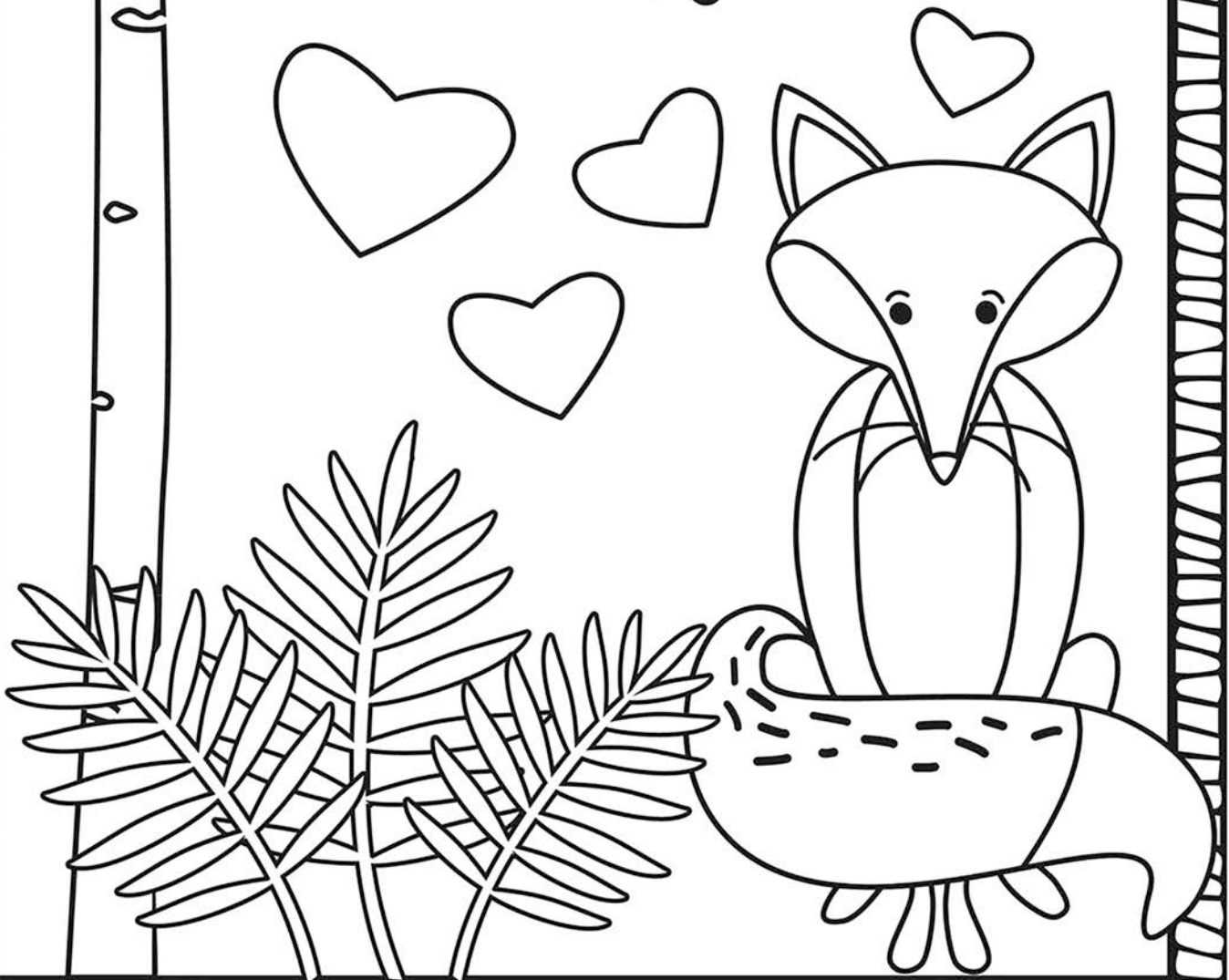


# 2020 Community Cookie Guide

girl scouts  
of citrus

chase  
adventures  
YOUR



# Welcome to the 2020 Cookie Program!

With 3 years of Direct Sales under our belt, we are still going strong. Direct Sales has given the girls an even better opportunity to grow and build on their 5 Skills to reach all of their goals.

