

Troop payments to council are made by ACH payments from troop bank accounts. Troop proceeds and any bonuses earned will be calculated before the final ACH payment, and these amounts will remain in the troop bank account. ALL troops must complete and submit an ACH authorization for the current membership year NO LATER than March 4, 2023.

NOTE: The ACH authorization must have been submitted AFTER August 15, 2022, to be valid for the this year's cookie program. ACH authorizations submitted before August 15, 2022, are not valid for the 2022-2023 cookie program.

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

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



Payment from customers

- Cash or check payable to GSOFACT 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.
- GSOFACT does NOT require payment before delivery. Cookies should NOT be left without receiving payment.
- Note: 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 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.

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

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

The troop cookie volunteer is responsible for keeping track of product distributed to families and payment amounts received from each girl'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

Non-payment from Girl Scout/family

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@gssofct.org) no later than April 18 for the first ACH payment and no later than May 16 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, 2023:

- A completed Parent/Caregiver Cookie Program Delinquency form, including steps taken to collect the money
- Original parent/caregiver signature accepting cookies
- 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@gssofct.org).

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

Returned Checks

- » 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, 2023, 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, 2023, reimbursement will be withheld until the council has recovered the funds.

GSOFCT
Attn: June Vaine
340 Washington St.
Hartford, CT 06106