Girl Scouts of Southeastern Michigan

GSSEM's 2021 Shop & Retail Changes Frequently Asked Questions

The COVID-19 pandemic has dramatically affected retail trends across the country, and shopping habits have shifted to online ordering and curbside service. The same is true for GSSEM council shops.

Please see the following questions and answers about GSSEM's expanded retail services, in-person shopping closures, and more.

Why is GSSEM closing council shops?
Effective March 15, 2021, GSSEM is ending in-person shopping at our Detroit and White Lake Council Shops and Camp Hawthorn Hollow and Camp Playfair trading posts. Year over year, GSSEM's in-store retail sales have decreased by about 50%. During the same period, online sales have increased by about 150%, and many volunteers have utilized GSSEM's curbside pickup at our service centers.

How can I get the Girl Scouts merchandise I need?
GSSEM is very excited to bring retail services to ALL areas of our Council. Curbside service will now be offered weekly at every service center, from 10:00 AM - 6:00 PM.

- Thursdays: Detroit, White Lake, and Flint Service Centers
- Fridays: Southgate and Port Huron Service Centers

Customers can also shop at gssem.org/shop and have merchandise delivered to their homes.

When will the new curbside service start?
The new curbside service will start the week of April 12, 2021.

Will there be a gap in retail services?
Yes. In order to prepare our enhanced curbside service in more locations, **curbside pickup will be suspended from Monday, March 15, through Friday, April 9, 2021**. During that time, full online shopping will still be available at gssem.org/shop.

What type of merchandise will I be able to order via curbside service?
All merchandise that we previously offered inside our shops will be available for curbside service, including official Girl Scout uniforms, accessories, badges, and books—as well as GSSEM's council merchandise and fun patches.

How will I be able to place a curbside order?
Curbside orders will be placed and paid for via a secure online form, which will be available at gssem.org/curbside on Monday, April 12, 2021.

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Can I still shop online? What will I be able to order?
Yes. No changes will be made to gssem.org/shop. GSSEM merchandise will also be available to purchase online

How will I be able to purchase specific event and camp merchandise in the future?
Starting this spring, you'll be able to order merchandise for a specific event and camp—such as t-shirts, hoodies, and fun patches—at the time of registration. Then, you'll be able to pick up your merchandise when you attend the event or camp.

Will any GSSEM council shop remain open for in-store purchases?
Yes. Starting Monday, April 12, 2021, you'll be able to shop in person at our Clinton Twp Council Shop, where we'll be following COVID-19 safety protocols.

Clinton Twp Council Shop Hours:*

- Monday - 10:00 AM - 6:00 PM
- Thursday - 10:00 AM - 6:00 PM
- Friday - 10:00 AM - 6:00 PM
- Saturday - 10:00 AM - 2:00 PM**

* Council shop hours start Monday, April 12, 2021.
** The shop will not be open on any Saturday, between May 31 and September 6, 2021.

How will I be able to pick up items like cookie packets and flyers?
Items you could previously pick up in a council shop, such as cookie packets and informational flyers, will be available at all curbside service locations upon request.

What will happen to the council shop spaces?

- The White Lake Council Shop will become a cookie cupboard* and storage space for GSSEM programs like Badge in a Box, and GO! Skills Kits.
- The Detroit Council Shop will become a storage space for GSSEM programs like Badge in a Box and GO! Skills Kits.

* The current White Lake cookie cupboard will become an additional meeting space for troops.