

Girl Scouts Dakota Horizons

2026 Fall Product Program Frequently Asked Questions

General

What products are available for this year's Fall Product Program?

Order Card Items

Item	Price
Snowy Village Tin – Peppermint Bark Rounds	\$14
Timeless Vintage Tin – Milk Chocolate Mint Trefoils	\$14
Dark Chocolate Sea Salt Caramels	\$12
Signature Chocolate Covered Almonds	\$12
English Butter Toffee	\$12
Peanut Butter Elephants	\$12
Dulce Daisies	\$12
Peanut Butter & Dark Chocolate Delight	\$12
Dry Roasted Macadamia Nuts	\$12
Pecan Caramel Supremes	\$12
Whole Cashews	\$10
Spicy Cajun Mix	\$10
Fruit Slices	\$10
Mini Gummi Butterflies	\$10
Sweet & Smoky Almonds	\$10
Seasoned Salt Snack Mix	\$10
Care to Share (Donation)	\$10

Online-exclusive items (available on the storefront only)

- 40 oz Pretzel Party Mix
- 10 oz Confetti Mix
- 10 oz Sea Salt Caramel Cashews
- 16 oz Super Giant Cashews
- 16 oz Holiday Medley
- 9 oz Honey Roasted Peanuts
- 8 oz Double Dipped Chocolate Covered Peanuts
- 8 oz Honey Roasted Cashews
- 8 oz Deluxe Mixed Nuts
- 10 oz Gorp Mix
- Chocolate Covered Pretzels Winter Wonderland tin

Magazines & More Items:

- **BarkBox** — 4 versions available! Boxes come with one or two custom Pose & Play dog toys as well as one canister of Berry Trios BARK + Girl Scouts dog treats. Fixed quantities available while supplies last.
- **Candles (NEW)** — Crossroads scented candles are made with a clean-burning, blended paraffin wax that allows for maximum fragrance. Each candle is poured in the factory in Bucyrus, Ohio; 100% of the materials are made in the USA.

- **Personalized Products** — High-quality stationery, note pads, and photo frames. Customers can customize colors, fonts, names, and more.
- **Tervis Tumblers** — A wide selection of premium insulated tumblers and water bottles, ranging from top sellers to MLB®, NFL®, and collegiate sports team designs and more.
- **Magazines** — Customers can purchase or renew their favorite magazine subscriptions online.

How does the Care to Share program work?

Customers may make monetary donations through our Heroes on the Horizon (HOH) program. HOH encourages girls to ask customers to donate as little as \$10 so nuts and chocolates can find their way to military organizations, first responders, and other local heroes throughout Dakota Horizons. Council facilitates the delivery of products purchased through the Heroes on the Horizon program and all donations count towards girl rewards and troop proceeds.

What about the magazines and more portion of the sale?

All “magazine and more” items are ordered online through M2’s storefront system. Each Girl Scout gets her own personalized storefront link. When a Girl Scout (with her caregiver's help) sets up her storefront, she can send emails to family and friends inviting them to shop. Customers can order nuts and chocolates, BarkBox, Candles, Personalized Products, Tervis Tumblers, and Magazines (see product list above) from her storefront link.

For Girl Scouts & Caregivers

My Girl Scout wants to participate in the Fall Product program. What do we need to do?

Reach out to your troop leader for instructions on how to join this year's program. If your daughter is not yet placed in a troop, reach out directly to our member services team at 1-800-666-2141.

My Girl Scout wants to participate, but her troop has decided not to sell. Can she participate without a troop?

Yes, please reach out directly to our member services team at 1-800-666-2141. They will work with our product program team to help you get started.

Do Girl Scouts need to be renewed/registered to sell?

Yes, a current GSDH membership for the **2026-2027** year is required before a Girl Scout can begin selling.

I haven't received my login/welcome email yet.

If you haven't received your login email within one week of your troop being registered, visit gsnutsandmags.com/gsdh, select "Login," then "Forgot your password?" Also check spam/junk folders. If you still can't log in, email help@gsdakotahorizons.org

How does my Girl Scout set up her digital Fall Product Program storefront?

