

Cheddar Up FAQ

Cheddar Up is a digital payment and tracking tool designed to help troops and service units collect money online for various Girl Scout activities and events. By linking your troop or service unit's bank account with Cheddar Up, you can easily accept online payments for things like troop dues, uniforms, supplies, badges, Product Program collections, outings, events and more.

Here are some answers to frequently asked questions to help you get started with Cheddar Up:

How does a troop set up an account and get started?

- The Troop Banking Specialist or troop leader should visit [Cheddar Up Signup](#) and follow the steps to create an account.

Is training available?

- Yes! Cheddar Up's [Knowledge Center](#) has many helpful videos and guides for reference. Additionally, Cheddar Up's support team offers weekly learning sessions for anyone to attend. For more information, visit [Cheddar Up Learning Sessions](#).

Are there fees for setting up an account with Cheddar Up?

- No setup fees! There's no charge for using Cheddar Up for troops or service units. GSCP2P is on a team plan, so no fees for you. However, there is a fee for consumers.

What fees are charged?

- The consumer pays a fee when making a payment:
 - 3.59% + \$0.59 per credit card transaction OR \$0.59 per eCheck/ACH transaction
 - The fee is shown separately during the payment process.

How do troops get help with technical or website questions?

- If you have questions, you can reach Cheddar Up's support team via chat at the "Contact Us" button on the Cheddar Up site, or you can contact a customer service representative.
- For internal support, troops and service units can reach out to info@girlscoutsp2p.org.

Can I withdraw money at any time?

- Yes! Once you initiate a withdrawal, the funds will be deposited into your troop's checking account within three business days, with no withdrawal fee.

Can you accept cash or check payments with this system?

- Yes, Cheddar Up offers an eCheck feature and allows you to record cash payments.

Does the council have the ability to monitor accounts and see transactions?

- Yes. All troop accounts are linked to the GSCP2P main Cheddar Up account dashboard, allowing the council to monitor accounts and view transactions.