

# Cookie Dough/OC Bucks/Juliette Dollars/Online Loot Frequently Asked Questions

## Cookie Dough/OC Bucks/Juliette Dollars

**What is Cookie Dough/OC Bucks/Juliette Dollars?** Cookie Dough/OC Bucks/Juliette Dollars are girl reward items earned for selling Fall Product and/or Girl Scout cookies. All expire on April 30 of the following Girl Scout membership year for example, Cookie Dough earned during the 2022 Cookie Season will expire on April 30, 2023. All can be used only with the Girl Scouts of Orange County.

**How can Cookie Dough/OC Bucks/Juliette Dollars be used?** Cookie Dough/OC Bucks/Juliette Dollars may be used to pay for:

- GSOC Council Service Fee
- Items purchased from the GSOC Shop only, not online
- Service Unit events and/or day camp
- Girl Scout resident or weekend camp (Council or Service Unit sponsored)
- Approved Troop/Group Travel (see [Troop Travel packet](#) for specific details)
- [Girl Scout destinations](#)
- Gold Award expenses
- Silver Award expenses (Juliettes only)
- Girl Scout Lifetime Membership submitted to Council office by September 1<sup>st</sup> (Girl Scout Ambassadors who are graduating high school only)
- Donations toward [Fund Her Success](#)
- Donations toward [Buy a Girl a Uniform](#)

**How do girls redeem Cookie Dough/OC Bucks/Juliette Dollars?**

- **For Council Service Fee** – Troop or parent completes online Membership process and Council Service Fee payment. Girl submits receipt & certificate to Troop Leader. Troop submits for reimbursement using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For GSOC Shop** – Girls submit their certificate at time of purchase. For fax, email, or mail-in Shop purchases, girls submit their card serial number in the credit card section of the order form. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as online tender.
- **For Service Unit Events or Day Camp** (local community) – Girls submit their certificate with their registration & signed permission slip to the Event Coordinator, Day Camp Director, or Troop Leader as noted on the event or day camp flyer. Event Coordinator, Day Camp Director, or Troop Leader completes the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For GSOC Resident/Weekend Camp or Council Events** – Girls register online for camp or event. Girls submit receipt and certificate using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Approved Troop/Group Travel** – Girls submit their certificate to their Troop Leader. Juliettes submit their Juliette Dollars for Group travel to the Travel Patrol Advisor. Troop Leader or Travel Patrol completes online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Girl Scout destinations** – Girls submit their certificate and a copy of their destination registration confirmation to Council using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Gold Award expenses** – Troop girls submit their certificate to their Troop Leader with receipts and explanations for how each purchase relates to their Gold Award project. Leader then submits the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Silver Award expenses (Juliettes only)** – Juliettes submit their Juliette Dollars and documentation using the online Cookie Dough [Reimbursement form](#)
- **For Girl Scout Lifetime Membership** – Girl Scouts graduating high school submit their certificate with a signed membership registration form and a check for the balance of the lifetime membership payable to

GSOC in Irvine.

- **For Fund Her Success** – Girls complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) and select the “Fund Her Success” option.
- **For Buy a Girl a Uniform** – Girls complete the [Donation form](#) and submit to the GSOC Girl Scout shop.

*Please note: Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online payment tender.*

**Can a Troop Use a Girl’s Cookie Dough/OC/Bucks/Juliette Dollars?** No. Cookie Dough and Juliette Dollars belong to individual girls, not a troop or group, so each girl makes individual choices on how to use them. Troop/Groups already benefit from the proceeds of each package of cookies sold. If a troop/group has asked girls to contribute individual funds towards approved Troop Travel (as defined in the [Troop Travel packet](#)) girls may pay with their Cookie Dough, rather than check or cash.

**What qualifies as Approved Troop Travel?** Troop Travel of 150 miles or more (300+ miles round trip) qualifies as a usage for Cookie Dough/OC/Bucks/Juliette Dollars, providing the trip has been approved by the Service Unit Coordinator and GSOC Program Department (as specified in the Troop Travel packet). Girls submit Cookie Dough as payment for qualified Troop Travel to their Troop Leader.

**How does a Service Unit or Troop Treasurer get reimbursed for Cookie Dough/Juliette Dollars received from girls?** Service Units and Troop Treasurers complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#). Please include a copy of the event flyer, approved Troop Travel form, or receipts with explanations of what each purchase was for and how it related to their Silver/Gold Award with the reimbursement form, and attach each girl’s Cookie Dough/OC Bucks/Juliette Dollars. Cookie Dough/OC Bucks/Juliette Dollars must be redeemed prior to the expiration date (regardless of the date of event or travel).

**How can I use Cookie Dough/OC Bucks/Juliette Dollars to pay for a Weekend Camp or GSOC event?** If you plan on using Cookie Dough/OC Bucks/Juliette Dollars for Resident/Weekend Camp or for any other Council Sponsored event where registration is offered on our website, register online and pay in full. Next, fill out the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) online. You will be reimbursed for the amount of Cookie Dough/OC Bucks/Juliette Dollars that is being applied to your registration after you participates in the program. Cookie Dough/OC Bucks/Juliette Dollars will not be reimbursed for non-attendance. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online payment tender

**What about Resident Camp?** Girls must first register online for Resident Camp with a deposit. Next, fill out the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) online. The amount submitted will be applied to the existing order. Any remaining balance due may be paid online. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online payment tender.

**How can I use Cookie Dough/OC Bucks/Juliette Dollars to pay for Day Camp?** Girls submit their certificate with their registration & signed permission slip to the Day Camp Director as noted on the event or day camp flyer. Day Camp Director will complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#). You will be reimbursed for the amount of Cookie Dough/OC Bucks/Juliette Dollars that is being applied to your registration after participating in the program. Cookie Dough/OC Bucks/Juliette Dollars will not be reimbursed for non-attendance; however, if the event is canceled, GSOC will issue new Cookie Dough/OC Bucks/Juliette Dollars. If the original card has now expired, GSOC will issue cards with expiration dates in the next cycle.

