

Girl Scouts of Hawai'i Cookie Dough Program

Frequently Asked Questions



What is Cookie Dough?

Each year, Girl Scouts in Girl Scouts of Hawai'i troops may earn Cookie Dough Credits during the cookie season, which may be earned in lieu of traditional cookie rewards or by participating in special Council led projects.

During Cookie Season select "Cookie Dough" in eBudde in your Final Rewards submission. Cookie Dough may also be earned through Girl Scout participation in special projects, as determined and defined by GSH Council staff. Details will be confirmed as opportunities become available.

Cookie Dough is cumulative and can be redeemed (in whole dollar amounts; i.e. \$1, or \$12) as payment towards limited Girl Scout products and Council led activities.



Who can earn and use Cookie Dough?

ONLY the individual Girl Scouts who elect to earn Cookie Dough Program Credit can redeem it for Girl Scouts of Hawai'i qualifying selections. Cookie Dough may not be transferred to another member, council or redeemed for cash.

Your credit will be confirmed by email at the conclusion of Cookie Season or the qualifying event.

What if I did not receive the award notification?

Email our Council Cookie Team (cookies@gshawaii.org). We will verify your Girl Scout's Cookie Dough Program Credits amount(s), and expiration dates.



What can I use my Cookie Dough Credit for?

Cookie Dough Credits may **ONLY** be redeemed by submitting the Cookie Dough redemption form and is limited to the following options

1. Qualifying COUNCIL-LED Girl Scouts of Hawai'i program events, training and, camps;
2. Council & limited GSUSA retail items, as available at our local inhouse shop, and
3. Annual GSUSA membership.

Restrictions:

- Unfortunately, GSUSA national events and National Partner sponsored events DO NOT qualify for Cookie Dough credits. Cookie Dough is also separate from troop dues, activities and projects. It CANNOT be used toward troop related costs including, but not limited to: troop dues, troop treasuries, service unit/ troop led events, camps or items. Troop and Council wide proceeds are managed by separate accounting systems that cannot cross-over.
- Cookie Dough Program Credit expire at the end of the following Girl Scout membership year. (For example, Credits earned in Spring 2021 are valid through September 30, 2022)
- Credits CANNOT be redeemed through the on-line shop or through event registration portals.

How do I check my Cookie Dough balance?

Email our Council Cookie Team (cookies@gshawaii.org). We will verify your Girl Scout's Cookie Dough Program Credits amount(s), and expiration dates.



How do I redeem Cookie Dough?

It's important to plan early and to allow time for adjustments!

Cookie Dough can ONLY be redeemed by submitting the Cookie Dough Program Credits Form (gshawaii.org/cookie dough) at least seven days prior to event registration closing date and/or at the time of requesting a purchase for retail items. Participation is based on availability. You can NOT register or hold a spot through our normal event registration process.

For Council Led Events

Submit your request using the Cookie Dough Program Credits Form (www.gshawaii.org/cookie dough) at least seven days prior to event registration closing date. Participation is based on availability. DO NOT register or hold a spot through our normal event registration process. Reservations for events will NOT be held or secured until full payment is made.

Once your Cookie Dough redemption request is processed, a member of the Program team will follow up to confirm your event registration.



For Annual Memberships

Submit your renewal request using the Cookie Dough Redemption form (www.gshawaii.org/cookie dough) You CANNOT process this on the GSUSA membership site.

For Council Shop Retail Items

Credits can ONLY be redeemed for GSH retail items available at our local (Oahu) shop, which may include limited specific GSUSA merchandise. Credits are NOT redeemable through our online shop or through GSUSA. You will not be able to use a Cookie Dough credit, in any way, through the online shop.

To confirm what's available, visit our Aloha Shop (Oahu) during regular business hours or online [here](https://girlscouts-of-hawaii.square.site/) (<https://girlscouts-of-hawaii.square.site/>). You may also contact our Council Cookie Team (cookies@gshawaii.org) to review availability and pricing.

After you select your item(s) and submit the Cookie Dough Program Credits Form (www.gshawaii.org/cookie dough), the Council Retail team will confirm your requested items and hold them up to 30 days to allow time for you to complete any final payments if necessary. We'll notify you when your order is ready for pick-up. Cookie Dough cannot be used to cover shipping costs. Items will NOT be released until full payment is made.

What if I don't have enough credit for the event or item that I select?

If the amount of available Cookie Dough you are redeeming does not cover the entire amount of your selection GSH will contact you for the balance due. Complete payment of the balance must be received prior to completing the transaction.

Retail items or reservations for events will NOT be secured until full payment is made.

