

Fall Product 2024

Frequently Asked Questions

Volunteer Questions:

- **Do Girl Scouts have to be renewed to start selling?**
Yes, it is important to have a membership for 2025 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 2025 membership and a current Troop Leader role will be able to login beginning September 14. (Please check your spam/junk email folders.) 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, and Girl Scout accounts are accessed at gsnutsandmags.com/gseok. You will not be able to access the Girl Scout site until September 21.
- **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 21. 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.
- **Why didn't I get participation/agreement forms in my paperwork? Don't I need to have one from each family?**
 - a. We are working to simplify the program and reduce related paperwork. The family will now see a Parent/Adult Permission and Responsibility Pledge that they will accept and agree to upon logging into M2 the first time. (Volunteers will do the same thing at the Troop level.)
 - b. This statement will be on the delivery tickets that you can print from M2 that a family will sign when they pick up products from the troop. *"I acknowledge and agree to accept financial responsibility for the product and money listed. I understand that these products may not be returned or exchanged."*
 - c. For Girl Scouts who do not log onto the site and Troops who don't plan to print the delivery tickets, you can download and print a paper version of the form from our website. Be sure to keep both the signed agreement form and copies of all signed receipts.
- **Still have questions?**
Visit <https://support.gsnutsandmags.com>. You can find answers here for the volunteer, Girl Scout and customer.

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Girl Scout Questions:

- **My Girl Scout is attempting to log into the M2 site and I see the “Campaign is Current Unavailable” message. Now what?**
Girl Scouts cannot begin online account registration until the sale launch date of September 21.
- **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 2025 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 8th**.
- **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.
- **Are we able to combine our orders for multiple products and pay to have it all shipped together?**
Each of the storefronts has different products coming from different places, so the ordering and shipping for each one has to happen separately. M2 is working to make it easier for a customer to move to a new product line after they complete their first order.
- **Why is shipping for chocolate items so expensive?**
Due to the warm weather in our area during the time of our sale, it is best to ship the products using express shipping so that this is the default setting in the system. Customers will have the option to switch to standard shipping if they wish to reduce the cost of shipping, but they will have to agree to warnings about potentially damaged products.
- **A customer is reporting that the chocolate has white on it, what is wrong?**
Due to the possibility of warm weather in our area during the time of product distribution, this may happen sometimes. It is called chocolate “bloom” and should not affect the taste or quality of the product.
- **Still have questions?**
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