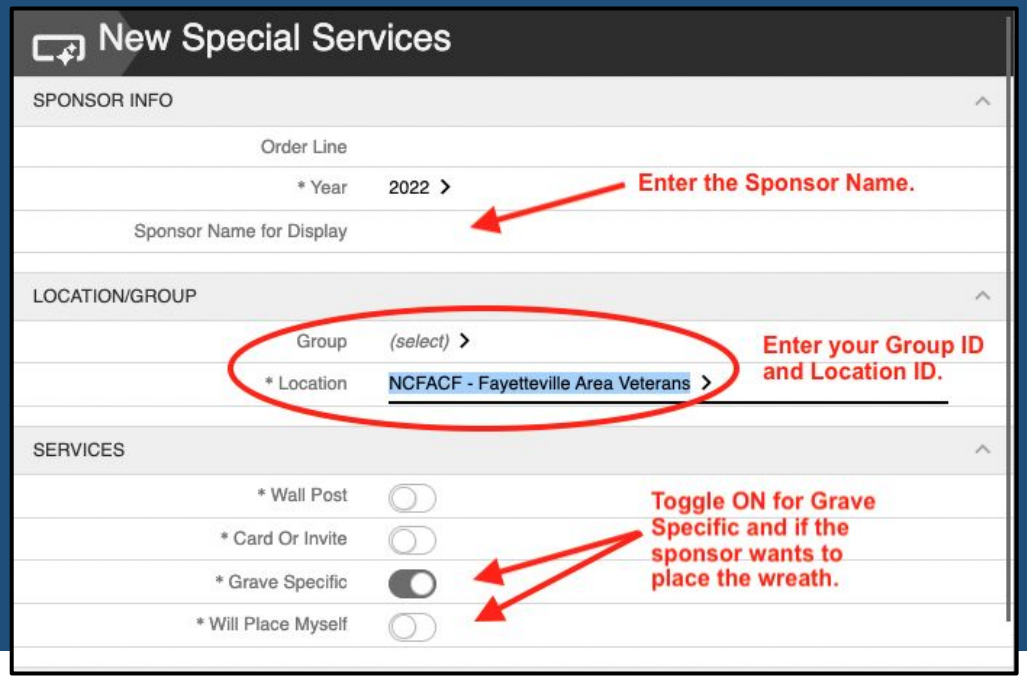
Orders mailed with the Wreath Sponsorship Grave Specific Order Form should NOT be manually entered to the Grave Specific Report.

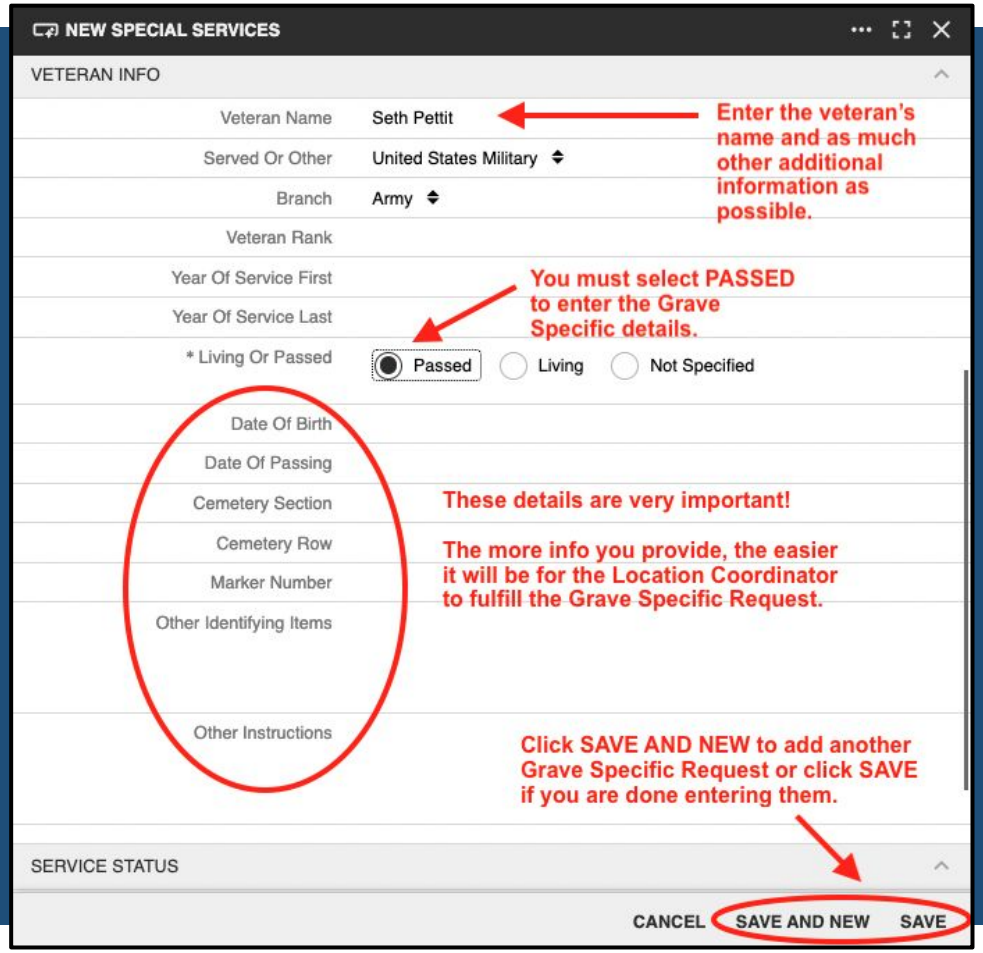
STEP 3:

Manually enter them to the Grave Specific Report on your Dashboard prior to the Cutoff Date.