**What if I cannot pay for the entire amount?** Please e-mail [customercare@girlscoutsoc.org](mailto:customercare@girlscoutsoc.org) for assistance.

**What if I have enough Cookie Dough/OC Bucks/Juliette Dollars to pay for my entire Resident Camp, Weekend Camp, or Event?** Please e-mail [customercare@girlscoutsoc.org](mailto:customercare@girlscoutsoc.org) to arrange this payment.

**Can Cookie Dough, OC Bucks, and Juliette Dollars be used for online shop purchases?** No, however, if girls see an item online that is not labeled “online only” or begins with another council’s acronym, you can place an order with the shop by filling out the [special order form](#) and emailing [shopgs@girlscoutsoc.org](mailto:shopgs@girlscoutsoc.org) or faxing the form to the shop at (949) 461-8885. Shop staff will fill orders once a week while council offices are closed.



**Can Cookie Dough/OC Bucks/Juliette Dollars be used for an event that will happen after the Cookie Dough/OC Bucks/Juliette Dollars expires?** Yes, as long as a girl registers for the event prior to the expiration of the Cookie Dough/OC Bucks/Juliette Dollars and submits the [Reimbursement form](#) prior to the expiration date.

**Can Cookie Dough/OC Bucks/Juliette Dollars received after an event be used for reimbursement of the event?** No, the girl must have had the card at the time she registered for the event.

**Can Cookie Dough/OC Bucks/Juliette Dollars be redeemed after their expiration date?** No. Girls have a year or more to redeem these rewards prior to their April 30<sup>th</sup> expiration date. Expired cards will not be honored.

**Are Cookie Dough/OC Bucks/Juliette Dollars transferable?** No. They are a girl reward item, not a debit, credit or gift card and have no implied warranties. Unused value cannot be redeemed for cash or applied toward gift certificate purchases and does expire.

**Can a Girl redeem Juliette Dollars with a Troop?** No. Girls may not use Juliette Dollars for troop activities. Juliette Dollars belong to individual girls, not to a Troop. Troop/Groups earn proceeds in each product program. If a Group has asked girls to contribute individual funds towards approved Group Travel (not Troop Travel) girls may pay with their Juliette Dollars.

**How can Juliettes save for long term plans since Juliette Dollars expire?** Juliettes with long-term plans on file extending beyond the Juliette Dollars expiration date may, prior to the expiration date, complete the online [Juliette Dollars Extension Request](#). Extensions are for Juliette Dollars only and are not applicable for Cookie Dough. Extensions must be requested prior to the expiration date.

**Can Juliette Dollars be combined with Cookie Dough and/or Online Loot to pay for events, activities or shop purchases?** Yes!

**Can I use Cookie Dough/Juliette Dollars to make a donation to GSOC?** Yes! Girl Scouts can use their Cookie Dough/Juliette Dollars to donate to our Fund Her Success Campaign to demonstrate their commitment to philanthropy. A donation of \$50 or more will receive a commemorative "Fund Her Success" Campaign Patch!

**Why is the April 30, 2020 expiration date for Cookie Dough, OC Bucks & Juliette Dollars being extended?** Many Girl Scouts of Orange County events and camps are being cancelled or postponed due to the evolving situation involving COVID 19. We want to give girls the opportunity to use this reward for future events. All unused Cookie Dough, OC Bucks, and Juliette Dollars with the expiration date of April 30, 2020 will be extended to September 30, 2020. Girls can use their certificates for events and activities that have been postponed, to pay for Day Camp, Council Service Fees, Service Unit and [Council Events](#) or redeem to their Troop for approved Troop Travel plans using the [Cookie Dough Reimbursement form](#).

**Will the Cookie Dough, OC Bucks and Juliette Dollars used for a cancelled council event/camp be reimbursed?** Yes! Any Cookie Dough, OC Bucks and Juliette Dollars used to pay for camp and council events that have now been cancelled will be reissued for the amount used to pay for the camp/event and will expire on April 30, 2021.

## **NEW! Online Loot**

**What is Online Loot?** Online Loot is a girl reward item earned for selling Girl Scout cookies, which can be used for shop purchases made online. Girls have the option of selecting "Online Loot" at every reward level that has "Cookie Dough" as a reward choice. Online Loot is good for a year or more, expiring on April 30<sup>th</sup>, and can only be used for **online** Girl Scout Shop purchases.

**How is Online Loot used?** Online Loot can be used for shop purchase made **online only**. Online Loot can also be used to pay for shipping costs associated with online orders.



**How do girls redeem Online Loot?** Girls receive an email after the cookie program ends with a unique serial number to be used at the **online** Girl Scout shop. Girls can use the same serial number over multiple transactions until their balance is exhausted.

**Can Online Loot be exchanged for Cookie Dough, OC Bucks, Juliette Dollars, or a reward item?** No.

**Can lost Online Loot be replaced?** No. Online Loot cannot be replaced if lost.

**Can a Troop Use a Girl's Online Loot?** No. Online Loot belongs to individual girls, not a troop or group, so each girl makes individual choices on how to use them. Troop/Groups already benefit from the proceeds of each package of cookies sold.

**Can Online Loot be redeemed after their expiration date?** No. Girls have a year or more to redeem these rewards prior to their April 30<sup>th</sup> expiration date. Expired serial numbers will not be honored.

**Is Online Loot transferable?** No. It is a girl reward item and has no implied warranties. Unused value cannot be redeemed for cash and does expire.