*This years theme is Chase Your Adventures!*



## QUICK REFERENCE FOR CONTACT INFORMATION:

My Community: \_\_\_\_\_


Council: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

As the Community Cookie Chair, what ways are YOU going to change your adventure? Together we can make this the best Cookie Program ever!

# Dates to Know:

<p><b>November &amp; December 2020</b></p>	<ul style="list-style-type: none"> <li>• Community Cookie Chair can schedule their own date/time to train their troops. Communities must use the troop training provided by the Council office. We suggest scheduling an additional training for those troops who could not attend the first training and/or new troops getting started. <u>It is mandatory that all troops are trained.</u></li> <li>• During this period, the Council office will be uploading registered troops into Smart Cookies. Remember all troops must identify 1 person as the troop cookie chair in <u>MYGS in order for the troop and girls to be uploaded.</u></li> <li>• Let Troop Leaders and Troop Cookie Chairs know to schedule a troop meeting with girls and parents to explain the Cookie Program procedures using the outlines in their Troop Cookie Guide and guidelines from Volunteer Essentials and all addendum's. <i>(This meeting is very important! Communications with troop parents is key to a successful Cookie Program!)</i></li> <li>• Collect Troop/Group Position Agreements at your training.</li> <li>• Turn your Troop training Roster into Council when you have completed all of your trainings.</li> <li>• Do not distribute collection envelopes or girl order cards to your troops until after they pick up their initial order.</li> <li>• Remind troops that initial order is due in SMART COOKIES by <b>December 11, 2019 by NOON</b>. We recommend existing troops order 85% of last year's total sale. Recommendation for New Troops is to order from last years per girl average of 221 boxes per girl. Please confirm all Initial Orders are in Smart Cookies by this date.</li> <li>• <u>Prepare for Booth Sales</u> by contacting businesses for booth opportunities. (See Booth Guidelines)</li> <li>• Enter booth locations into Booth Locator in SMART COOKIES</li> <li>• Verify with Troop Leader/Cookie Chairs that they order enough for the first two weekends of sales</li> <li>• <u>Cookies may not be returned or exchanged at any of the designated cookie warehouses.</u></li> </ul>
<p><b>January 2020</b></p>	<ul style="list-style-type: none"> <li>• <b>January 12 to March 1</b> - Walkabouts</li> <li>• <b>January 24 to March 1</b> - Booths (Girls should should continue their walkabouts as well)</li> </ul>
<p><b>February 2020</b></p>	<ul style="list-style-type: none"> <li>• Make bank deposits frequently into your Troop Account</li> <li>• <b>February 6, 2020</b> - First ACH Withdrawal: 40% of the initial order balance due to Council will be ACH debited from your troop account. This debit will be calculated based on the full price of \$5.00 per box of cookies.</li> <li>• <u>GSC does not recommend that troops accept checks, however if you choose to accept checks please note that your troop is responsible for any NSF charges for returned checks.</u></li> <li>• <u>Please be sure deposits are made on or before first ACH debit date, <b>February 6, 2020</b>, to allow checks to clear in time for automatic debit.</u></li> <li>• <b>February 20, 2020</b> - Second ACH Withdrawal: 40% of remaining balance of Initial Order. All girl money is collected and due to Troop Cookie Chair for Second ACH no later than <b>February 19, 2020</b>.</li> <li>• <b>February 28 to March 1, 2020:</b> National Girl Scout Cookie Weekend</li> </ul>
<p><b>March 2020</b></p> 	<ul style="list-style-type: none"> <li>• <b>Clean Up week for booths - March 2 to March 8</b></li> <li>• Final ACH will be debited as each Community is reconciled.</li> <li>• <b>March 1, 2020</b> - Final balances due as indicated in SMART COOKIES must be in troop's bank account.</li> <li>• <b>March 8, 2020:</b> Online Sales ends</li> <li>• <b>March 6, 2020:</b> Troops paperwork due to Community</li> <li>• <b>March 9, 2020:</b> Communities paperwork due to Council</li> <li>• Remember to communicate with troops regarding non-paying parents and any questions they have during this time. (See Finance section for more details.)</li> </ul>

# Girl Scout Cookie Terms:

## **ACH - Automatic Clearing House**

The banking method in which the Council withdraws the money from your troop bank account to pay for cookie products through-out the program.

