

# Fall Product

## Frequently Asked Questions

- **Do Girl Scouts have to be renewed to start selling?**  
Yes, it is important to have a membership for 2024 since the new membership year begins October 1.
- **As a troop volunteer, I have still not received my Welcome Email. Can I still login?**  
Troop Leaders with a 2024 membership will be able to login beginning September 16. Please check your spam/junk email folders and verify that you have updated your Girl Scout membership. If your Girl Scout membership and role is up to date and you still can't find the email, you may try to login through the Admin site.
- **I am a Volunteer and have a daughter participating. Can I use the same email address for my Volunteer and Girl Scout accounts?**  
Yes! You will be notified upon login as to which account you are signing on to. Volunteer accounts are accessed at: [gsnutsandmags.com/admin](https://gsnutsandmags.com/admin), and Girl Scout accounts are accessed at [gsnutsandmags.com/gseok](https://gsnutsandmags.com/gseok). You will not be able to access the Girl Scout site until September 23.
- **My Girl Scouts are attempting to register and get a "Campaign is Currently Unavailable" message.**  
Girl Scouts cannot begin online account registration until the sale launch date of September 23.
- **What does it mean when my emails have a "Queued for Sending" status?**  
Access emails will be sent to Girl Scouts on the launch date of the sale, September 23. Since email addresses will go through a necessary verification process, emails will be sent in order according to when they were generated. This could take 24-48 hours as there may be several councils that are launching their programs at the same time.
- **I launched the PAEC on the first day, but now have more Girl Scouts added to my troop. Do I need to send this email again?**  
Any Girl Scouts that the council adds to the troop roster will automatically receive the email.
- **What if a Girl Scout doesn't find her name when she logs into the platform?**  
Any Girl Scout can add herself to the system. There will be a brief delay to allow the council time to verify her 2024 membership before her site becomes active.
- **We received an online girl-delivered order that the family is unable to deliver. How do I remove it?**  
The parent/guardian (or customer) will need to contact M2 Customer Service to have the order canceled and removed from the system. This cancellation MUST be completed **by October 10<sup>th</sup>**.
- **When should a customer expect to receive a Direct Ship order?**  
It usually take 2-3 weeks from the initial order date to receive products.
- **When should a customer expect to receive their magazines?**  
Subscriptions usually take 8-12 weeks to begin arriving.
- **My Girl Scout received/entered orders that put her over the next reward threshold, but the system isn't showing that she earned the reward.**  
The system can take 1-2 hours to update the rewards section once additional sales have been received/entered.
- **When will a Girl Scout receive her Personalized Patch?**  
After the patch is sent to production, it will take 8-10 weeks. On the girl dashboard, you can find an ETA date.
- **Still have questions?**  
Visit <https://support.gsnutsandmags.com>. You can find answers here for the volunteer, Girl Scout and customer.