

# Early Bird FAQs



## **Why should my troop early bird?**

Besides the ah-maze-ing bonuses for girls, troops, and Service Communities, Early Bird makes life easier ON YOU. Let's face it: things are going to be busier in the summer, and it won't slow down when school begins. By registering now, you won't miss out on any of the any of the action in the fall, including the awesome program events.

## **What is the membership fee?**

\$25 for both girls and adults. Lifetime memberships for adults are \$400 for members age 30 and older and \$200 for young alumnae 18-29.

## **INCENTIVES**

### **What are the Early Bird bonuses?**

Ready to earn exciting bonuses during Early Bird re-registration? Nearly every week, there are new bonuses; AND all bonuses are cumulative! A few highlights: troops can earn an extra \$.05 per box of cookies sold during the 2019 Cookie Program and the chance to win a troop camping experience! Girls will earn an Early Bird Patch. Service Communities can earn up to \$450 in gift cards and an exclusive lunch with our very own CEO Maryann!

### **How we receive our patches?**

Patches will be distributed by Citrus staff to the Community team for disbursement to troops.

### **How are percentages calculated for Troop and Community bonuses?**

Troop and Service Community membership numbers as of March 20, 2018 will be used as the benchmark to calculate percentages. For example, if a troop has 10 girls and 4 adults as of March 20, in order to qualify for the Cookie Program bonus, the troop must re-register at least 8 girls and 2 adults by 11:59 p.m. on April 7.

### **What if girls on my troop roster have never participated?**

Unfortunately, there is no way for Council to confirm girl participation. In this case, we welcome troops to recruit new girls for the 2019 membership year during the Early Bird Registration period in order to meet the bonus incentives. For example, if a troop of 10 girls has 3 girls who are not active and/or will not be returning, the troop is invited to recruit at least one additional girl in order to meet the 80% girl benchmark. Please note that any new girls who are added only for the 2019 membership year will not be reflected on the current roster, but will be counted towards the Early Bird bonuses. New girls will display on the roster beginning October 1, 2018.

### **What if my girls opt-out of cookie recognitions...will they still receive the extra \$0.05 bonus?**

Absolutely! If your troop qualifies for the 'Extra \$0.05 per box of cookies sold' bonus by re-registering 80% of girls and 50% of adults by 11:59 PM on April 7, the troop will receive the bonus.

## ISSUES AND FIXES

### Having problems registering?

Email our Customer Care team at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org) with the parent/guardian name, girl name, troop leader, and problem description.

### My login is not working.

Try using a different email address. If that doesn't work, follow the "Forgot Username?" or "Forgot Password" prompts. If your account is not found, or you receive a "Contact Council" message, email our Troop Support Team at [troopsupport@citrus-gs.org](mailto:troopsupport@citrus-gs.org) for assistance.

### I received a message to contact Council.

Reach out to the Community Team Manager in your area or email the Customer Care Team at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org).

### I cannot see my troop/family.

If you are a Troop co-leader and cannot see the My Troops tab when you login to **MYGS**, email us at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org). If you are a parent/guardian and cannot see your Girl Scout's information under the "My Family" tab, email us at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org).

### My Girl Scout will join a new troop in the 2018-2019 year.

If your Girl Scout is joining a new troop or will become a Juliette (Individual Girl Scout) in 2018-2019, complete her Early Bird registration for the 2019 Membership Year in her current troop. Then use the Troop Transfer Request on our website to have her moved: <http://www.citrus-gs.org/en/ourcouncil/forms/troop-transfer-request-form.html>

### I added a new adult for 2019 and cannot see them on my roster.

If you added a brand new member and purchased a 2019 membership for them, they will not show up on your current roster until 10/1/2018, the beginning of the new membership year. The members who appear on your current roster are 2018 members.

### Leader Incentive

Troops that reregister 80% of girls and 50% adult members will qualify to receive 2 free t-shirts. Following the Early Bird campaign, an email will be sent to each qualifying troop with instructions on how to order their t-shirts. T-shirts will be distributed at the fall community meetings.

### Maryann's Backyard BBQ Incentive

If your troop qualifies for Maryann's Back Yard BBQ on May 12, 2018, you will receive an email invitation with event details and instructions on how to RSVP.

