

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 2023 Cookie Season will expire on April 30, 2024. 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 \$10 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 Travel (see the Troop Travel packet for specific details)
- [Girl Scout Destinations](#)
- Gold Award expenses
- Silver Award expenses
- Girl Scout Lifetime Membership submitted to Council office by September 1st (Girl Scout Ambassadors who are graduating high school only)
- Donations toward [Fund Her Success](#)

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

- **For \$10 Council Service Fee** – Troop or parent completes online Membership process and \$10 Council Service Fee payment. Troop Leader/Troop Treasurer or parent submits receipt & Cookie Dough/OC Bucks/Juliette Dollars electronic certificate for reimbursement using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For GSOC Shop** – Girls submit their Cookie Dough/OC Bucks/Juliette Dollars electronic 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 [Shop order form](#). Cookie Dough/OC Bucks/Juliette Dollars cannot be used as online tender.
- **For Approved Troop Travel** – Girls submit their Cookie Dough/OC Bucks electronic certificate to their Troop Leader/Troop Treasurer. Juliettes submit their Juliette Dollars electronic certificate to Troop Leader/Troop Treasurer of Troop they're traveling with. Troop Leader/Troop Treasurer completes online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Girl Scout destinations** – Girls submit their Cookie Dough/OC Bucks/Juliette Dollars electronic 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 Cookie Dough/OC Bucks electronic certificate to their Troop Leader/Troop Treasurer with receipts and explanations for how each purchase relates to their Gold Award project. Troop Leader/Troop Treasurer then submits the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#). Parents of Juliettes will submit their girl(s) Juliette Dollars and documentation using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Silver Award expenses (Juliettes only)** – Parents of Juliettes submit their girl(s) Juliette Dollars and documentation using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Girl Scout Lifetime Membership** – Girl Scouts graduating high school completes online Lifetime Membership process. Girl then completes reimbursement using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).

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, OC Bucks and Juliette Dollars belong to individual girls, not a troop, so each girl makes individual choices on how to use

them. Troops already benefit from the proceeds of each package of cookies sold. If a troop 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/OC Bucks/Juliette Dollars, 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 Lead and GSOC Global Action Team (as specified in the Troop Travel packet). Girls submit Cookie Dough/OC Bucks/Juliette Dollars electronic certificate as payment for qualified Troop Travel to their Troop Leader.

Can I use Cookie Dough/OC Bucks/Juliette Dollars for Travel Patrol trip? Yes, Travel Patrol trips are Sponsored by GSOC. Troop Leader/Troop Treasurer or parent must first register the girl(s) for the Travel Patrol trip and pay the deposit. Next, fill out and submit the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) prior to the trip taking place. You will be reimbursed for the amount of Cookie Dough/OC Bucks/Juliette Dollars that is being applied to your registration. 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.

How can I use Cookie Dough/OC Bucks/Juliette Dollars to pay for a Resident or Weekend Camp? Troop Leader/Troop Treasurer must register online and pay the deposit amount first. Next, fill out and submit the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) prior to camp taking place. You will be reimbursed for the amount of Cookie Dough/OC Bucks/Juliette Dollars that is being applied to your registration. 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.

How can I use Cookie Dough/OC Bucks/Juliette Dollars to pay for a GSOC event? If you plan on using Cookie Dough/OC Bucks/Juliette Dollars for a Council Sponsored event where registration is offered on our Council, Troop Leader or parent must register online, and pay in full. Next, Troop Leader/Troop Treasurer or parent submits the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) prior to the event taking place. 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 if I cannot pay for the entire amount? Please e-mail 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? Troop Leader/Troop Treasurer or parent fills out and submits Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) for the full amount of camp or event. You will be notified by Customer Care as soon as the reimbursement is complete.

Can Cookie Dough/OC Bucks/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 or faxing the form to the shop at (949) 461-8885.

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 the girl is registered 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 Cookie Dough/OC Bucks/Juliette Dollars electronic certificate at the time she registered for the event or received it to submit prior to the event.

Can Cookie Dough/OC Bucks/Juliette Dollars be redeemed after their expiration date? No. Girls have 9 months to a year or more to redeem these rewards prior to their April 30th expiration date. Expired Cookie Dough/OC Bucks/Juliette Dollars 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.

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/OC Bucks. Extensions must be requested prior to the expiration date.

Can Juliette Dollars be combined with Cookie Dough/OC Bucks to pay for events, activities, or shop purchases? Yes!

Can I use Cookie Dough/OC Bucks/Juliette Dollars to make a donation to GSOC? Yes! Girl Scouts can use their Cookie Dough/OC Bucks/Juliette Dollars to donate to our Fund Her Success Campaign to demonstrate their commitment to philanthropy. Girls/parents complete the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) and select the “Fund Her Success” option. A donation of \$50 or more will receive a commemorative “Fund Her Success” Campaign Patch!

Will the Cookie Dough/OC Bucks/Juliette Dollars used for a cancelled council sponsored event/camp be reimbursed? Yes! Any Cookie Dough/OC Bucks/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, 2023.

Online Loot

What is Online Loot? Online Loot is a girl reward item earned for selling Girl Scout product, which can be used for shop purchases made online. Girls have the option of selecting “Online Loot” as a reward choice. Online Loot expires on September 30th, 2024 as decided by GSUSA. Online Loot can only be used for **online** Girl Scout Shop purchases through GSUSA’s shop. (Online orders placed for in-store pick up are not eligible for payment with Online Loot.)

How is Online Loot used? Online Loot can be used for GSUSA 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** GSUSA 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 September 30th 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.