Your girl should have received an email from her troop co leader with a personal link to the online system. The link will start with a 2-minute video with step-by-step instructions for set up. Missed the email to get started? Click [here](#)

How does my girl send the link to friends and family?

Click [here](#) after September 25th for a quick tutorial on how to share your girl's storefront.

I have orders on a paper order card. How do I enter those?

Parent/Adults can enter paper order card orders on the Girl Scout's Dashboard. You will use the "Manage Paper Orders" icon, to complete this. This process is simply updating totals for each product, based on the orders collected from your In-Person orders. Parents are locked out of the system and can no longer enter orders after **October 27th**. If you missed the chance to enter the paper orders, you will need to give all paper orders and money collected to your troop co-leader or Fall Product Manager by **October 28th**. They will enter the paper orders into the online system so the Girl Scout receives credit and rewards.

We received an online girl-delivered order that our family can't deliver. How do we remove it?

The caregiver or customer will need to contact support.gsnutsandmags.com to have the order canceled and removed.

When should a customer expect to receive a direct-ship order?

It usually takes 2-3 weeks from the initial order date, to receive your products. If it is past this timeframe, please contact M2 Customer support directly at 1-800-372-8520 or support.gsnutsandmags.com to inquire about the status of your order.

When should a customer expect to receive their magazines?

Magazine subscriptions usually take 8-12 weeks to begin arriving. This is the general time frame and could be less or more, depending on the title.

What do I do if a customer has a problem with their shipped products?

The customer should reach out directly to M2's Customer Care team. M2's Customer Care team is cross trained to handle tech support, and volunteer/participant inquiries. Call 1-800-372-8520 or email support.gsnutsandmags.com.

My Girl Scout's sales put her over the next reward threshold, but the system isn't showing she earned it. What's wrong?

The system can take 1-2 hours to update the rewards section after additional sales are received or entered.

When will a Girl Scout receive her personalized patch/reward?

After a personalized item is sent to production, it typically takes 8-10 weeks.

Can we combine orders for multiple products and ship everything together?

Different product lines (nuts/candy, magazines, and other featured items) ship from different vendors, so ordering and shipping happen separately for each.

For Troop Volunteers (TCLs & SUFPMs)

Why should my troop participate in the Fall Product program?

It's a quick, fun way for troops to earn start-up funds for memberships, events, camps, bridging, uniforms, and troop materials plus girls earn rewards and patches along the way.

What do I do if a girl is missing from my troop roster in MyGS?

If she has been very recently added, she may not show up in M2 right away as we load girls into the system weekly. If she is not listed, but is registered or renewed, she may be listed in another troop. In this case, we can look to see if we can find the girl and transfer the girl to the correct troop. This is easiest to solve through a phone call as there may be back and forth conversation to resolve the issue. Please contact us at 1-800-666-2141.

Note: Troop co-leaders do not have access to add or delete girls from M2. However, a Member Services Specialist would be happy to help with that. Please contact us at 1-800-666-2141.

I'm a volunteer with a Girl Scout also participating. Can I use the same email for both accounts?

Yes, after logging in you will be notified of which account (volunteer or Girl Scout) you're signing into.

I need more paper materials (order cards, flyers). How do I get more?

Additional order cards may be picked up at your local service center or check with your Service Unit Fall Product Manager. You can also print off an extra copy found on our website.

Access the [order card](#).

Also, order cards can be found on our website:

1. Click on *Cookies tab*
2. Click on *Fall Product Resources*
3. Scroll down to *For Girls*
4. Click on *Selling & Informational Resources*

You will find order cards, thank you cards, business cards and more.

Does M2 offer any type of receipt book or tracking form that FPMs can use when distributing product or rewards to troops? If not, is there a particular product or process you recommend councils use for documenting those handoffs and obtaining signatures?

