

Frequently Asked Questions – Fall Product Program - Troops

Q: I do not see one of my girls listed in M2OS, but she's on my eBiz roster; how do I add her?

A: eBiz and M2OS are not linked. We uploaded girls who were registered as of September 23. You will not be adding the girl, but letting the parent do it as she/he and her/his daughter set up their online account via gsnutsandmags.com/gsgla. The parent/girl will select the troop number from a list, and then, select the I Do Not See My Name from a list. This latter part will provide a pair of fields – first name, last name. Once saved, the girl will be added to your list. See the M2OS Guide for Troops for more information and further detail.

However, IF you get to the due date for the Initial Order and the girls who do not show on your list took orders on their order card, you will have an opportunity to add them then. How to do this is in the M2OS Guide for Troops.

Q: I did not get the email to sign up for M2OS—what can I do?

A: First check to make sure the message did not go into your spam folder. For Gmail users, check the Promotions tab, as some emails are being directed there.

If the message is not in your spam folder (or Promotions tab), contact your service unit fall product chair to make sure that the email address provided is correct – the person who completed the Troop Fall Product Chair Agreement was the person sent the email. If the person who submitted the form is not acting as the Troop Fall Product Chair, then a) the person who is should complete the form and b) the service unit fall product chair can add you as a user to M2OS.



Q: I have girls who don't want to (or cannot) do the online portion, how do they participate?

A: They can still take order card orders. After the parent deadline has passed, you will be able to add girls through the Paper Order Entry link. If you are entering your orders per girl, then you can enter her order here, too. If you are ordering via the Initial Booth Order, only add her name and leave the order part blank.

This feature will not be enabled until approximately 9pm 10/23, so you will not be able to add girls before then and should only do so in this scenario. If you have a girl who is getting a late start, send the parent the link – www.gsnutsandmags.com/gsgla - so she can, with her daughter, set up her storefront (avatar, send emails, etc.) and participate in the online portion.

Girls who do not – or cannot – participate online and have not set up an avatar will not earn the avatar patch even if their order card orders equal \$250.00 because they won't have created an avatar or sent emails.