

Cookie Dough Program Credits Frequently asked Questions

What is Cookie Dough?

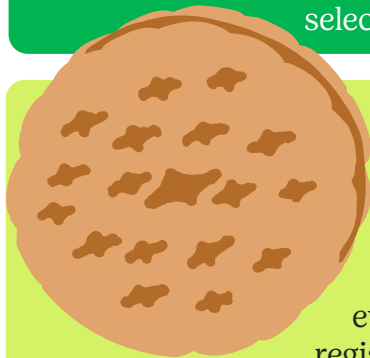
Each year, Girl Scouts may earn Cookie Dough Credits by participating in COUNCIL-LED activities like the Girl Scout Cookie Program and special Council Projects.

Cookie Dough Program Credits may be earned in lieu of traditional cookie rewards when selected in eBudde during Final Rewards submission. Cookie Dough is cumulative and can be redeemed (in whole dollar amounts; i.e. \$1, or \$12) as payment towards Girl Scout products and activities.

Cookie Dough may also be earned on special projects, as determined and defined by GSH Council staff.

Who can earn and use Cookie Dough?

ONLY the individual Girl Scout who elected to earn Cookie Dough Program Credit can redeem it for Girl Scouts of Hawai'i qualifying selections.



How do I redeem Cookie Dough?

It's important to plan early!

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. Participation is based on availability. You can NOT register or hold a spot through our normal event registration process.

If the amount of available Cookie Dough does not cover the entire amount of your selection GSH will contact you for the balance due, which must be received prior to completing the transaction. Reservations for events will NOT be held or secured until full payment is made.

When does my Cookie Dough expire?

Cookie Dough accounts expire on September 30th of the following membership year. (For example, credits earned in Spring 2021 are valid through September 30, 2022) – in general 16 months.



What can I redeem Cookie Dough for?

Cookie Dough Credits can ONLY be used for qualifying COUNCIL-LED Girl Scouts of Hawai'i program events, camps, COUNCIL retail items, or annual GSUSA membership. Cookie Dough may not be transferred to another member, council or redeemed for cash.



National GSUSA and other Program Sponsored events and products DO NOT qualify because proceeds are accounted by separate accounting systems that cannot cross-over.

Cookie Dough is also separate from troop dues, activities and projects. It CANNOT be used toward any troop related costs including, but not limited to: troop dues, troop treasuries, troop led events, camps or items.

It cannot be redeemed for cash or transferred. Cookie Dough Program Credit expires at the end of the following Girl Scout membership year.

Email our Council Cookie Team (cookies@gshawaii.org) to confirm specific qualifying uses and available products.

girl scouts 
of hawai'i

cookies@gshawaii.org
gshawaii.org/cookie dough
808.675.5536

What if my daughter earned Cookie Dough but we did not receive the notification?

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

Why can't I use my Cookie Dough for everything?

Cookie Dough Credits are GSH exclusive and can only apply to Council programs, events, retail and annual memberships. National, Program Partner and troop expenses are managed on separate systems and cannot be transferred.

Can I apply Cookie Dough through the GSH event/program/training registration?

NO. You must register EARLY for the event through the [Cookie Dough Program Credits Form](https://gshawaii.org/cookiedough) (gshawaii.org/cookiedough).

If the amount of available Cookie Dough does not cover the entire amount of your selection GSH will contact you for the balance due, which must be received prior to completing the transaction. Reservations for events will NOT be held or secure until full payment is made.



How do I use Cookie Dough for Girl Scout membership renewal?

Cookie Dough can be redeemed towards your Girl Scout's annual membership through Girl Scouts of Hawaii. You CANNOT process this on the GSUSA membership site.

Complete the [Cookie Dough Program Credits Form](https://gshawaii.org/cookiedough) (gshawaii.org/cookiedough) applying the credit to your membership. If the amount of your available credit does not cover the entire amount, you will be contacted to submit the balance due. This must be received prior to completing the transaction.

What retail items can I redeem with Cookie Dough?

Cookie Dough can be redeemed for retail items within Girl Scouts of Hawai'i inventory at our local shop. This includes a limited selection of vests, uniforms, special t-shirts, GSH Council patches and other items based on availability like cookie aprons and tablecloths!

Contact the [Council Cookie Team](mailto:cookies@gshawaii.org) (cookies@gshawaii.org) for details and pricing. We are able to hold these items for you during a 30 day processing time, while you complete the [Cookie Dough Program Credits Form](https://gshawaii.org/cookiedough) (gshawaii.org/cookiedough).

If the amount of available Cookie Dough does not cover the entire amount of your selection you will be contacted within 3 business days to prepay the balance due or arrange payment in cash at the time of pickup. Products will NOT be released until full payment is made.

How do I check my Cookie Dough balance?

Email our [Council Cookie Team](mailto:cookies@gshawaii.org) (cookies@gshawaii.org.) We will verify your Girl Scout's Cookie Dough Program Credits amount(s), and expiration dates. Cookie Dough accounts expire on September 30th of the following membership year. (For example, Credits earned in Spring 2021 are valid through September 30, 2022)

