

# 2025 Early Bird Renewal 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.

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## 1. What is a Membership Reward?

- A membership reward is for any girl who sells 24 or more packages of cookies which both the troop and council has contributed the funds for a total annual membership due of \$45.
  - Troops do not earn funds on the first 24 packages sold which equals \$25.
  - The funds from the first 24 packages cover \$25, and Council covers the remaining \$20 for a total of \$45.
  - This reward covers her membership renewal fee for the 2025–2026 Girl Scout year.
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## 2. Who qualifies for the Membership Reward?

- **Troop Members:** Any registered Girl Scout who sells 24+ packages of cookies.
  - **Juliettes and Waitlist Girls:** If they sold 24+ cookie packages, they also qualify!
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## 3. Can girls aging out of Girl Scouts apply the reward to 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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## 4. How will leaders and caregivers be notified of qualifying girls?

- On **April 1 and April 2**, troop leaders and caregivers will receive an email with:
    - A list of girls who qualified and their \$20 **GSUSA discount codes**
    - A visual step-by-step renewal guide
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## 5. What is the deadline to redeem the Membership Reward?

- All Membership Rewards must be redeemed by September 30, 2025.
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## 6. How will I know which girls earned the reward?

- Troop leaders will receive an email on April 1 and April 2 showing:
    - Qualifying girls and their membership codes
  - Leaders should confirm with caregivers before completing renewals.
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## 7. How do I use the code to renew a girl's membership?

- Use the **GSUSA discount code** at checkout in **MYGS** when renewing a girl.
  - A visual step-by-step guide will be included in the email for support.
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## 8. What if a girl is renewed before the code is received?

- If a caregiver pays early:
  - Contact Customer Care at **info@girlscoutsgccc.org** or **800-822-2427** for a refund.
  - Once refunded, re-register the girl using the code.

## 9. What if a girl earns the reward but chooses not to renew?

- The code can be reassigned to another girl in the troop or on the waitlist.
- If not used by **September 30, 2025**, the reward expires and is not refundable.

## 10. Can the reward be used for adult memberships?

- No. The Membership Reward is for girl membership only.

## 11. Do new girls who join after cookie season qualify?

- No. This reward is only for girls who sold 24+ packages during the 2025 Cookie Program.

## 12. How will I receive the membership codes?

- Codes will be emailed April 1 and April 2 by your assigned Program Center:
  - **CPC** (D'Arrigo Leadership Center): **CPC@girlscoutsgccc.org**
  - **SLO Program Center**: **SLOPC@girlscoutsgccc.org**
  - **Santa Barbara Program Center**: **SBPC@girlscoutsgccc.org**
  - **The Collection**: **OPC@girlscoutsgccc.org**

- **Thousand Oaks Program Center:** TOPC@girlscoutsccc.org
  - **Juliettes & Waitlist Girls:** mkienitz@girlscoutsccc.org
- Each email will include:
  - A list of girls who earned the reward
  - Their codes
  - A visual guide for renewal

### **13. Can troop codes be transferred to the Service Unit if disbanding?**

- No. Unused codes return to the **Council** and are allocated as **financial aid**.
- Codes are non-transferable.

### **14. Who do I contact with questions or issues?**

- Email **info@girlscoutsccc.org** or call **800-822-2427**.