

# M2 Online System Help

**BRAVE.  
FIERCE.  
FUN!**

## M2OS Access

When all TPM Participation requirements are completed (*see Troop Supply Envelope*), you will receive an access email that will prompt you to create a password to access your M2OS Volunteer account.

You will be prompted to complete certain account information, as applicable - watch a short system training video, enter a mailing address, create your Avatar, and send access emails to the participants in your Troop.

You will be able to see a list of pre-uploaded girls. *Don't worry if not all girls show up on this list at the beginning of the sale.* Any girl not pre-loaded can simply register once the sale begins at: [www.gsnutsandmags.com/gskh](http://www.gsnutsandmags.com/gskh). They will then be added automatically to your Troop roster. Or, as the TPM, you will be able to ADD girls to your roster when the time comes to enter orders. All participants must be registered with GSUSA for the membership year 2026.

Girls can launch their accounts on September 5. Please note that the system will not accept any early participant activity; girls must wait until the sale launch date.

Participants can enter their own paper orders into their accounts until October 1, 11:59PM CT. If they do not enter their orders, you will need to do so through your troop volunteer account on October 2 - 3 by 11:59PM CT.

## Adding Girl Orders into M2OS

Troop Leaders must enter any orders not entered by caregivers into M2OS. Troop Product Managers cannot enter orders until after the cutoff for girls on October 1, 11:59PM CT

1. Choose *Paper Order Entry* from your dashboard.
2. Click on the girl's name to edit/enter orders. **DO NOT enter online girl-delivered products**
3. Enter her total nut/candy items by variety from her order card. Click Update. Make sure the totals match.

There is no SUBMIT button! Orders are transmitted for fulfillment automatically after the cutoff date.

**TIP:** Only order the exact number of nut/candy items sold. **Product cannot be returned to Council.**

**Girl Recognitions** are automatically calculated but choices **MUST** be made by girls/caregivers by November 10. Any choices not made will automatically default to council choices. Please note that recognitions will take 1-2 hours to update if any adjustments have been made to products sold.

## Product Management

Remember, all product is automatically submitted for fulfillment. There is no "submit" button.

- Coordinate with your Drop Site Coordinator to pick up your Troop's nut/candy items.
- Print a delivery ticket for each girl's order from your dashboard. Have the responsible caregiver count and inspect each item and sign the delivery ticket for your records. Provide a copy to the responsible caregiver.



# Troop Banking

Troops must have an active troop checking account. Contact your local Council office for additional details or assistance.

Payment is collected at the time of delivery: make checks payable to the Troop.

Deposit all money into your Troop bank account and keep all deposit bank receipts.

- It is best to write a deposit for each girl separately.

Amount *Due Council* will be deducted via an ACH debit upon completion of your *Troop End of Program Audit*. An unaudited troop will not be allowed to participate in the 2026 Cookie Program and a *Troop Deficiency Report* may be filed against the TPM.

- Find balance due by clicking the *Banking and Payments* link on your Troop dashboard. You will see an overview of all Troop sales and proceeds information.
- The *Reports* link shows even more detail. View the *Troop Orders Report* or download your Troop's delivery ticket and toggle on financial information for another view.



## Online FAQ's



**Q:** My girls are attempting to register and get a “Campaign is Currently Unavailable” message.

**A:** Girls cannot begin online account registration until the sale launch date.

**Q:** I entered the email addresses to send access notifications to the girls in my Troop, but they haven't sent, it says “Queued for Sending”. How long does it take to send?

**A:** Access emails will not be sent to the participants until the launch date of the sale.

**Q:** I am a Volunteer and have a daughter participating. Can I use the same email address for my Volunteer and Girl accounts?

**A:** Yes! You will be notified upon login as to which account you are signing on to. Volunteer accounts are accessed at: [www.gsnutsandmags.com/admin](http://www.gsnutsandmags.com/admin), and girl accounts are accessed at: [www.gsnutsandmags.com/gskh](http://www.gsnutsandmags.com/gskh).

**Q:** One of my girls received an online girl-delivered order that the family is unable to deliver. How do I remove it?

**A:** The parent/guardian (or customer) will need to contact M2 Customer Service to have the order cancelled and removed from the system. This cancellation **MUST** be completed **before** October 1.

**Q:** My girl received/entered orders that put her over the next reward threshold, but the system isn't showing that she earned the reward.

**A:** The system can take 1-2 hours to update the rewards section once additional sales have been received/entered.

