

# Cookie Program Finances

Troop cookie payments to council are made directly through ACH payments from the troop bank account. Troop proceeds, and any bonuses earned will be calculated before the final ACH payment, and these amounts will remain in the troop bank account. Payments credited for Digital Cookie sales will also be taken into consideration when calculating the amount due council.

ALL troops must complete and submit an ACH authorization for the current membership year NO LATER than February 16, if not already submitted for the 2023-2024 membership year. The link to the ACH authorization can be found at [gsfct.org](http://gsfct.org) in the Cookie Resources section on the Finance drop-down menu.

NOTE: The ACH authorization must have been submitted AFTER September 10, 2023, to be valid for the current membership year. ACH authorizations submitted before that date are not valid for the 2023-2024 cookie program.

There will be two ACH payments to pay council for cookies received by troops: the first payment will be initiated on April 5, 2024, for 60% of the amount due to council and a final ACH payment for the balance due council will be initiated on May 3, 2024.

The Troop Sales Report in eBudde will show the Amount you owe council (the amount due minus payments made including Digital Cookie payments) at the bottom of the report. This amount is what is used to calculate the 60% owed for the April 5 ACH payment.

The final ACH payment on May 3 will be for the full amount shown on the eBudde Sales Report for the Amount you owe council (the amount due minus payments made including Digital Cookie payments).

If the Troop Sales Report shows a negative amount owed to council the council will initiate a payment of 60% of the amount owed back to the troop for the April 5 ACH payment and the full amount owed back to the troop for the final ACH payment on May 3.

## Payment from customers

As point-of-sale transactions are increasingly cashless, troops should consider accepting credit cards for payment at booth sales. If the troop chooses to accept credit cards, it is responsible for obtaining the device, if applicable, and all associated fees. Fees for paying by credit card may not be charged to the customer.

NOTE: There are no additional fees for troops/Girl Scouts/families when purchases are made and paid through the Digital Cookie platform.

## For orders taken in person, cookies are paid for when they are delivered.

- Cash or check payable to GSOFCT are accepted in-person payments and should be given to the Girl Scout/parent/caregiver when cookies are delivered. Girl Scouts and families should consider only taking checks from customers known by the family.
- GSOFCT does NOT require payment before delivery. However, cookies should NOT be left without receiving payment. Exception: If an in-person customer purchases cookies ONLY for the Cookies for Heroes Program, payment can be collected when ordered.

## For orders placed via the Digital Cookie platform, payment will be made via a customer's credit card at the point of purchase.

- Payment will be via customer credit card regardless of the delivery option the customer chooses – donated, shipped, or in-person delivery.
- Girl Scouts will NOT collect payment from customers for these orders.
- Note: If the council receives notice from a customer that cookies purchased through Digital Cookie for girl delivery were not received, the Girl Scout and troop leader will be notified. If the cookies are not delivered 2 weeks after the notification the order will be canceled in eBudde and the girl and troop will lose credit for the sale. If it is past the date when orders can be canceled, the full amount of the sale will be deducted from the troop bank account via ACH so that customers can receive a refund.

## **For cookies purchased when Girl Scouts/troops have cookie inventory in hand (March/April), payment can be collected in the following ways:**

- Cash or check payable to GSOFCT. Troops should consider only accepting checks from customers known by troop families.
- Credit cards using the troop or Girl Scout Digital Cookie storefront to process the payment.

The troop cookie volunteer is responsible for keeping track of all products distributed to families and payment amounts received from each Girl Scout's family.

## **Payment to the troop from families**

- The troop cookie volunteer must use the receipt booklet to collect signatures whenever money or product is exchanged.
- The troop cookie volunteer is responsible for communicating to troop families the amount owed and the procedure for making payment to the troop.
- Troop cookie volunteers should record in eBudde all Girl Scout/family payments received.

## **Cookie Program Payment Issues**

If a troop cannot collect the amount due from a Girl Scout/family, the troop should NOT pay the council for the packages that have not been paid for. If this is the case, the co-leader/troop cookie volunteer must contact the Product Sales team ([customer care@gsofct.org](mailto:customer care@gsofct.org)) no later than April 2 for the first ACH payment and no later than April 30 for the final ACH payment to ensure the troop's payment to the council is adjusted.

The council requires the following documentation to be submitted no later than June 1, 2024:

- A completed Parent/Caregiver Cookie Program Delinquency form, including steps taken to collect the money.
- Original parent/caregiver signature accepting cookies and making any payments towards the amount owed.
- A copy of the Girl Scout's Annual Consent form.

If the council successfully collects the debt from the family within a reasonable time, the troop will receive the proceeds due. If a troop collects the delinquent amount after submitting the documentation, the Product Sales team must be notified ([customer care@gsofct.org](mailto:customer care@gsofct.org)).

## **If the bank returns a check for non-payment, the troop should take the following steps:**

- Attempt to resolve the situation with the parent/caregiver or customer.
- If unable to recover the value of the check and bank fees within two weeks, submit the following documentation to the GSOFCT Finance team no later than June 1, 2024, to be reimbursed:
  - Original legal copy of the check from the bank.
  - Copy of the bank notice
  - Troop information, including troop number, service unit name, co-leader contact information, and description of attempts to collect the money.
- Documentation should be mailed to the address below. If documentation is received AFTER June 1, 2024, reimbursement will be withheld until the council has recovered the funds.

Girl Scouts of Connecticut  
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