The best way is to run the Delivery tickets by individual Girl Scout, sort the product and then have the parent/guardian sign the delivery ticket for the product that is received from the troop. The SU could also print this for their troops and have the troops sign. They can print one copy and have them sign. If the troop or parent/guardian wants a receipt, then they can take a picture of the signed version (or the SU or troop can print out two copies and just sign double - one for their records and one for troop or parent/guardian).

How do I enter and/or manage our Fall Program troop orders?

Troop orders for Fall Program can be managed through M2, our online order system.

Click [here](#) to access M2.

Follow these steps:

1. Log in as the troop manager
2. Navigate to the *Product Management* section and click on the paper order entry link
3. Click on the row for the girl you need to add the paper nut order
4. Enter the order card quantity for each nut and chocolate item sold on the paper order card
5. Save or update

Note: Do not enter online sales. Only enter paper order card totals.

Will Service Unit Fall Product Managers be able to enter or update girls' reward choices after the troop leaders lock-out date?

The Girl Scout families and troops are the only ones that are able to make reward choices. The SU doesn't have access to that, but they do have the ability to make order card entry updates, just not rewards.

Is there a report available in M2 that functions similarly to a delivery ticket and can be generated for each girl, showing her individual sales and rewards earned/selected?

There is a "Delivery Tickets" option that becomes available after the nut order is submitted by council. These tickets can be run by at the SU, troop and even for Girl Scout participants as well.

Will an ACH debit be used to collect funds due to council?

Yes, ACH withdrawals begin **November 13th**. Make sure sufficient funds are in the troop account at least seven days before the debit date. Processing times for deposits vary, so don't wait until the last minute - deposit collected funds promptly and encourage caregivers to turn in funds regularly.

When is the order period?

Order-taking begins September 25th for in-person and online sales.

When and where is the order delivered?

Orders are delivered to Service Units between November 23rd and November 27th. SU Fall Product Managers will contact troop co-leaders to arrange pickup times. Sort and distribute product to girls as quickly as possible so they can deliver to customers.

What if we received damaged product in the delivery?

Report damaged product by to your service unit FPM so they can report it to council by the **December 11th** deadline.

When do rewards ship?

Rewards begin shipping around December 1st. When rewards are received inventory them asap. Report damaged product by to your service unit FPM so they can report it to council by the **December 11th** deadline.

Shipping, Quality & Customer Service

I have not received my Fall Product Program order, and I don't know who I ordered them from.

Typically, the girls receive their product late November to early December so it can take some time for them to pick up, sort and deliver their orders. We would ask that you give the troop some time to deliver and advise you to reach out to our Member Services team around mid-December if you haven't received the order by then at 1-800-666-2141 or at help@gsdakotahorizons.org.

I have not gotten my (customer) online order yet. How can I check on my nut/chocolate or magazine order?

Our product vendor handles all online order inquiries, and they will be best equipped to answer your questions. Please contact M2 directly at 1-800-372-8520 or support.gsnutsandmags.com to inquire about the status of your order.

Why is shipping so expensive?

Shipping costs are determined by the shipping company. The Council does not receive any portion of the shipping costs.

My chocolate item has white on it - what's wrong?

This is called chocolate "bloom" and can happen due to warm weather during distribution or shipping. It does not affect the taste or quality of the product. Please contact M2 directly at 1-800-372-8520 or support.gsnutsandmags.com to discuss further.

My product arrived damaged. What do I do?

Was the product delivered by a Girl Scout?

If you have received damaged nuts or chocolates from a girl delivery, those can be exchanged at a local service center/office or they can be mailed out to you. Please contact our Member Services team at 1-800-666-2141 or at help@gsdakotahorizons.org to schedule an appointment to return an item at the service center or to arrange a mailed replacement.

Did you order the product online?

If the product was an online purchase and arrived damaged please contact M2 Customer Service at 1-800-372-8520 or visit support.gsnutsandmags.com.

Still Have Questions?

Where can I find more help?

Visit <https://www.gsdakotahorizons.org/en/cookies/product-program-resources/fall-product-resources.html> or contact our Member Services team at 1-800-666-2141 or at help@gsdakotahorizons.org.