Fall Product 2026
Frequently Asked Questions

girl scouts of southern appalachians

Girl Questions:

- **My Girl Scout is attempting to log into the M2 site and I see the "Campaign is Currently Unavailable" message. Now what?**
  Girl Scouts cannot begin online account registration until the sale launch date of September 18.
- **What if a Girl Scouts 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 2027 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 at 800.372.8520 to have the order canceled and removed from the system. This cancellation MUST be completed by October 5.
- **When should a customer expect to receive a direct ship order?**
  It usually takes 10-15 days 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.
- **Why is shipping for chocolate items so expensive?**
  Shipping chocolate is expensive because it is a temperature-sensitive product that requires special packaging, insulation, and expedited delivery to prevent melting.
- **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.
- **A customer has told me their product is damaged in some way. How do I help them?**
  They can call 800-372-8520 to report it. They can also submit a ticket for help online.
- **A customer likes an item and has asked if I can get more of it.**
  The customer can place an order online for the product to be shipped directly to them UNTIL October 21.
- Still have questions?
  Visit https://support.gsnutsandmags.com. You can find answers here for the volunteer, Girl Scout and customer.