## **Booth Locator**

Used by customers to locate Girl Scout Cookie Booths by entering their zip code. Booth locations and addresses will appear - Booth Scheduler and Booth Locator are also linked to Google Maps.

## **Community Cookie Chair (CCC)**

The registered and background checked adult troop member responsible for coordinating the cookie program on behalf of the community.

## **Cookie Booth**

One way to sell cookies, it can consist of a troop of girls and adults that set up a stationary table, usually in front of a store, to sell cookies. (Note: Only 2 adults and 4 girls at any one location at a time.)

## **Cookie Cupboards**

Cookie cupboards are set up as a location where troops can pick up additional cookies throughout the program after entering their planned order into SMART COOKIES

## **Initial Order**

The first order for cookies placed by your troop. They are based on expected sales for the first two weekends of the sale and placed prior to the beginning of the program, usually in early December.

## **Military Troop to Troop**

A virtual program developed to send cookies by the council to military personnel or military organizations. Troop cookies are not used for the Military Troop to Troop program.

## **Planned Order**

Method in which troops enter additional cookie orders needed for their troop. These orders are entered into SMART COOKIES by 10:00 PM on every Sunday evening of the program.

## **Recognitions**

Items earned by girls for achieving sales milestones.

## **SMART COOKIES**

A computer program provided by ABC Bakers for troops to assist with their troop's inventory and financial management.

## **SMART COOKIES DIRECT SHIP**

Online cookie website to track sales, send e-vites to friends and family and make plans for girls to reach cookie goals

## **Troop Cookie Chair (TCC)**

The registered and background checked adult troop member responsible for coordinating the cookie program on behalf of the troop. This person must be identified as the TCC in MYGS for the troop.





# Know Your Cookie Program

## How The Cookie Crumbles

Sale Price	\$5.00
Cost to Bakery	\$1.01
Recognitions	\$0.12
Girl Proceeds	\$0.80 - \$1.10
Rebuild Riverpoint Shoreline	\$0.05
Council Revenue	Up to \$2.15

## What does “Council Revenue” Support?

- 29%** Supports direct services to volunteers and girls
- 13%** Supports maintenance and improvements on all council program centers/properties
- 36%** Contributes to the development and execution of educational activities and programs that support the GS Leadership Experience
- 6%** Supports funds, grants and donor development to enrich council programming
- 8%** Business administration and operations overhead
- 8%** Community Relations and Community Partner Development

## Securing Booths



### Community Contact

The Community Cookie Chair is the only person within a Community who should be organizing booth opportunities or the person delegated this responsibility. Specific boundary lines have been set for each Community. Troops within that Community have first preference in the use of a booth location within those boundary lines. Arrangements must be made with the neighboring Community Cookie Chair if a Troop in the Community wishes to use a location inside the neighboring Communities boundaries. Ask Troop Cookie Chairs to submit booth location suggestions to you.

### Business Contact

Contact managers or owners of businesses in your Community and request permission for booth sales at their location. Individual businesses have the right to allow their employees first preference for booth times.

### Securing Booths Locations

Think outside the box when scouting locations. What works for one Community might not be as successful in your Community. Be mindful of city/county ordinances and request permits if needed.

