

## Procedures for Adult Volunteers Regarding Product/Money Handling and Finances

### Product/Money-Handling

- **Treat all product as if it is money**, as your troop is responsible for it financially.
- When parents/guardians pick up girls' ordered product, be sure to have them **count the product** before they take possession. Once counted, have them sign off in agreement (using either a Smart Cookies/Unify printout or receipt from receipt booklet), documenting quantities, flavors, and payments. Keep this with your records in case of any questions or issues.
- When accepting cash payments from girls/families, be sure to make a **written/typed receipt** for both the troop and the girls/families. This is good practice for all persons involved and will make for easier bookkeeping.
- **Deposit all sales proceeds into the troop bank account** as soon as possible; we recommend within one day. When depositing money in ATMs be sure to obtain receipts for all transactions. You are responsible for the money when it is in your possession.
- **Product and money should always be under close adult supervision** when in public. Be sure to appoint yourself or another adult in charge of this procedure at all times.
- **Keep money/cash box out of plain sight** at all times; only bring it out when needed.
- If using a cash box with a key, keep the key away from the cash box until needed.
- **Only keep bills \$10 and under in the cashbox**; larger bills should be put in a secure place either offsite or physically on the supervising adult (an inside coat pocket, for example) and then added back into the cashbox when reconciling after the event.
- When counting money, **be aware of your surroundings** and do your best to count it out of public view.
- Keep discussions on how much money has been earned at an event **private for troop discussion** and only when not within earshot of the public.
- **Accept only cash/credit card as tender.** When your troop accepts checks for payment, you are taking responsibility if the customer has insufficient funds. We do not recommend accepting personal checks for this reason. However, Girls should only accept check payment from customers that are close friends and family and the check should be made payable to the girl's caregiver to be deposited into the caregiver's account and then the caregiver can write one check from their account made payable to the Troop.
- If any checks are received, be sure to **deposit them immediately** into the troop bank account so they clear before payment is due to the council.
- When accepting credit cards, be sure to follow all procedures according to the agreement with your chosen credit card processing company. Keep close attention to how many transactions are made and check against the troop bank account statement.

## Financial Procedures

- Each **troop is required to set up and use its own troop bank account** for purchasing and selling Girl Scout products.
- If a family does not pay for the product that they received, be sure to fill out a [Delinquent Payment Form](#) as soon as you are aware of the situation and submit it to GSEMA. Doing this makes the delinquent person responsible for the payment, not you or your troop; otherwise, your troop will be considered responsible for the balance due.
- **Never pay the balance of a delinquent parent or family.**
- Make sure to **keep records** of any and all types of communication with adults responsible for product (e.g., emails, receipts, etc.). In the unfortunate event that an adult/family becomes delinquent, these documents will become necessary for submitting complete information with the Delinquent Payment Form.
- **If your troop's ACH payment is returned for insufficient funds, GSEMA will charge your troop a \$20 fee.**
- Troop overpayments of \$10 or more will be reimbursed; credit balances less than \$10 will not be refunded.
- In the event of a robbery or a fire at home or in a vehicle that affects product or product money for your troop, a claim should be filed with the owner's homeowner or auto insurance for reimbursement. Also, submit a copy of the police report/insurance documentation to GSEMA.
- Money collected for product payment should only be used for activities associated with your Girl Scout troop and is **not for personal use.**
- Troop Proceeds are to be used for Girl Scout activities, items and programs.
- **To remain in good standing as a GSEMA volunteer, all adults must pay for all balances due within the GSEMA payment time frame. Any adult with an outstanding debt to GSEMA will be unable to continue in a volunteer position and will be ineligible for any other volunteer appointment within GSEMA.**
- A troop with an outstanding cookie balance will not be eligible to receive girl recognitions until full balance has been paid.
- Do not actively solicit donations for your troop or for any other organization. Cash collected during a cookie booth **MUST** be for cookies either taken by the customer or set aside and allocated for the Cookies for a Cause program. Girl Scouts cannot accept cash donations specifically for their troop.
- **Any volunteer with debts that are not paid in full will be released from the volunteer position when GSEMA turns that debt over to a collection agency.**

Please also read and follow the procedures in **Volunteer Essentials, Chapter 5: Managing Group Finances** <http://www.gsema.org/content/dam/girlscouts-girlscoutseasternmass/documents/volunteer-essentials.pdf>