

- **My Girl(s) are registered in eBiz, but is not listed in the troop roster?** We are uploading records from eBiz on a weekly basis. With the beginning of the year we have members added every day. If you do not find a girl's name, notify your Service Unit Chair. Council works with the Service Unit and Troop leaders to make sure records are added to troop before the end of sale.
- **I can't log on with the password I have?** Only designated Troop Administrators will be able to log-on to SNAP+. First, try to log on with the default email listed on the front cover of the Troop Cookie Chair Manual. If you have already changed the information to your email, you can request a password reset through the [abcsnap.com](http://abcsnap.com) website or contact the ABC Help Desk, your SU Cookie Chair or Council representative.
- **What does PGA mean?** Per Girl Average is a measure used for some of our Rewards. Total sales are divided by all the girls in the troop to determine PGA.
- **A girl was registered but is no longer participating, can she be removed from our list so PGA is not affected?** Yes, if a girl is no longer participating in your troop because they are no longer participating in Girl Scouts or, they have transferred troops or location, they can be removed. **Girls will not be removed if they choose not to participate in the Product Sale Campaigns.** Girls will not be added back to the troop after the sale. Any girl removed from the troop roster is ineligible to receive Troop rewards. By IRS guidelines for non-profits, all money earning activities are to be group activities and not provide private benefit to individuals or small sub-groups. Therefore, the entire troop must be accounted for when determining PGA rewards and proceeds.
- **What if my Troop earns the 450/PGA reward, but is not bridging or ready to go to Disneyland?** Your Troop will have the choice of receiving the scheduled reward or determined value of \$120.00/PG in additional proceeds or GSCCC program/shop credit.
- **What if my Troop/girl cannot attend the reward experiences?** Your Troop will have the choice of receiving the scheduled reward or determined value in additional proceeds or GSCCC program/shop credit.
  - 450 Troop PGA Disney/Golden Gate Bridge or \$100.00
  - 750+ Level, Super Seller Experience or \$100.00
  - 1000+ Level, Surf or Turf Experience or \$150.00
  - 1500+ Level, GoPro/Polaroid or \$200.00
- **Are parents, chaperones or other adults covered in Experiences Rewards?** The individual rewards are exclusively for the girls. Troop earning troop experiences will receive entrance fee for two chaperones for SF Bridging or Disneyland event.
- **How do we register and pay for Artemis?** Girls wanting to attend Camp Artemis, should register in eBiz, through the GSCCC Calendar at [www.girlscoutsgccc.org/events](http://www.girlscoutsgccc.org/events). When selecting payment, select discount code or deposit code **Cookies2016**. Continue registration as instructed, if girl does not reach level for reward, Balance due will be responsibility of parent/troop, girls will have option of releasing their registration spot.
- **How does my troop pay for the product?** Your Troop Leader or Product chair must confirm your banking information (Routing and Bank Account Number) in the system. Regular deposits must be made to your bank account and Council will process ACH Withdrawals.
- **Can we take credit card payments?** Yes, Troops and Parents can choose to use a credit card processing service such as PayPal or Square to accept payment. These are third-party processors and do charge transaction fees. Fees are the responsibility of the person accepting payment and will not be reimbursed by council. Many troops are finding that this is a successful way to increase their sales and the benefits in ease of use and increased volume outweigh the cost of the transaction fees. If you have more questions, please contact us.

Have questions, we did not answer here, please contact us.  
[cookies@girlscoutsgccc.org](mailto:cookies@girlscoutsgccc.org) or 805-232-3977.