#### POSSIBLE COOKIE BOOTH LOCATIONS:

- Hospitals
- Post Offices
- Banks
- Hardware/Building Supply Stores
- Bookstores
- Discount stores
- Grocery stores
- Wholesale clubs
- Car Dealerships
- Sporting Events
- Drug Stores
- Public Libraries
- Horse Shows/Dog Shows
- Beauty salons
- Skating rinks
- Shopping Centers and Malls
- Churches and Synagogues
- Tourist attractions
- Bowling alleys
- Car Washes
- Corporate Offices
- Toy Stores
- Auto Races
- Convenience Stores
- Gas Stations
- Restaurants



# Community Cookie Booths

No troops should be booking cookie booths. Only Community Cookie Chairs chairs can set up cookie booths in their Community. The Council has a corporate business agreement with Walmart, Sams, JoAnn's, Winn Dixie and Dunkin Donuts. Please contact Patricia Goss for information on these locations. (patricia@citrus-gs.org)

A minimum of 2 registered and background checked adults must be with girls at all times. A minimum of 2 girls and a maximum of 4 girls will be allowed at a booth at one time. You can rotate the girls in and out of the booth sale.

Make sure to cancel your booth location in Smart Cookies if the troop is unable to show up. The business and the customers are planning on your troop to attend during the set time period.

## Booth Materials - Request Letters, Approval Forms & Booth Cards

If you need a booth request letter or booth approval form for a place of business, a copy is provided in your binder. Between date of booth selection and start of booth sales, complete a booth card for each troop participating. Fill in the back side of the booth card with the booth location, date and time. If a location has specific rules/guidelines, make sure to attach a copy to the card as well as a permit if needed. Make sure all troops have a phone number you can be reached at throughout the booth sale. Also make sure each troop has your phone number in case there is an issue at the booth. Stress the importance to each troop to read the Booth Etiquette section prior to setting up their booth.



### **BOOTH ETIQUETTE PLEDGE**

- 1) We will not complain about any of the rules that a business sets and we will follow them.
- 2) If a double booking occurs, troops and volunteers will demonstrate the GS Promise & Law by coming up with a mutually agreed upon solution.
- 3) We will not block store entrances and will only approach customers when they leave the business.
- 4) We will be identifiable as Girl Scouts and wear Membership Pins, uniforms or other GS clothing.
- 5) We will display our troop number.
- 6) Girl Scouts and adults will both be present at all times, with a maximum of 4 girls and a minimum of 2 adults present.
- 7) We will bring our own tables and hang signs on our table.
- 8) We will bring our own change and not ask the business for extra change during the booth time.
- 9) If we cannot make it to a booth, we will cancel in Booth Scheduler to allow other troops to take our spot.
- 10) We will be actively selling GS Cookies; not playing games, on phones, texting, or running around.
- 11) Booth sales are NOT a parent/guardian/volunteer activity. Girls must be present at ALL booths.
- 12) We will be prepared for the weather and dress accordingly.
- 13) We are representatives of the Girl Scouts of Citrus and will obey and live by the GS Promise & Law.



**DISCOVERY COVE**



**SAVANNAH**

where can  
**COOKIES**  
take you?!



**INDOOR  
SKYDIVING**



**ESCAPE  
ROOM**

# Training Troop Cookie Chairs

Because the Troop Cookie Chair plays a vital role in a Troop's cookie program success, it is essential that you, the Community Cookie Chair, train the Troop Cookie Chairs thoroughly. We are providing you with the tools to do that! In this section we will cover the key topics that Troop Cookie Chairs need to know and understand in order to work with the girls and parents throughout the cookie season.

## Importance of Dates and Deadlines

To be successful as a Troop Cookie Chair, they must follow the Cookie Sale dates and deadlines. The following should be reviewed in detail with the Troop Cookie Chairs:

- The difference between Council Deadlines and Community Deadlines and why they differ
- Initial Order Deadline
- Planned Order Deadlines
- ACH Dates/Deposit Percentages
- How to set Troop Dates and deadlines for parents and why it is crucial

## Ways for CCC to Communicate to TCC

Explain to your troop the best ways to communicate between the Community Cookie Chair and the Troop Cookie Chair is by Phone/Email/Face-to-Face and texting. This is the best practice to also communicate with the parents in your troop.