How To: MANUALLY ENTER a Grave Specific Request

Provide as much veteran information as possible to ensure volunteer Location Coordinators can place the wreath.

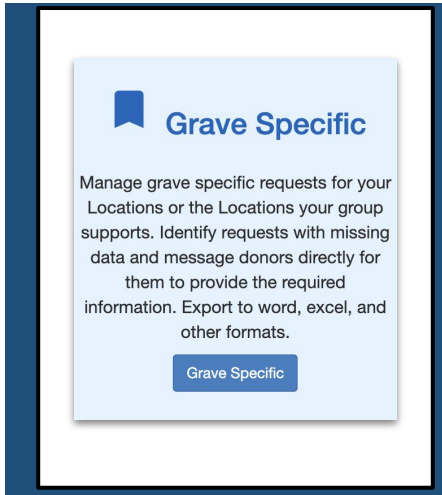


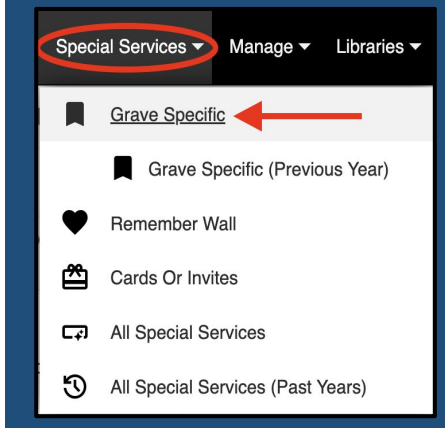


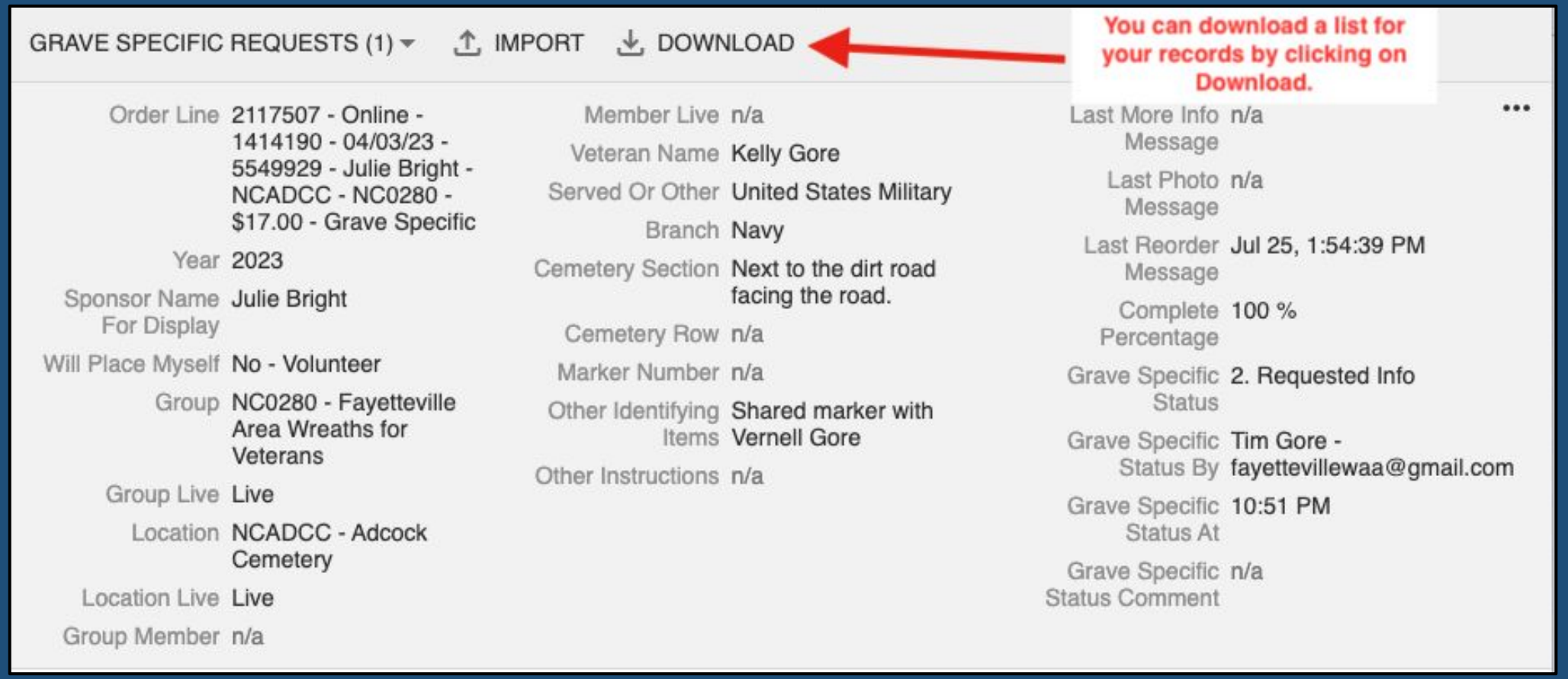
REMEMBER - HONOR - TEACH

View the Grave Specific Report

There are many different options for viewing your Grave Specific Report!







