

General Questions:

Who do I contact with questions not answered here?

Please contact Customer Care at 888.350.5090 or customerservice@gsw.org.

How long do I have to spend Cookie Dough?

Cookie dough must be redeemed by December 21, 2018.

How do I check my Cookie Dough balance?

You can check your balance at any time! Visit gsw.org/cookie dough balance and enter the cookie dough code, business ID and the CVV code provided in the Cookie Dough email/letter you received. Balances are also provided in all confirmation emails so you can keep your cookie dough account balanced.

What is the difference between contributing cookie dough to the troop and giving the troop leader a girl's unique code?

Contributing cookie dough to the troop allows the troop leader to spend the cookie dough on the troop as a whole, other girls and even adults. Giving a girl's unique code to the troop leader ensures that the dough will be spent on that girl, the troop leader is just taking care of the transaction. This distinction ensures that the girl is the one deciding how her dough should be spent, which is how it should be—she earned it!

Membership Renewal Questions:

Why are partial payments not accepted for membership renewal?

It's a system requirement and council business policy that membership must be paid in full at the time of renewal.

Can a troop leader complete membership renewal using a girl's cookie dough?

Absolutely! Troop leaders are asked to manage this in their troop by ensuring they have the parents/caregivers permission to use the girl's cookie dough in that manner and must get the girl's individual code from the family. The troop leader form will have a section to enter the girls' names and codes to make this easy to do!

(Note: Troop leaders will not be provided with a girl's individual code, this information will only be released to the family.)

What if a troop leader only has enough troop cookie dough to cover a few of the girls in the troop?

The troop leader would complete the form for troop renewal for just the troop members that can be fully covered by cookie dough (the form will have a section for names to be listed). The remaining troop members would need to be renewed by the troop leader or individual family through the MyGS member community with another form of payment.

Would you like a hard copy of your Cookie Dough codes?

Contact Customer Care at 888.350.5090 or customerservice@gsw.org!

Program Event/Camp Registration Questions:

Can I pay a portion of a registration fee with cookie dough?

Partial payments (combining cookie dough with payments already made or cash/credit payments made in the future) are only accepted for day and resident camps. To be registered into a program event, the full registration fee is required at the time of registration. This is due to system requirements and council business decisions.

Can a troop leader use individual girl cookie dough to register her for an event or camp?

Absolutely! Troop leaders are asked to manage this in their troop by ensuring they have the parents/caregivers permission to use the girl's cookie dough in that manner and must get the girl's individual code from the family. The troop leader form will have a section to enter the girls' names and codes to make this easy to do!

What if I want to register for two different program events using cookie dough?

The simplest way to do this is to complete the form twice but you do have the ability to write in two different program events in the program event field. Just be mindful to provide all the information for both program event registrations to be completed!

Note: Troop leaders using girl dough to register girls for multiple events should fill out the form once per event or contact Customer Care to expedite the registration process.

Can I register for a program event using cookie dough before registration for the event opens?

Cookie dough registration requests for program events will not be accepted more than seven days before registration actually opens for that event. Actual registration into the event won't occur until registration is officially open but it does allow cookie dough users to get the request in so that the use of cookie dough doesn't create a disadvantage to program event registration.

Will the event fill before my registration request is completed?

Cookie dough requests are received immediately upon submission (during regular business hours) and will be processed in a timely manner.

Note: If you are concerned about registration filling, please contact Customer Care to expedite registration. If an event is full when we receive your request, we'll notify you.

Can I register my troop for Troop Adventure Camp (TAC) using the cookie dough form?

Cookie dough can be used for TAC balances and excursions but will use a TAC specific form that will be sent directly to troops that have already registered for TAC.

The form is asking for a day camp ID—where do I get that?

Day camps that are hosted by volunteers (supported by council staff) have the ID listed on their individual day camp registration forms. Please see your day camp registration form, a member of the day camp volunteer staff, or contact Customer Care.

Membership Renewal AND Program Event/Camp Registration

Can you apply Cookie Dough to both?

Yes, both families and troop leaders can do this! Fill out the form once, selecting both membership renewal and program event/camp registration and complete all the necessary sections. There is also help text on the form itself to help guide you!