## Holding a Troop Parent Meeting

You should stress to the Troop Cookie Chair the importance of holding a new parent meeting PRIOR to the cookie sale. Their sale will go much smoother if the parents know what the girls will be learning and what is expected of them. This is also a great time to enlist help! (Refer to the Troop Cookie Chair Guide)

## SMART COOKIES!

Explain that SMART COOKIES is a computer program provided by ABC Bakers to help troops manage their cookie program. SMART COOKIES must be kept up to date on a weekly basis. If they use it, is a great tool for them and will be very beneficial. ABC has also provided "How To" videos which you can access by searching "ABC Bakers" on YouTube. To get started in SMART COOKIES, please refer to TCC Troop Guide.

Community Cookie Chairs and/or council can post messages for troops that are important or reminders to help troops out. Please make sure you Log into SMART COOKIES regularly to view any messages.



### **The Cookie Sale is a Program**

It is important for Troop Cookie Chairs to know that the Cookie Program is actually a program for them to learn the 5 Key Business Skills. Girls learn by participation and experience.

**Goal Setting:** A Girl Scout sets cookie sale goals then creates a plan to achieve those goals all while developing cooperation and team building skills along the way.

**Decision Making:** A Girl Scout helps decide how she (and her troop) will spend cookie money, furthering critical thinking and problem-solving skills.

**Money Management:** A Girl Scout takes cookie orders, handles customers' money and gains valuable and practical financial skill and know-how.

**People Skills:** A Girl Scout learns how to talk to, listen to, and work with all kinds of people while selling cookies. These experiences help her develop healthy relationships and conflict resolutions skills.

**Business Ethics:** A Girl Scout is honest and responsible at every step of the cookie program. Her business ethics reinforce the positive values she is developing as a Girl Scout.

# Getting Started

## Getting Your Community Set Up & Trained

1. Hold a Community Troop Cookie Training Meeting.
2. Hand out the Troop/Group Cookie Chair Agreement, go over it in detail so they know what is expected of them. Have them sign it and turn it in BEFORE they leave the training.
3. Show the Council provided training.
4. Set-up banking information in SMART COOKIES - this is essential!
5. Introduce the Cookie Lineup and provide samples.
6. Give troops their paperwork & 1 package of sample cookies
7. Answer questions.

## What Troop Cookie Chairs Need to do Before the Program

1. Make sure the troop cookie chair has identified their role in MYGS.
2. Troop Cookie Chair with the Troop Leader, will set a date and time to hold the Parent/Girl Meeting.
3. Get familiar with the SMART COOKIES program and make sure you can access it.
4. Make a troop timeline for the parents to follow during the sale.
5. Access SMART COOKIES and make sure all registered girls are listed in your troop and verify troop information.
6. Meet with the Troop Leader to determine what the troop's initial order should be. Place your initial order in SMART COOKIES by the deadline date.

## What Troop Cookie Chairs Need to do During the Program

1. Distribute cookies to girls and have parents sign the M3 receipt.
2. Collect money from parents weekly and deposit into the troop account in a timely manner.
3. Manage your cookie inventory throughout the sale. Use the Planned Order function in SMART COOKIES to obtain more cookies.
4. Input Cookie Transfers and Girl Deposits in SMART COOKIES. SMART COOKIES helps you manage your inventory! It is a great tool! Use it throughout the program.
5. Check your emails and messages in SMART COOKIES daily for communications from your Community Cookie Chair and Council

## What Troop Cookie Chairs Need to do After the Program

1. Collect and deposit the balance of money each girl owes into the troop account.
2. Review Troop Balance Report and deposit money in the troop bank.
3. Create the Recognition Order in SMART COOKIES and save it.
4. Meet Community Cookie Chair to turn in final paperwork.
5. Have a Cookie Celebration Party with the troop to celebrate success!








