



Fall Product Program Frequently Asked Questions



Who can participate in the Fall Product Program?

All registered Girl Scouts Heart of Michigan girl members may participate in the Product Program. Girls in troops, school programs, series and individually registered girl members are welcomed to join in on the fun.

Can I order or renew subscriptions not listed in the brochure?

No, unfortunately, only the magazines listed in the brochure can be purchased or renewed.

Can a business order magazines?

Yes, however the subscription must be sent to a specific individual.

Where can girls sell products?

Girl Scouts in Heart of Michigan may sell products within their council's regional boundaries. There are no restrictions on where a girl can sell within her region. No girl, troop, or service unit has exclusive rights to any neighborhood, town, area, street, store, restaurant, or event. Safety Activity Checkpoints should be followed at all times.

Can products be returned or exchanged?

Once products have been delivered to a girl and signed for by her guardian, no product is eligible for return or exchange. Should you find damaged product after signing for it, please contact your Regional Product Program Specialist immediately for a replacement. Should additional product be needed after the initial order is placed, contact your Regional Product Program Specialist.

Can a customer write a check for product?

Yes, but girls should only take checks from customers with whom they are familiar. Make sure all contact information is correct, the customer phone number is on the check, and the check is signed and made payable to GSHOM.

What if a Girl Scout does not collect money from a customer with their paper order card if the caregiver has already submitted the paper order items on the M2 system?

First contact the caregiver and remind that payment is due at time of order. If payment is not received by the troop submit deadline, the TPM will remove these items. Please note that items may not be available after the order has been submitted.

When do Girl Scouts collect money?

All money is collected when the items are ordered. Any item not paid for at time of order placement should not be processed through the M2 system or through the product cupboard. This includes all paper and online orders.

What is done with the information sent to M2?

M2 does not rent or sell any addresses or use them for any other purpose.

Where does the money go?

All proceeds stay within Girl Scouts Heart of Michigan to support all girls. Troop proceeds belong to the troop and may be used for uniforms, books, badges, trips, camp or events, etc. Girl Scouts Heart of Michigan proceeds support camps, properties, and financial aid. M2 does not rent or sell any information, including emails, addresses, phone numbers or use them for any other purpose.

Are rewards cumulative?

Yes! A girl will earn rewards at each level for which she qualifies.

What if a girl turns in paper orders with no payment collected?

Call the girl's guardian, reminding them that payment is due when products are ordered or the order cannot be submitted.

How long does it take for a magazine subscription to begin?

It takes 12-14 weeks for a subscription to begin. If a subscription is entered just after an issue of the magazine comes out, the subscription may take longer to arrive.

What if there is a problem with a customer's order?

Customers are asked to call the M2 Help Center regarding any issues they may experience with their purchase. This includes all candy, nut, magazine subscriptions, bark box orders, and other online orders.

If you have any questions, feel free
to **contact the M2 Help Center:**
800-372-8520

