

FAQ Virtual Program Credit

What if I didn't receive a program credit email? The emails were sent to the email address your Girl Scout was registered with. Please check all spam, promotions, and junk mail folders. If you still cannot find it, contact info@girlscoutstoday.org.

How do I check my balance? You can check your balance at any time by visiting <https://mps.bz/> and entering your 19-digit account number and CVV code received in the email.

What if I misplace my email or don't have a copy when I visit the shop? A council employee can look up your account number – but only for a girl or parent.

How do I use program credit at a Girl Scout shop? Bring your email or 19-digit account number to the shop.

Can I use program credit at the GSUSA online store? Yes, but you will need to contact info@girlscoutstoday.org to get a redemption code in order to use it. It does take a few weeks for us to receive the codes from GSUSA so you must contact us by April 1, 2023 in order to get the code and to be able to use it by May 1, 2023.

What if a troop leader needs to use my program credit to make a purchase at the shop? Troop leaders or another trusted adult may make purchases for a Girl Scout, but only if they have either a copy of the email or the account number with them.

Does virtual program credit expire? Due to IRS Guidelines, program credit from the 2022 cookie program will expire on May 1, 2023.

Can I register online for resident camp using virtual program credit?

To pay full amount with virtual program credits:

- Click cart
- Select "Pay in Full"
- Click "Checkout"
- Select "Gift Card" from the payment type options
- Enter the 19-digit account number in the "Gift Card Number" box
- Click "Make Payment" button
- You will be emailed a receipt.

To make partial payment with virtual program credits:

- Click cart
- Select "Other Amount"
- Enter amount to be paid
- Click "Update" link under the amount entered
- Verify the amount to be paid is correct
- Click "Checkout"

- Select “Gift Card” from the payment type options
- Enter the 19-digit account number in the “Gift Card Number” box
- Click “Make Payment” button
- You will be emailed a receipt.

Can my Girl Scout still use program credit at the camp trading post? If you will be using program credit at the camp trading post, you MUST bring your 19-digit account number and CVV code to camp check in.

How can I use program credit at a council-sponsored event where I register and pay through GSEIWI? Register for a council event by filling out the online link for virtual program credit listed with the event or at <https://gseiwi514.wufoo.com/forms/rrs4w9w117eusy/>

How do I use program credit at a service unit event or day camp? You must provide the following information: full account number and CVV code.

How do I “bank” program credit? Girl Scout Juniors, Cadettes, Seniors, and Ambassadors can bank their program credit in order to use it on troop trips, GSEIWI travel, or high awards. Reimbursement forms and details are available at www.girlscoutstoday.org under cookies+ program credit.

Can I redeem program credit for cash? No, program credit cannot be redeemed for cash.

Can I transfer program credit to someone else? Program credit is non-transferrable.

I am a volunteer, how am I reimbursed for program credits I have collected for an event? Volunteers can get reimbursed for program credits used for events by filling out a reimbursement form found on www.girlscoutstoday.org under cookies+ program credit. You will need to collect the account numbers and CVV code for each girl and enter that information on the form.

Can a volunteer who is running an event check program credit balances? You can check balances at any time by visiting <https://mps.bz/> and entering the card number and CVV code.

Can I get a refund of program credit once I have used it? No refunds will be made of any balance.

I still have questions – who should I contact? If you have any questions, please contact us at info@girlscoutstoday.org.