REMEMBER - HONOR - TEACH

Search the Grave Specific Report

It's easy to filter the Grave Specific Report to quickly find the request you are looking for!

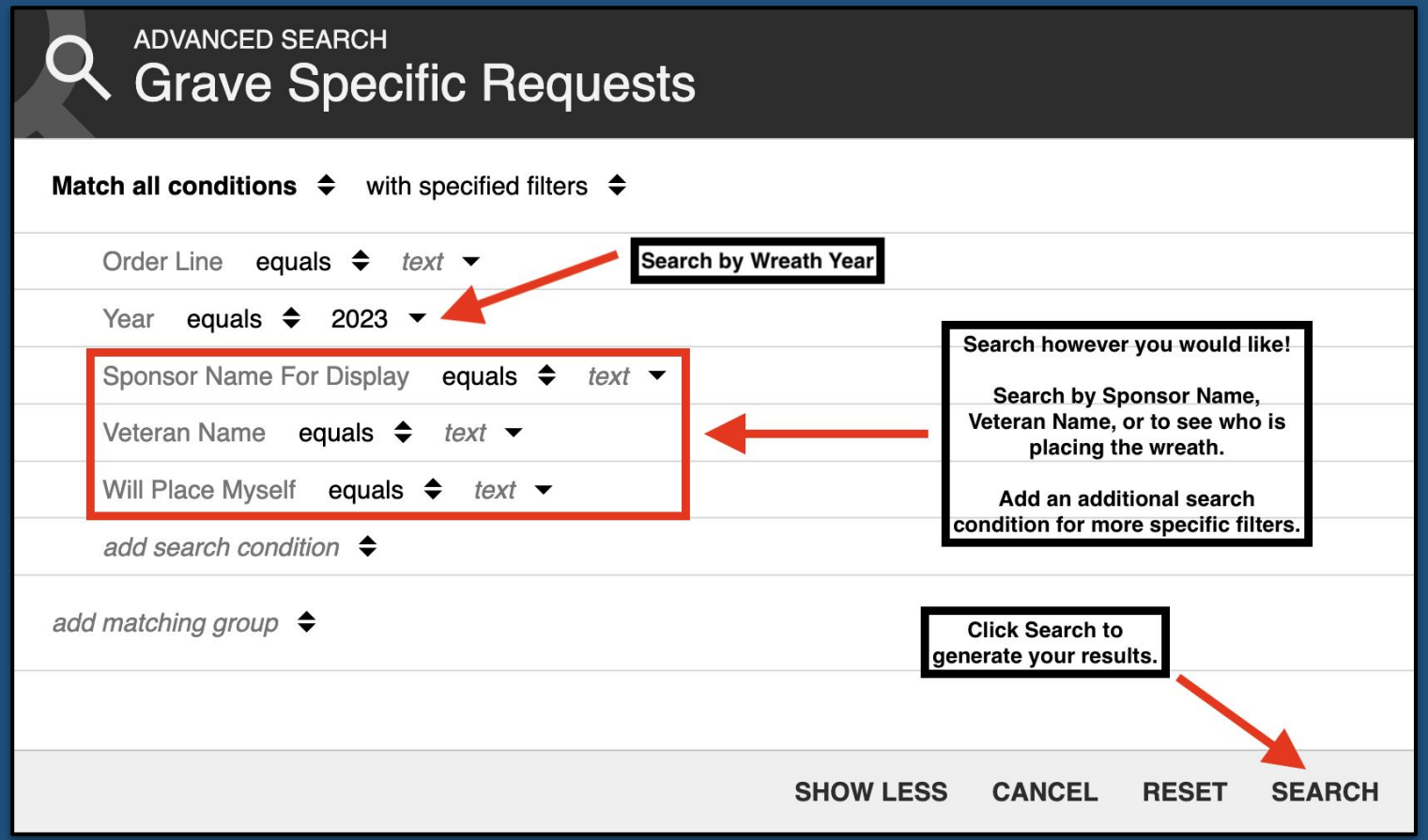
Use the quick filters to help you manage and plan.

Veterans Name - Use this filter to find a specific Veteran.

Will Place Myself - Use this to filter to pull a list for disbursement on wreath day.

Complete Percentage - Use this filter to quickly send a message to request more info for those not at 100%.

Other Instructions - Use this filter to quickly see if anyone had any special instructions.



