



Fall Product Program Frequently Asked Questions



Who can participate in the Fall Product Program?

All Girl Scouts that are registered for the 2026-2027 membership year are eligible to participate in the annual Fall Product Program. This includes Juliette Girl Scouts and Girl Scouts that are part of a Troop.

How do I register in M2 so my Girl Scout can participate in the Fall Product Program?

Girl Scouts can launch their Fall Product Program through their unique Girl Scout Launch email sent on September 24th or by following this link: www.gsnutsandmags.com/Campaign where you can Login or Create an Account.

When does the program begin and end?

The Fall Product Program begins on September 24th. Customers will be able to place orders for in-person delivery through October 18th or have shipped directly to them through November 15th. A list of important dates can be found in your Family Guide and for Troops, your Troop Quick Guide.

How does my Girl Scout earn rewards?

Girl Scouts are eligible to qualify and earn rewards based on their cumulative sales through November 15th. Based on their participation, girls may also earn program patches.

When are orders due and how do we receive our order?

Orders are due to your Girl Scout Troop leader for in-person delivery no later than October 18th. Your Girl Scouts order will be delivered to their local Service Unit delivery location beginning November 9th. From there, your Troop leader will pick up the order and sort. Once sorted, they will share a pickup schedule and meeting information.

How do paper order cards work in person?

Girl Scouts can collect paper order cards from customers for Candy and Nut items only through October 18th. Customers pay for their order at the time it is placed to the Girl Scout and family. Girl Scouts will enter the paper order card through their M2 Online Platform to place order and receive credit. Payment is immediately turned into their Girl Scout Troop Product Manager.

Who are checks made payable to?

All checks must be made payable to Girl Scouts Heart of Michigan and/or their Girl Scout Troop. This helps in the case of a bounced check, GSHOM can help recover funds.

How do online orders work?

Girl Scouts can share their personal online link with family and friends through email, social media platforms, and text. From there, customers can peruse all items available. Including online only exclusive Nuts and candies.

Customers pay directly through the M2 online system. Order and Payment is automatically credited to the Girl Scout.

A local business would like to place an order for magazines, is this allowed?

Yes, businesses may place their order through the Girl Scout's online link. The subscription must be through an individual person listed.

How long do Magazines take before shipment?

While other online items like Bark Box, Crosswoods Candles, Tervis Tumber, Personalized Stationery, and Candy/Nuts take approximately 7-10 days to ship, some Magazine subscriptions can take up to 8-12 weeks before the first issue is received.

Can I order or renew a subscription that is not listed in the online catalogue?

No, only magazines listed can be purchased or renewed.

Who do I contact if I have any questions?

If Girl Scouts or Troop Fall Product Program Managers experience any issues logging into the M2 system or have questions regarding rewards and/or Girl Scouts Heart of Michigan program specifics, please contact our Help Desk at helpdesk@gshom.org. If a customer has a question regarding a recent order, or delivery status, or product specific questions they will contact the M2 Online Help Center at support.gsnutsandmags.com or 800-372-8520. Troops and Girl Scout families may visit the M2 Online Help Center for quick trouble shooting inquiries as well.

What is Care to Share?

Care to Share is the National Campaign that Girl Scouts can collect donations that will go towards Girl Scouts Heart of Michigan's Hometown Heroes program. For every \$7 donation made through the Care to Share, your Girl Scout will receive credit towards their individual and troop goals. Girl Scouts will be able to participate in our annual Hometown Heroes distribution days during the month of May.

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Girl
Scouts



Troop
Product
Managers

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

