

Spring Renewal FAQs

Why should my troop participate in Spring Renewal?

Besides the ah-maze-ing incentives for the girls and troop, registering in the spring 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 any of the action in the fall, including the awesome program events and Fall Product Program.

What is the membership fee?

Yearly membership is \$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 Spring Renewal Bonuses?

APRIL 1ST - MAY 20TH

Earn 5 cents per box incentive for 2020 Cookie Program. **To qualify for bonus:** Troop must renew 80% of girls and 50% of adults and participate in the Fall Product Program with a minimum of \$250 troop sales.

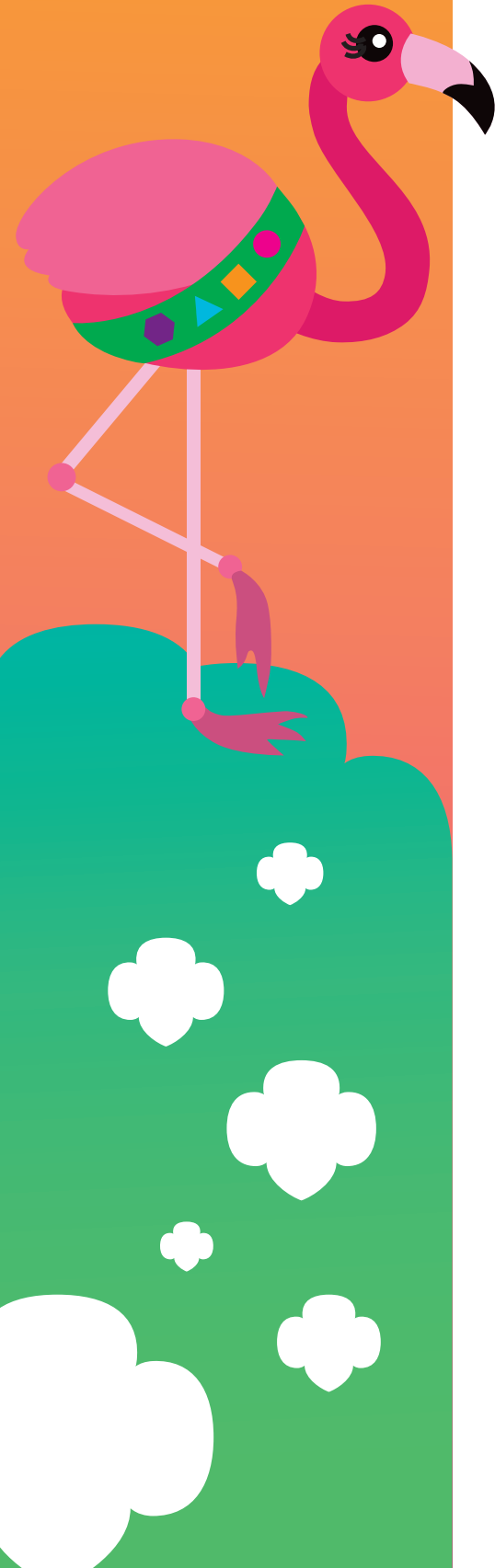
MAY 20TH - MAY 27TH

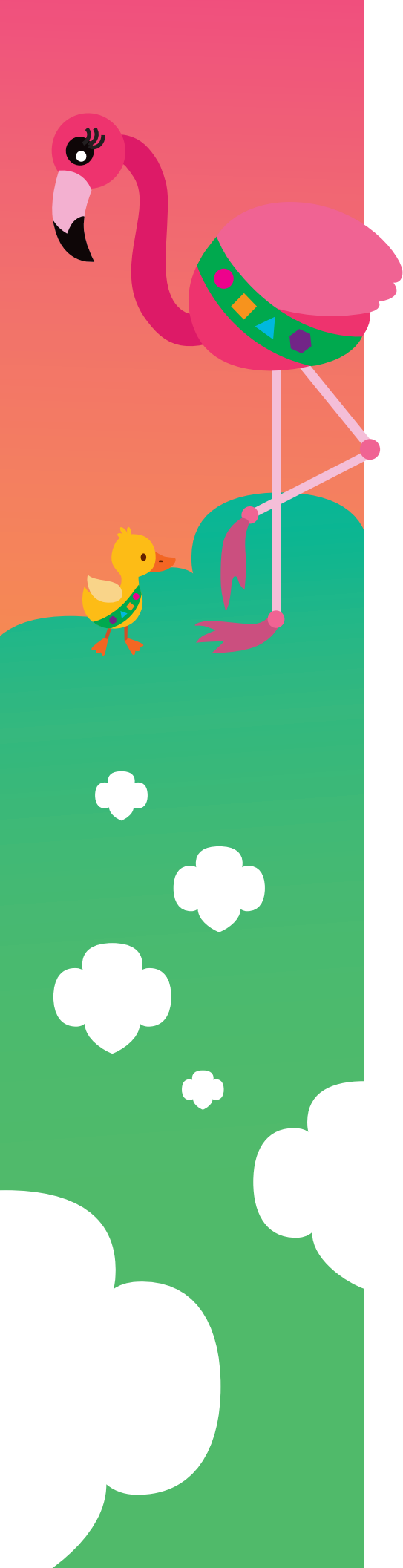
If your troop qualifies during the week of May 21-May 27, you'll be entered for a drawing for Splash Bash on June 1, 2019. Prize pack includes Event Registration, Snack, Meal and Cup vouchers on June 1, 2019 for up to 10 girls and 2 adults (Will refund if already registered for event). **To qualify for drawing:** Troop must renew 80% of girls and 50% of adults.

MAY 28TH - JUNE 15TH

Drawing for Day Passes at National Convention in Orlando in October 2020 for up to 10 girls and 2 adults. **To qualify for drawing:** Troop must renew 80% of girls and 50% of adults.

Service Community incentives for spring renewal are incorporated in the Citrus Super Community award. Please consult with your Community Team Manager for more information.





How are percentages calculated for Troop and Community bonuses?

Troop and Service Community membership numbers as of April 22, 2019 will be used as the benchmark to calculate percentages.

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 Spring Renewal 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. We highly encourage these new girls to register using the Extended Year option, making it only \$35 to participate in Girl Scout programs this Spring, over the Summer and throughout next year.

What if a new girl joins my troop?

A girl or adult who joins using the Extended Year Membership (valid from May 1-September 30, 2020) will also be included in the incentive if the troop qualifies for the incentives.

TROUBLE SHOOTING WITH TECHNOLOGY

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 Customer Care team at customer care@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 customer care@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 customer care@citrus-gs.org.

How will we receive our patches or totes?

Patches and Totes (for those who qualify) will be distributed at Community Team Conference this summer and directly to the troops at their first Community Meeting of the new school year.

My Girl Scout will join a new troop in the 2019-2020 year

If your Girl Scout is joining a new troop or will become a Juliette (Individual Girl Scout) in 2019-2020, complete her Spring Renewal registration for the 2020 Membership Year in her current troop.

Then use the Troop Transfer Request on our website to have her moved:

- Visit Citrus-GS.org
- Click on "Forms" at the top right
- Click on "Troop" in the drop down menu



For more information, contact Customer Care at customer care@citrus-gs.org.