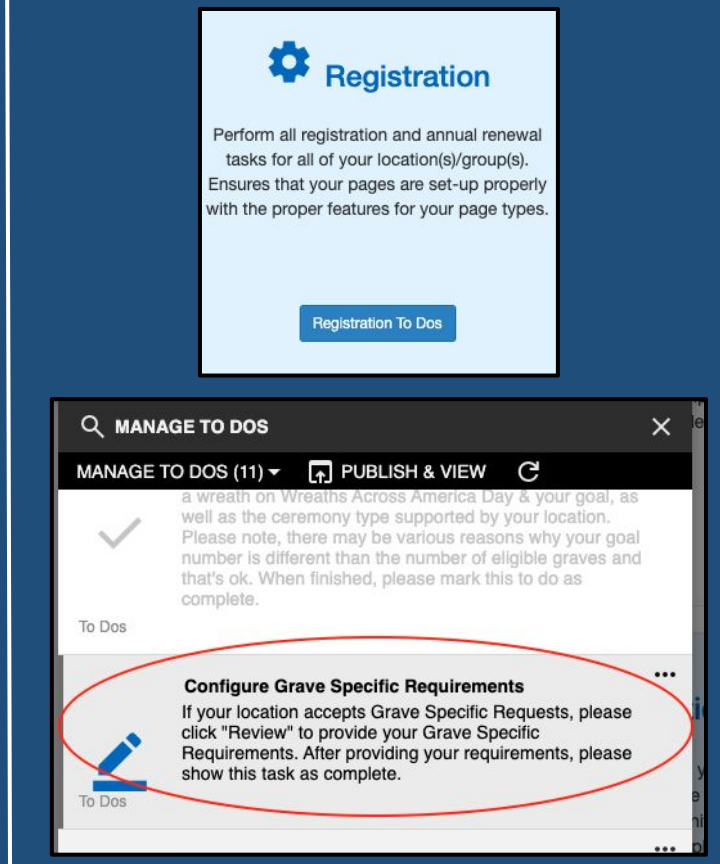
REMEMBER - HONOR - TEACH

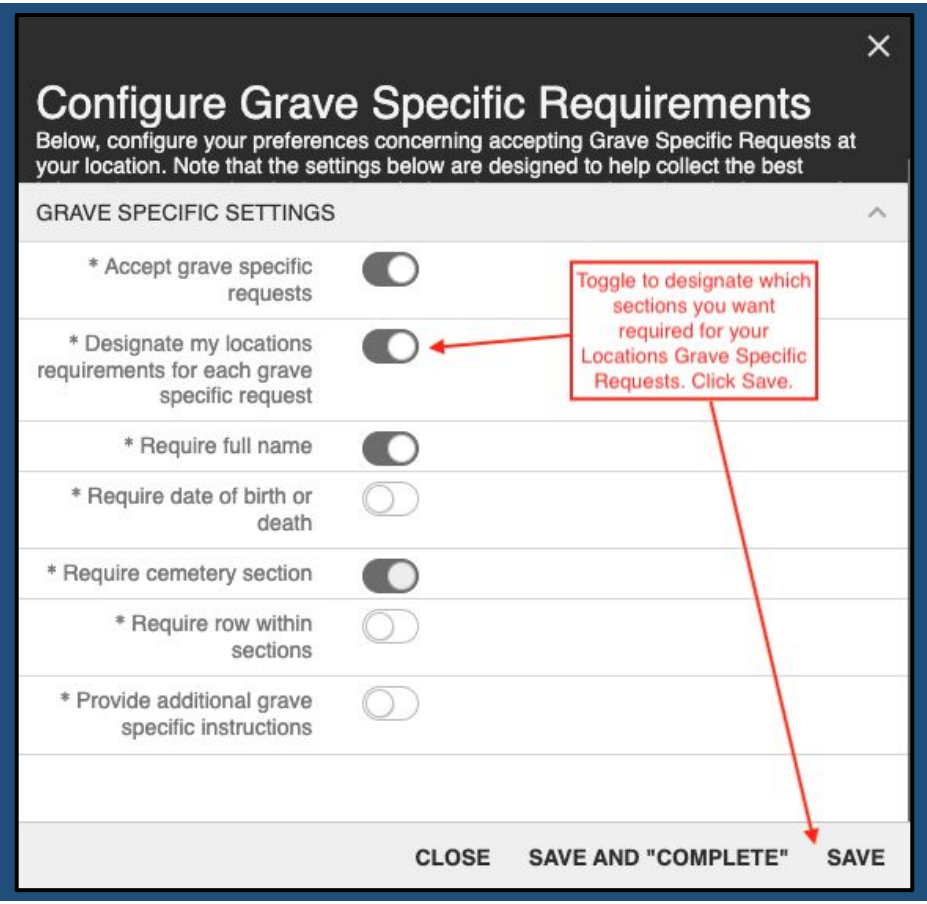
Set Grave Specific Requirements For Your Location

This is a great way for larger cemeteries to track requests that are missing important information.

Setting Requirements for your Grave Specific Requests will not restrict people from placing orders without missing information, but it will allow you to send a message to Request More Info based on the percentage complete.

We will show you how to send those emails in a few slides.





REMEMBER - HONOR - TEACH

Manage Grave Specific Requests

Location Coordinators can delegate a team of volunteers to handle their Grave Specific Requests!

