

2026 Fall Product Program FAQs

Q: How do I get my Girl Scout started?

A: Parents of registered Girl Scouts will receive a launch email on Wednesday, September 16, or a day early on Tuesday, September 15, if the email is queued by the troop leader/fall product chair. If the parent cannot find or did not receive the launch email, parents may use the link www.gsnutsandmags.com/gsni.

Q: What is the *holding tank* in M2OS?

A: When a Girl Scout/Parent tries to get started in M2OS using the general GSNI link or QR code, but the system cannot find the Girl Scout lands temporarily in the *holding tank*. This can happen for a variety of reasons including but not limited to:

- The Girl Scout has not been loaded into the M2OS system because her membership is not renewed for the new membership year.
- The troop is not Product Ready and has not been loaded into the M2OS system.
- The parent is using a different email.
- The troop number was unknown.
- The spelling of the Girl Scouts name is different than what is loaded into M2OS system. The name loaded will be the same as listed with the Girl Scout's membership.

When a Girl Scout is not found, the request to get started in M2OS is sent to the *holding tank*. The GSNI Product Program team checks the *holding tank* on a regular basis during business hours and either matches the Girl Scout appropriately in the M2OS system or notifies the parent/Girl Scout of what needs to be done to continue the process.

Q: Can a Girl Scout participate if her troop is not participating?

A: Yes. If a Girl Scout is interested in participating in Fall Product Program, but the troop is not participating please contact cookies4you@girlscoutsni.org to get started. The Girl Scout will participate as an individual and work directly with the GSNI Product Program team. She will earn the Girl Scout rewards as normal and will earn S'more Dough.

Q: What is S'more Dough?

A: S'more Dough is issued to Girl Scouts selling as individuals (not part of a troop) in place of troop proceeds. S'more Dough is a special card that will be loaded with funds based on sales ranges. These funds can be used at a GSNI store, towards membership renewal, GSNI programs and events, and more. For the 2026 Fall Product Program, this card will expire on September 15, 2027. If a Girl Scout will be participating in the 2027 Girl Scout Cookie Program as an individual, she should keep this card so S'more Dough earned can be added to the card.

Q: Are there any bonus offers for the Fall Product Program?

A: Yes, there are a couple of offers.

- Magazines – at checkout customer is given three options of a \$10 magazine subscription not already in their cart.
- Nuts and chocolates – at checkout of an online direct ship order, customers with at least 1 (non-donation) item in their cart will receive the opportunity to purchase one item from a choice of three items at a \$2 discount and no additional shipping fees. The items offered will be three of the following not already in their cart: Cranberry Trail, Dill Pickle Peanuts, Honey Roasted Peanuts, Hot Cajun Crunch, or Sweet Onion Snack Mix.

Q: Are there any new products?

A: Yes, there are many new products.

- Premium Magazine titles
- Nut Store
 - New Girl Scout tin – second in a series
 - New holiday tin
 - Cranberry Trail
 - Sweet Onion Snack Mix
 - Returning to the order card Dulce de Leche Owls and Raisins with a Chocolate Coating
- 10 new personalized products for a total of 36 items
- New candle fragrances, sizes, and types
- New BarkBox®

Q: Are there shipping charges for online orders?

A: If a Nut Store online order is ordered for girl delivery, there are no shipping charges. Nut Store orders for direct ship and all other products are shipped directly to the customer and [shipping charges do apply](#).

Q: What items are available for girl delivery?

A: The 16 items listed [on the order card](#) are available to be ordered online for girl delivery.

Q: Do I have to purchase from each online store front for the different items?

A: Yes, each product type is a different store front, however customers now have the ability to toggle between the stores instead of having to go back to the original email sent by the Girl Scout to access each store front.

Q: Is there something I can give a customer if they make a donation purchase?

A: We do have a [donation receipt](#) available that Girl Scouts can complete and share with their customers making a donation purchase.

Q: Who do I contact if there is an issue with an online order?

A: While Girl Scouts/Parents, volunteers, or customers are always welcome to contact the GSNI Product Program team at cookie4you@girlscoutsn.org, we have limited access to view information regarding direct ship orders. We encourage the customer to contact M2OS Customer Service at <https://support.gsnutsandmags.com> or 800-372-8520 with any questions or concerns regarding any of their online orders.

Q: Who do I contact with questions?

A: All are welcome to contact the GSNI Product Program Team at cookies4you@girlscoutsn.org with any questions. This email is monitored Monday-Friday during business hours.

We also encourage parents and volunteers to attend Product Program Office Hours on Tuesdays—August 25-November 10, at [12-1 p.m.](#) and [7-8 p.m.](#) We will also have special weekend office hours and monitoring the cookie4you@girlscoutsn.org email on October 24 and 25, at [3-5 p.m.](#) to assist with questions at the final steps of the program. Links to office hours are available above and also at www.girlscoutsn.org/fallproductprogram and [GSNI Fall Product Program Rallyhood](#). All program resources are also available at this website and Rallyhood links.

For parents, your Troop Leader or Troop Fall Product Chair may also be of assistance. For volunteers, your Service Unit Fall Product Coordinator is also a great resource for questions.

Q: Can we get more information on some of the new rewards?

A: There are three options of Amazon vouchers at different levels throughout the rewards. If a Girl Scout earns and chooses one or more of the Amazon vouchers, they will receive a voucher via email sent to their parent/primary caregiver with a link to a very large pre-selected shopping list. The Girl Scout will be able to shop the list and place the order on Amazon much like any order on Amazon. The order will be shipped directly to the Girl Scout.

Frosty Fridays is an ice-skating opportunity held on Fridays (October-May) from 7-9 p.m. at the Carlson Ice Arena in Rockford. Girl Scouts who earn and choose this reward will receive a gift card to attend a Frosty Fridays evening with an adult chaperone on their own schedule.

At the \$2,000+ reward level, there are two choices for Girl Scouts who reach this top level.

- Theater Tickets—The Girl Scout will receive a gift card to attend a show with an adult chaperone at either the Coronado Theatre in Rockford or the Paramount Theatre in Aurora to attend on their own schedule.
- Subscription Box—The Girl Scout will choose one of 6 subscription boxes (listed below) to receive monthly boxes for 6 months.
 - [IPSY](#)—the ultimate beauty subscription, delivering month drops of the most viral, coveted beauty curated for you.
 - [edZOOcation](#)—explore a captivating wildlife subscription box, where you can embark on a thrilling adventure while making a meaningful impact.
 - [Bookroo](#)—monthly, age-appropriate books to help raise readers.
 - [iBeautiful](#)—Best monthly confidence building, self care + empowerment subscription box for girls.
 - [universal yums](#)—A taste adventure every month.
 - [KiwiCo](#)—Tinker. Create. Innovate. Super fun, hands-on projects delivered every month.