



FREQUENTLY ASKED QUESTIONS

HOW DO I GET TREATS & READS MATERIALS FOR MY TROOP?

You will want to contact your Neighborhood Treats & Reads Manager, who is there to support you. If they are out of supplies, or you are unable to reach them, please fill out the [Troop Treats & Reads Materials Request](#).

WHAT ARE THE COSTS OF SHIPPING FOR DIRECT SHIP PRODUCTS?

Our product program partners, M2 and Ashdon Farms, continually work to get the best shipping rates.

For nut/candy products, it will default to the lower-cost shipping rate, but the customer can select the expedited option if they want their product more quickly.

Between Oct. 3-30, customers can choose the free, girl-delivery option if they are local and don't want to pay shipping fees.

For products that are not nut/candy, shipping rates differ by site. Please see below for all rate.

- **Personalized Product Shipping:** \$14.99 for the first item and \$4 for each additional item
- **Candle Shipping:** \$14.99 for the first item and \$4 for each additional item
- **Tervis Shipping:** \$8.99 first tumbler, \$7.99 for 2nd, \$4.99 for 3rd, then \$1 for each additional
- **BarkBox Shipping:** \$5 for one item and \$10 for 2+ items

2025 ONLINE CANDY/NUT STORE SHIPPING				
Product Subtotal			Standard	2-Day
\$1	-	\$30	\$11.95	\$28.35
\$31	-	\$60	\$16.20	\$36.10
\$61	-	\$90	\$26.20	\$49.35
\$91	-	\$150	\$41.95	\$81.85
\$151	-	Plus	\$45.95	\$89.95





WHOM DO I CONTACT IF I HAVE TECHNICAL ISSUES WITH THE M2 SYSTEM?

If you're encountering a system issue, you can contact M2 Customer Care at 800.372.8520 or submit a help request to support.gsnutsandmags.com. They are cross trained to handle tech support as well as volunteer/participant and customer inquiries.

TO WHOM DOES A GIRL SCOUT GIVE COMPLETED ORDER SHEETS?

Girl Scouts who take orders on the paper order card can either have their adult enter the orders directly into the M2 system, or they can get the order cards to their Troop Treats & Reads Manager by Oct. 26. The Troop Treats & Reads Manager must then manually enter the orders into the M2 system for them. All Treats & Reads orders are managed through the M2 system.

CAN A PARENT TOGGLE BETWEEN MULTIPLE GIRL SCOUT ACCOUNTS IN M2?

Yes, if the parent is using the same email address for each of their Girl Scouts, they can toggle between accounts.

WHY ARE THERE GIRL SCOUTS IN MY TROOP IN M2 WHO ARE NO LONGER REGISTERED WITH MY TROOP?

Due to the early timing of the program, all Girl Scouts from 2024-2025 and those renewed for 2025-2026 are uploaded. Girl Scouts who are showing in M2, but no longer in your troop will not affect your troop's per girl average or contest eligibility. If you need to have a Girl Scout moved out of your troop in M2 to another troop, please contact our Answer Center, answercenter@girlscoutsem.org or 314.400.4600, as soon as possible.

IF I AM BOTH A TROOP OR NEIGHBORHOOD VOLUNTEER AND A PARENT/CAREGIVER, CAN I ACCESS MY TROOP/NH AND GIRL SCOUT'S CAMPAIGN THROUGH MY ADMIN ACCESS?

You will have the ability to move between the admin site and the participant site via the menu at the top right corner of your dashboard screen. You will still have to log in when toggling between participant and admin sites.

- Participant site = gsnutsandmags.com/gsem
- Admin user site = gsnutsandmags.com/admin

I KEEP TRYING TO RESET MY PASSWORD AND AM NOT GETTING A RESET LINK.

Reset links could take up to 90 minutes to arrive. Please avoid clicking "reset password" multiple times, as it will keep starting the reset cycle each time, delaying the response. Click [here](#) for tips and tricks for logging in.