Select - Opens the order for editing

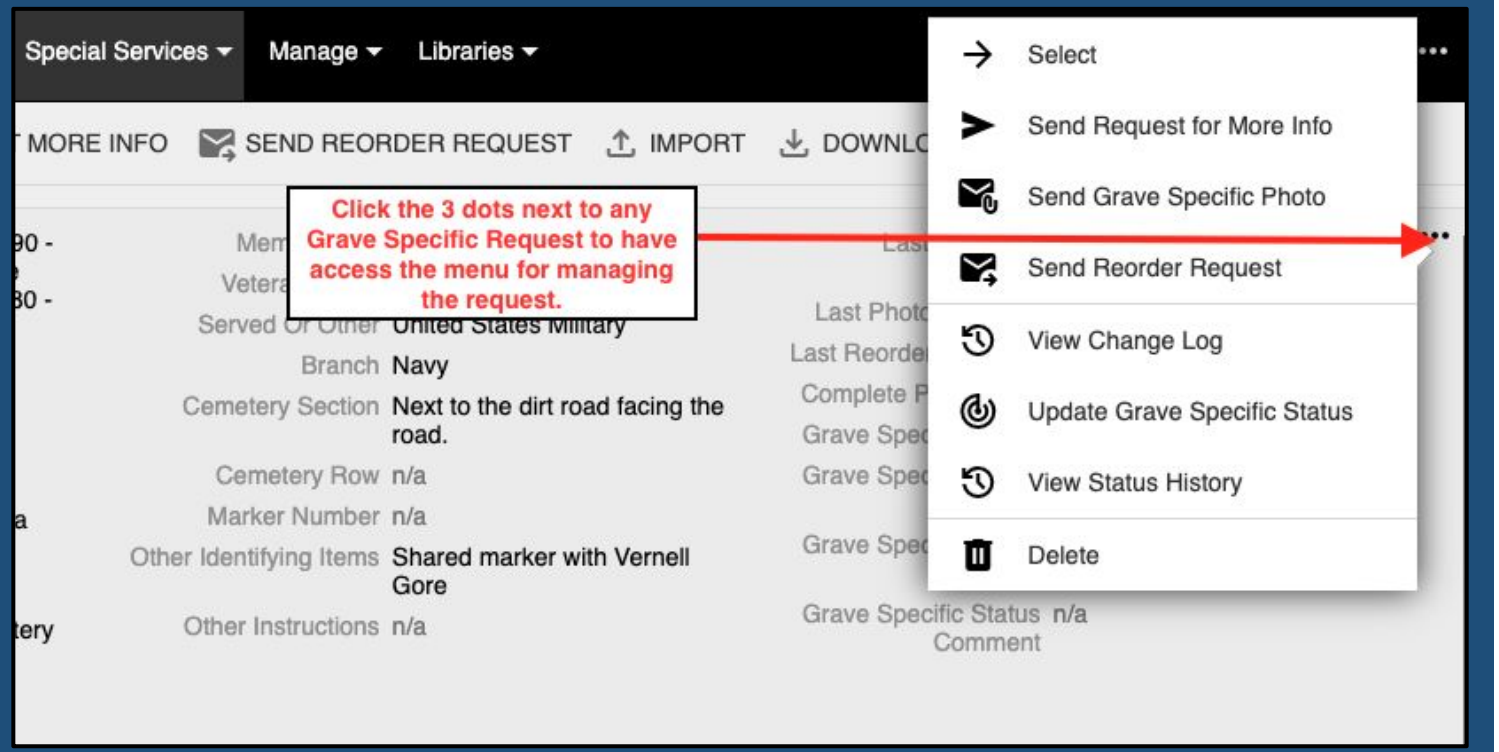
Send - These options are all messaging templates that we will discuss in detail on the next slide.

View Change Log - Opens a log so that you can view any changes or status updates that have been made to that request.

Update Grave Specific Status - Allows you to set the status to mark the request as Ready to Place, Requested Info, etc.

View Status History - Opens a log so that you can view the status updates overtime.

Delete - Allows you to delete an entry in the case of a duplicate entry.



REMEMBER - HONOR - TEACH

Message Grave Specific Sponsors

Click the 3 dots in the top right corner of any order to message of a Grave Specific Request.

