

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 2024 Cookie Season will expire on April 30, 2025. 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 for Girl Scout Membership
- Items purchased from the GSOC Shop and items that are available to order to the shop by request from <https://www.girlscoutshop.com/>
- 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 1st (Girl Scout Ambassadors who are graduating high school only)

How do Girl Scouts redeem Cookie Dough/OC Bucks/Juliette Dollars?

- **For Council Service Fee for Girl Scout's Own Membership**– Troop or Caregiver completes online Membership process and Council Service Fee payment. Troop or Caregiver submits receipt & copy of emailed certificate for reimbursement using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#). Please note that this can only be applied for a Girl Scout's own membership.
- **For GSOC Shop** – Girl Scouts can redeem their Cookie Dough/OC Bucks/Juliette Dollars at time of purchase in-store by providing their Cookie Dough/OC Bucks/Juliette Dollars serial number. They can also place an order with the shop by emailing shopgs@girlscoutsoc.org or calling at (949) 461-8802 and providing your serial number to be applied towards your purchase. Cookie Dough/OC Bucks/Juliette Dollars cannot be used as an online tender.
- **For Service Unit Events or Day Camp** (local community) – Girl Scouts 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](#) with a flyer from the event.
- **For GSOC Resident/Weekend Camp or Council Events** – Girl Scouts register online for camp or event. Girl Scout submit receipt and certificate using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) prior to the event.
- **For Approved Troop/Group Travel** – Girl Scouts submit copy of emailed 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](#) with a copy of the approved travel itinerary.

- **For Girl Scout Destinations** – Submit a copy of your email acceptance to the [Destination](#) and the Destination registration confirmation to GSOC using the online Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#).
- **For Gold Award expenses** – Troop Girl Scouts 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](#). Reimbursement must be submitted no later than the membership year as the Gold Award was completed.
- **For Silver Award expenses (Juliettes only)** – Juliettes submit their **Juliette Dollars** and documentation using the online Cookie Dough [Reimbursement form](#). Please note: Cookie Dough, OC Bucks and Online Loot may not be used towards Silver Award expenses. Reimbursement must be submitted no later than the membership year as the Silver Award was completed.
- **For Girl Scout Lifetime Membership** – Girl Scouts graduating high school submit their Cookie Dough/OC Bucks/Juliette Dollars email certificate with the Lifetime Membership registration receipt to Council 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 Scout's Cookie Dough/OC Bucks/Juliette Dollars? No. Cookie Dough and Juliette Dollars belong to individual Girl Scout's, not a troop or group, so each Girl Scout 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 Level 4 or higher qualifies if approved by the GSOC Global Action Team, as specified in the [Troop Travel Guidelines](#). Submit Cookie Dough as payment to your Troop Leader, who will then request reimbursement for the troop.

What qualifies as approved GSOC Travel Patrol? GSOC Travel Patrols are volunteer-led special interest groups focused on travel, activities, and Girl Scout led itinerary planning. To redeem Cookie Dough or Juliette Dollars, first register for the [GSOC Travel Patrol program](#), then complete a [Reimbursement form](#) with your registration receipt, for reimbursement. Please note: Cookie Dough, OC Bucks and Online Loot may not be used towards Silver Award expenses.

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 email certificate. 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 Sleepaway/Weekend/GSOC Day Camp or for any other Council Sponsored event where registration is offered on our website (except Service Unit Day Camps), register online, and pay deposit (if applicable) or in full. Next, fill out the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) online prior to Sleepaway/Weekend/Camp or GSOC event. You will be reimbursed to the credit card used to make payment on the Sleepaway/Weekend Camp or GSOC event registration and the Cookie Dough/OC Bucks/Juliette Dollars will be applied directly to the registration. Cookie Dough/OC Bucks/Juliette Dollars will not be reimbursed for non-attendance and cannot be used as an online payment



tender.

What about Sleepaway Camp? Girls must first register online for Sleepaway Camp with a deposit. Next, fill out the Cookie Dough/OC Bucks/Juliette Dollars [Reimbursement form](#) online and submit it prior to the first day of Sleepaway camp. 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 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 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 emailing shops@girlscoutsoc.org or calling at (949) 461-8802.

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 Cookie Dough/OC Bucks/Juliette Dollars email certificate at the time of registering 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 30th expiration date. Expired cards will not be honored.

Are Cookie Dough/OC Bucks/Juliette Dollars transferable? No. They are a Girl Scout 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.

Online Loot



What is Online Loot? Online Loot is a Girl Scout reward item earned for selling Girl Scout cookies, which can be used for shop purchases made at [GSUSA Shop](#). Girls have the option of selecting “Online Loot” at every reward level that has “Cookie Dough” as a reward choice.

When does Online Loot expire? The expiration date for Online Loot is April 30th and can only be used for **online** Girl Scout Shop purchases at [GSUSA Shop](#).

How is Online Loot used? Online Loot can be used for shop purchase made **online only from** [GSUSA Shop](#). 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 [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. This reward is issued by our national organization, GSUSA and cannot be exchanged for Cookie Dough, OC Bucks, or Juliette Dollars once it is in the process of being or is created.

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 9:00 pm on the April 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.