

2019 Membership Renewal FAQ

How do I renew my membership?

Members can renew by logging in to their MyGS. Be sure to click over to the “next year” to renew.

Families can renew their whole family and Troop Leaders and Co-Leaders can renew any girl or adult member that shows on their current roster. Members of a troop should talk with their Troop Leader and/or Co-Leader about who is responsible for renewal. Each troop handles renewal and membership fees differently.

Adults can upgrade their membership to a Lifetime Membership through family or troop renewal. Lifetime memberships are currently \$400. Young alumni (past or current members under 30) receive a discount of \$200. *Contact customercare@girlscoutsoaz.org to make payment for the discounted rate.*

What are the renewal incentives this year?

Troops that renew will receive the following incentives.*

Renew By...	Receive...
May 1 st	<ul style="list-style-type: none"> • \$5 credit in Early Bird Bucks per renewed member • An extra \$0.05 cents earned per box of cookies sold during the 2019 Cookie Program • Patches for each renewed girl
May 1 st - May 13 th	<ul style="list-style-type: none"> • An extra \$0.05 cents earned per box of cookies sold during the 2019 Cookie Program • Patches for each renewed girl
May 14 th – May 27 th	<ul style="list-style-type: none"> • An extra \$0.03 cents earned per box of cookies sold during the 2019 Cookie Program • Patches for each renewed girl
May 28 th - July 1 st	<ul style="list-style-type: none"> • Weekly drawing for one Troop Prize and one Leader Prize • Every troop that qualified for Early Bird in May is also eligible for the weekly drawings • Patches for each renewed girl

*To qualify, each troop must:

- Have leader and co-leader currently registered as approved volunteers with current, eligible background checks
- Renew 80% of the troop (troop = girl + adult members)
 - Rosters have been pulled on each troop as of April 27th 2018 to serve as a comparison.
 - It is the Troop Leader or Co-Leader’s responsibility to have an up-to-date roster in MyGS. If you need assistance updating your roster, please contact Customer Care at 1-800-331-6782 or 520-327-2288.
 - Girls who have aged out of Girl Scouts will not be counted towards the 80%, but council must be notified.
- Be an active and formed troop prior to April 27, 2018
- Complete the Annual Troop Finance Report and Survey by June 30, 2018 in the Volunteer Toolkit

What if my Girl Scout is an Individually Registered Member?

She will receive the official Early Bird patch! If she renews on May 1st, she will receive \$5 credit in Early Bird Bucks!

Can I renew using Cookie Dough or Cookie Credit?

Yes! Troops and families can use Cookie Dough or Cookie Credit to renew membership by completing and submitting the form located on our website through July 31st. After July 31st, you can pay by Cookie Dough or Cookie Credit by visiting or calling a Council Shop.

Payments will be processed upon complete information received and may take up to 7 business days to reflect in MyGS. Troops that submit this form close to a deadline will have the time the form is received honored as their time of renewal if all information is complete and accurate.

If you are paying with Cookie Dough or Cookie Credit prior to the May 1st deadline for the \$5 per renewed member credit, the \$5 will be credited back to the Troop the member is a part of. **This does not apply to girls who are Individually Registered.*

How do I know if my Troop has met the requirements to receive an incentive?

Troop Leaders and Co-Leaders can calculate the percentage of renewed members by taking the total number of renewed members in their troop and dividing it by the number of members in their troop active on April 27, 2018. For example, if you have 20 members in your troop and 16 renew, you will have met the 80% requirement.

Troops will be notified by council staff only if they have received the incentive. Notifications will be sent by email to the Troop Leader within two weeks after each renewal period deadline.

Will patches be mailed to each renewing member?

Patches will be available for troops and individually registered girls to pick up in each Resource Center starting in October. Troops living further than 20 miles away from a council shop can request to have them mailed after September 30th, or when the Troop Leader is confident that all girls have renewed that will renew.

How will my troop be credited the \$5 per renewing member?

Troops that have renewed at the 80% level by May 1st and have completed all other requirements will receive \$5 per renewed member in Early Bird Bucks. No matter what the form of payment is (debit or credit card online, over the phone, or in person) each troop or Individually Registered member will receive an Early Bird Buck Card. We anticipate these Early Bird Bucks to be ready in early October.

If cookie dough/credit was used for renewal by members of the troop, the \$5 credit will be on the Early Bird Bucks Card the troop receives.

If my troop does not meet the incentive criteria, will I still be credited \$5 for each 2019 membership in my family?

Only individually registered girls and troops that earn the incentives will be credited the \$5. This means that all qualifications have been met at the troop level or individual level.

Customer Care can be reached at 800-331-6782 or 520-327-2288 for additional information or to answer any questions.