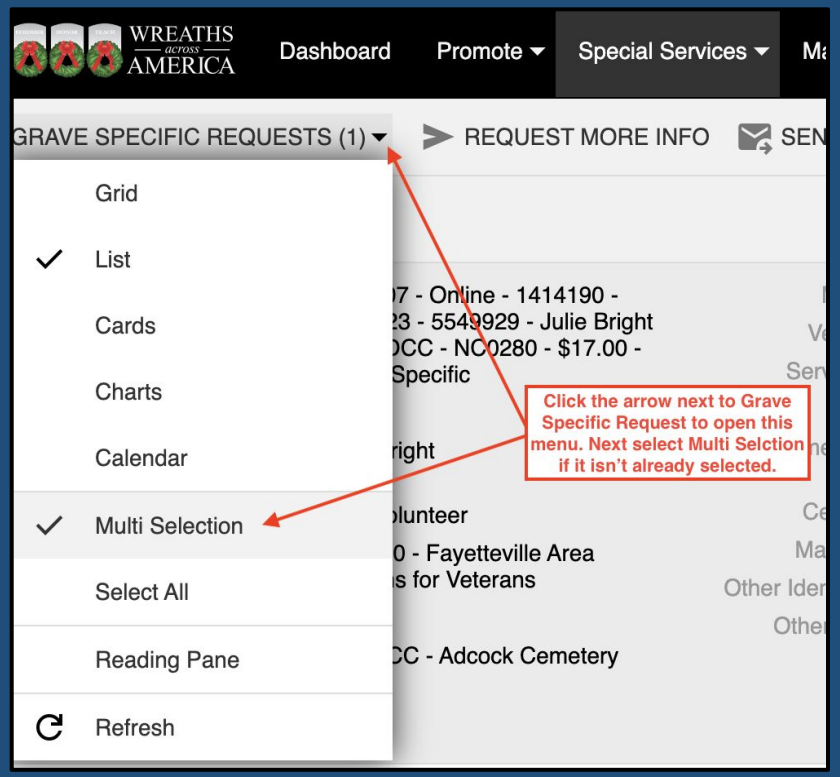
Grave Specific Report Message Templates

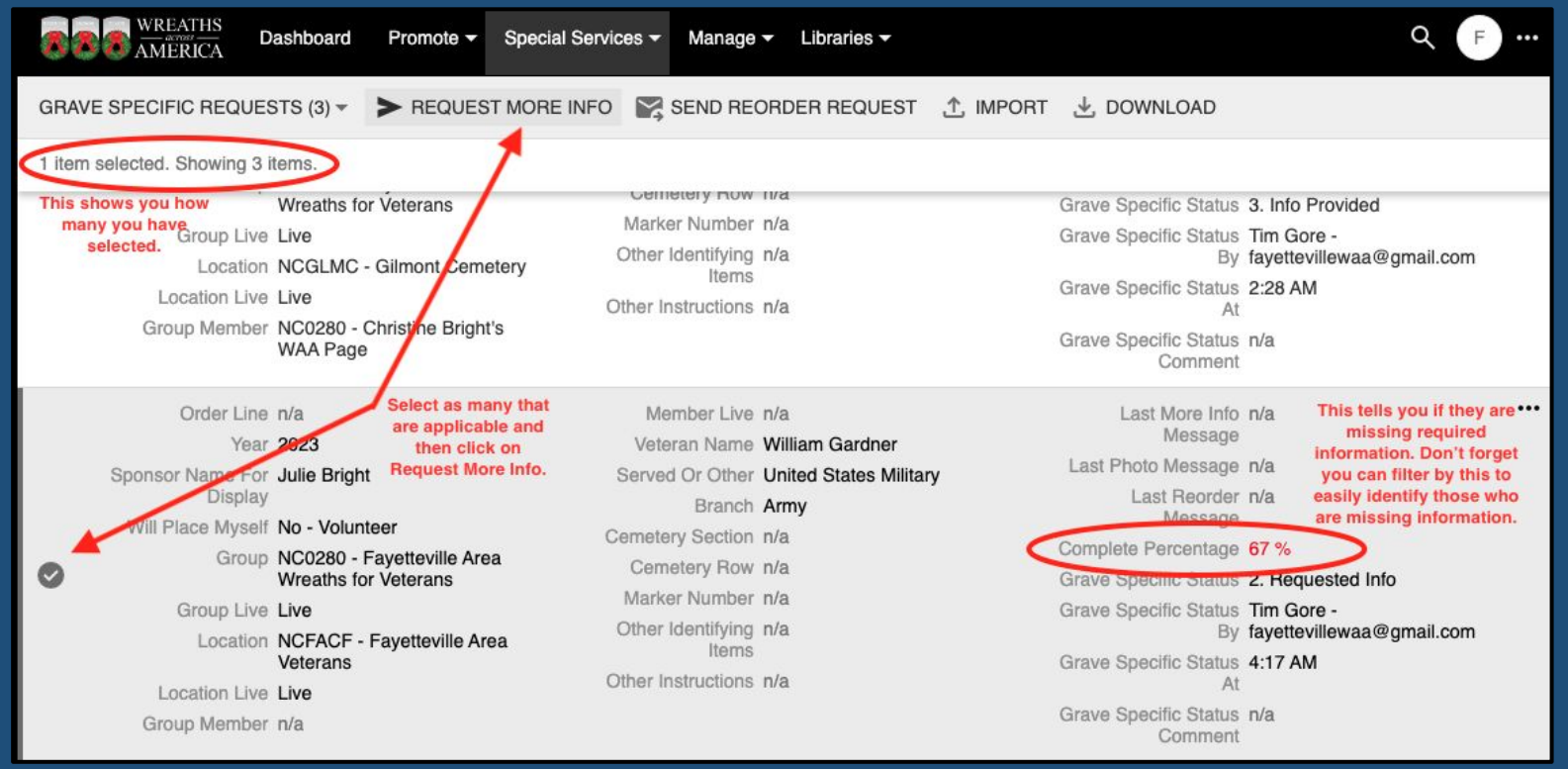
- **Send Request for More Info:** This is a WAA template and <u>cannot</u> be edited. It asks for the information needed, based on the Grave Specific requirements that the Location Coordinator toggles on in their Registration To-Do's.
- **Send Grave Specific Photo**: This is a WAA template and <u>can</u> be edited. Be sure to toggle on to Include Attachments of the Image or Video of their grave specific wreath.
- **Send Reorder Request:** This is a WAA template and <u>cannot</u> be edited.

