

Early Bird Renewal 2025 FAQ for Volunteers

Thank you for your dedication to Girl Scouts! Below are answers to commonly asked questions regarding the Early Bird Renewal and Membership Reward to ensure a smooth renewal process for you and your troop.

1. How does a girl earn the Membership Reward, and what does it include?

- A girl earns the Membership Reward by selling **24+ packages of cookies** during the Cookie Program.
 - This reward covers her **membership renewal fee for the 2025-2026 Girl Scout year** at no cost to her family or troop.
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2. Does the troop earn proceeds on the first 24 packages sold?

- **No**, the troop will not receive proceeds on the first 24 packages sold by each girl who earns the Membership Reward.
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3. Who qualifies for the Membership Reward?

- **Troop Members:** Any currently registered girl who sells 24+ cookie packages qualifies.
 - **Juliettes & Girls on the Waitlist:** If they sold 24+ cookie packages, they also qualify!
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4. Can girls who are aging out apply the Membership Reward toward Lifetime Membership?

- **Yes!** Girls graduating from Girl Scouts can use the Membership Reward as a **discount toward Lifetime Membership** instead of a standard renewal. For girls who are graduating, a separate email will be sent with the process of applying the Membership Reward to their Young Alum Lifetime Membership.
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5. How will troop leaders and caregivers be notified of girls who earned the Membership Reward?

- Troop leaders and caregivers will receive an **email notification on April 1, 2025**, with:
 - The names of girls who qualified for the Membership Reward (as they sold 24 packages) or more.
 - Their unique GSUSA renewal codes
 - A list of girls who did not qualify
 - A step-by-step visual guide for applying the code
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6. What is the deadline to redeem the Membership Reward?

- All Membership Rewards must be **redeemed by September 30, 2025**.
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7. How does a troop track which girls have earned the Membership Reward?

- Troop leaders will receive an email on April 1 containing:
 - Girls who received the Membership Reward by selling 24 packages and their GSUSA codes
 - Girls who did not qualify for tracking purposes
 - Leaders should **confirm with caregivers** before finalizing renewals.
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8. How do we use the Membership Reward when renewing a girl?

- Use the code provided in the April 1 email and enter it at the checkout in **MYGS**.
 - A **secondary FAQ with screenshots** will also be included to walk you through the process.
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9. What happens if a girl who earned the Membership Reward has already renewed before receiving it?

- The family should:
 - Contact Customer Care at **800-822-2427** or **info@girlscoutscccc.org** to request a **refund**.

- Once refunded, they can **re-register using the GSUSA code** provided.
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10. What if a girl earns the reward but later decides not to renew?

- The reward may be transferred to another girl in the troop, or a waitlisted girl **before September 30, 2025**.
 - If unused by the deadline, it **expires and is not refundable**.
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11. Can a Membership Reward be used for an adult membership?

- **No**, this reward is **for a Girl membership only**, not for adult registration.
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12. What if my troop has no other girls to transfer the reward to?

- Consider recruiting a girl off the **waitlist**.
 - If unused by **September 30, 2025**, the reward expires and is not refundable.
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13. Do new girls who join after cookie season qualify for this reward?

- **No**, only girls who sold 24+ cookie packages during the 2025 Cookie Program are eligible.
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14. Who should I contact if I have issues applying for the Membership Reward?

- Reach out to **Customer Care** at **800-822-2427** or **info@girlscoutsgcc.org**.
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15. How will troops receive their Membership Reward codes?

- Troops will receive emails on April 1 from their **assigned Program Center**:
 - D'Arrigo Leadership Center: CPC@girlscoutsgcc.org
 - San Luis Obispo Program Center: SLOPC@girlscoutsgcc.org
 - Santa Barbara Program Center: SBPC@girlscoutsgcc.org
 - The Collection Program Center: OPC@girlscoutsgcc.org

- Thousand Oaks Program Center: TOPC@girlscoutscccc.org
 - Juliettes & Waitlist Girls will receive their email from Michelle Kienitz, mkienitz@girlscoutscccc.org
 - The email will include the girls who earned the Membership Reward, their renewal codes, girls who did not earn the Membership Reward, and the visual renewal guide.
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16. If a troop is disbanding, can those codes be turned over to the Service Unit to apply elsewhere?

- **No** – these funds will be returned to Council and are **not transferrable**. They will be used for **financial aid purposes**.