REMEMBER - HONOR - TEACH

Sending Multiple Messages to Grave Specifics

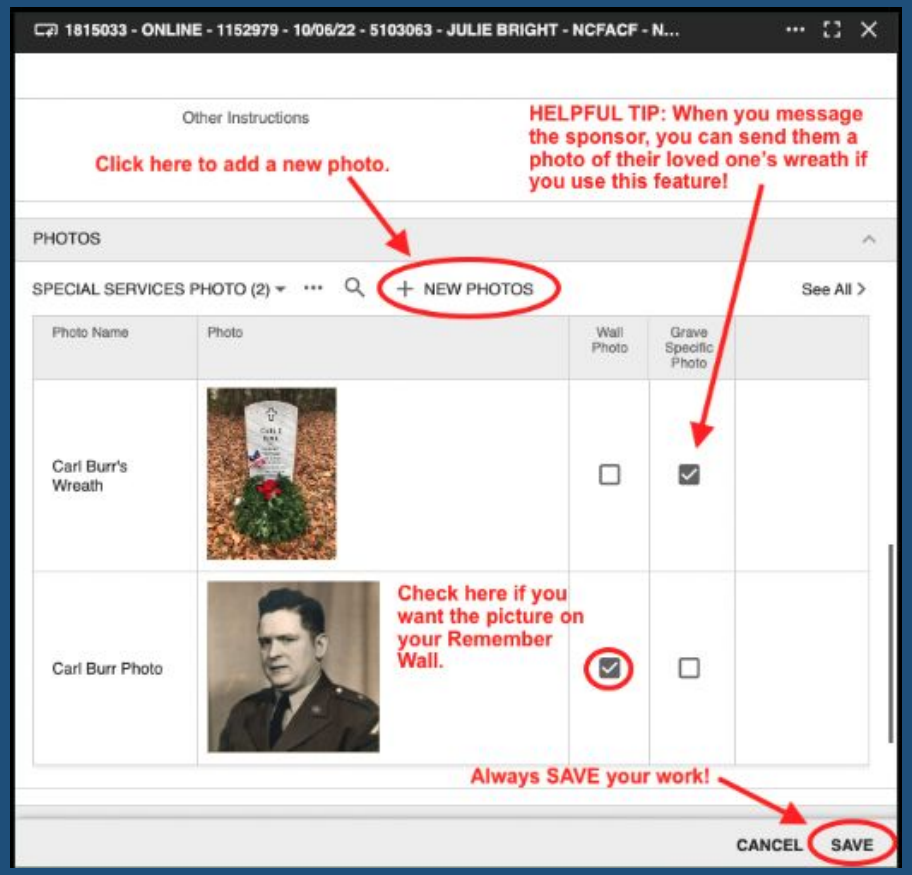
Send an email to request missing information to all orders less than 100% complete in a few clicks!



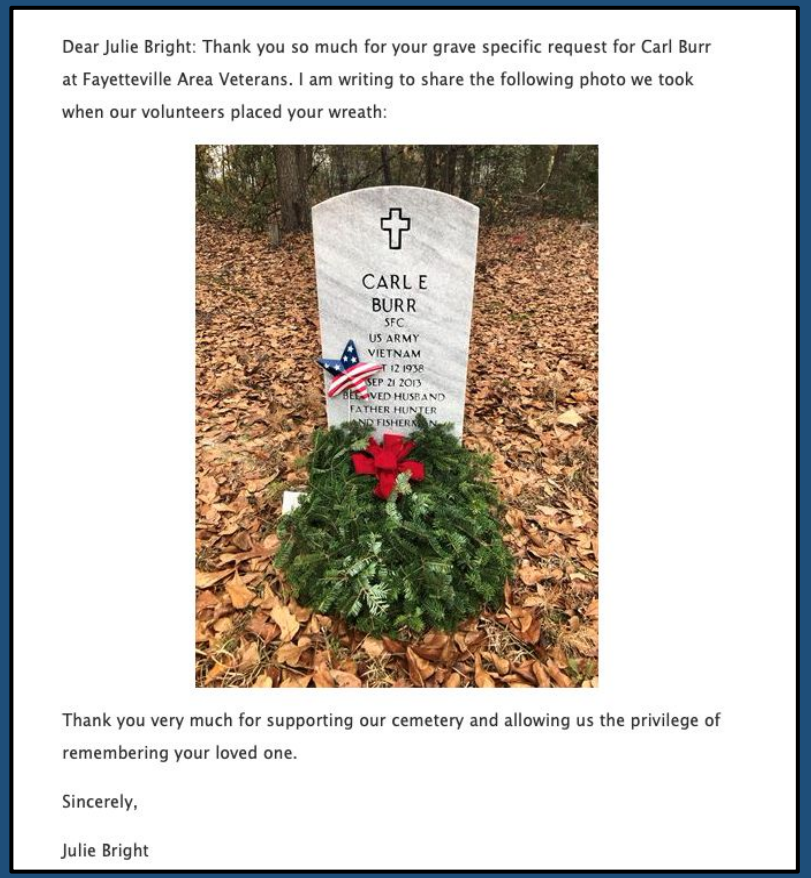


REMEMBER - HONOR - TEACH

Add Grave Specific Photo to Requests



If you have a Grave Specific Photo, it will automatically pull into the Grave Specific Photo Message.



REMEMBER - HONOR - TEACH

Volunteer Resource Page

Where Can I Find the Volunteer Resource Page?
Visit the main WAA page at www.wreathsacrossamerica.org and go to Resources, then Volunteer Resource Page.

What Is The Volunteer Resource Page?
It is your go-to spot for all of the WAA approved (and updated!) order forms, documents, marketing materials, logos, press releases, webinar recordings, and volunteer tutorials.

What If I Want to Customize A Document?
If you would like to customize an image or document, email the draft to your Regional Liaison Team prior to any printing or distribution to get approval from WAA. This is required.

Should I Use a QR Code?
Yes! Be sure to link it to the WAA group page you want to support so they get credit for the orders.

WREATHS *across* AMERICA

Regional Map

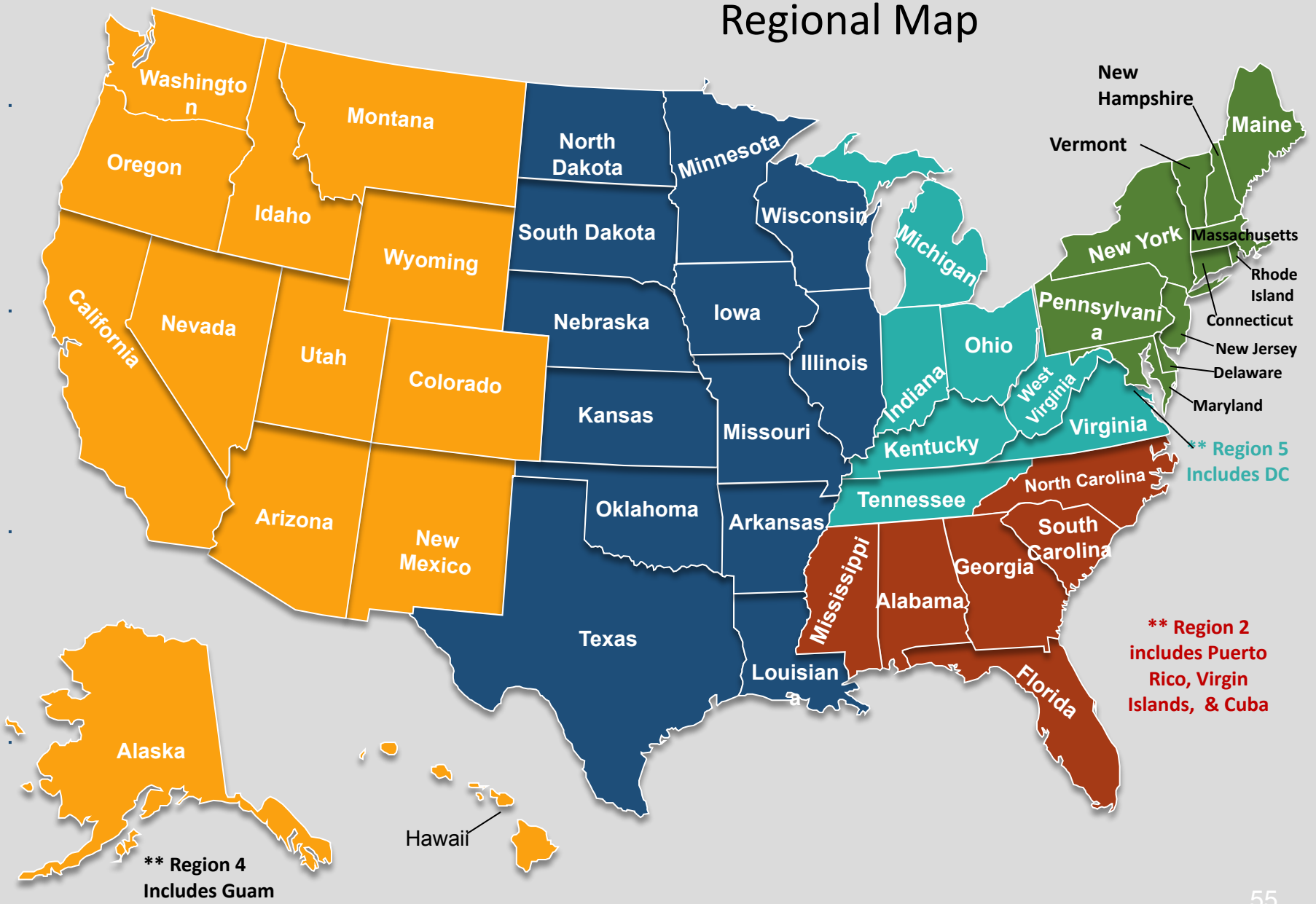
Region 1 Liaison Team
Terra Delong & Emily Carney
207-578-6277
region1@wreathsacrossamerica.org

Region 2 Liaison Team
Miesa Bland & Janelle Eveld
207-578-6283
region2@wreathsacrossamerica.org

Region 3 Liaison Team
Stephanie Molina & Ana Diaz
207-578-6287
region3@wreathsacrossamerica.org

Region 4 Liaison Team
Amber Rocha & David Koskelowski
207-578-6284
region4@wreathsacrossamerica.org

Region 5 Liaison Team
Tiffany Lynch & Annie Brooks
207-578-6289
region5@wreathsacrossamerica.org



Meet the Locations and Groups Team

Julie Bright
Director of Locations & Groups

Meagan Erickson
Asst. Director of Locations & Groups

Region 1 Liaison Team
Terra Delong & Emily Carney
207-578-6277
region1@wreathsacrossamerica.org

Region 2 Liaison Team
Miesa Bland & Janelle Eveld
207-578-6283
region2@wreathsacrossamerica.org

Richelle Bergeson
Finance Liaison

Region 3 Liaison Team
Stephanie Molina & Ana Diaz
207-578-6287
region3@wreathsacrossamerica.org

Region 4 Liaison Team
Amber Rocha & David Koskelowski
207-578-6284
region4@wreathsacrossamerica.org

Region 5 Liaison Team
Tiffany Lynch & Annie Brooks
207-578-6289
region5@wreathsacrossamerica.org

WREATHS across AMERICA
THANK YOU
Wreaths Across America