# How To Sell


## Direct Sales

What's a direct cookie sale? Simplicity! Order and delivery are combined in one simple transaction: knock on the door, sell the cookies, collect the money, hand-off the cookies. With a direct sale Citrus Girl Scouts have boxes of cookies in-hand to sell door-to-door to family, friends, and neighbors. In addition to direct sale, troops can also hold Booth Sales during the specified booth dates during Cookie season.

**TIP!** 

SMART COOKIES runs best on the Google Chrome web browser. Internet Explorer is still a bit problematic however they are working on it.

Please refer to the ABC videos on how to use [www.abcsmartcookies.com](http://www.abcsmartcookies.com)



### Managing a Successful Direct Sale

- Discuss the quantity of troop cookies with girls and parents, then submit the initial troop order online no later than **December 11, 2019 by NOON.**
- Troops need to order enough cookies on their initial order for the first week of walkabouts and the 1st weekend of booths.
- Troops and girls can always get more cookies if they run out.
- Troop Cookie Chairs can transfer cookie amounts in Smart Cookies to the girls selling in the troop.
- The Troop Cookie Chair must check in with families WEEKLY to see who may need more cookies and who needs less. Exchanges should be coordinated by the Troop Cookie Chair and troop members. This ensures all transfers are recorded properly, and all girls/parents have receipts to verify all transactions.
- Troop Cookie Chairs can also place a Planned Order by Sunday evening by 10:00 p.m. Troops can pick up their cookies starting Wednesday at the cookie cupboard they selected in their planned order.

### Weekly Inventory Counts - How can the Community Cookie Chair be involved?

- Make sure that the troops understand that their initial orders need to include cookies for the first two weeks of the sale, including cookie booths.
- Encourage troops to keep SMART COOKIES up-to-date weekly. Periodically check their SMART COOKIES transfers.
- Encourage troops to complete weekly planned orders in SMART COOKIES after contacting their Community Cookie Chairs weekly, throughout the program. It is best to keep a record of all your troops' inventory on a weekly basis, so you can suggest transferring between troops. This will ensure all troops are using their current troop inventory, prior to the troops putting in a planned order each week. It will help troops from having a surplus of cookies at the end of the program.
- Remember, you are ordering by the case not the package!
- Troops in your Community need to enter their planned orders no later than **10 p.m. on Sunday evening** for the upcoming weekend.
- As the Community Cookie Chair, be able to explain inventory changes to Troop Cookie Chairs when questions arise.
- Communicate with troops at least weekly on the following:
  - *How is their current inventory level?*
  - *Will they be able to sell what they have?*
  - *Help if necessary throughout the program.*

## SMART COOKIES Online

- Sell cookies with **Smart Cookies Direct Ship**. ABC has partnered with Girl Scouts to ship cookies directly to consumers.
- With **Smart Cookies Direct Ship** consumers can have cookies shipped directly and pay via credit card.
- **Smart Cookies Direct** will make it easier than ever to be a part of the world's largest girl-led business. It's easy to use! For sales made through **Smart Cookies Direct Ship**, there's no money collection and no hand delivery! The **Smart Cookies Direct** ecard includes a link to the **Smart Cookies Direct** website where friends and family can place an order, pay for the order and have it shipped direct.
- Customers are able to purchase donation packages (Troop to Troop Military) with a credit card.
- Girls can access **Smart Cookies Direct Mobile** by downloading ABC's app on their iPhone, iPad Touch or Android devices while connected to the Internet. They can send an ecard with the link to **Smart Cookies Direct** to friends and family members through **Smart Cookies Direct Online Marketing** accessible through [www.abcSmartCookies.com](http://www.abcSmartCookies.com)

## Military Troop to Troop - Information for Troops

- Customers sponsor packages of Girl Scout Cookies that are sent to our men and women in uniform.
- We provide these cookies both overseas and stateside.
- Customers pay \$5.00 for each package of cookies sponsored.
- Troops need to record the number of packages on the Military Troop to Troop Form.
- Girls should be able to talk about the Military Troop to Troop Program at booth sales to customers.
- The Military cookies are virtual and are NOT part of the troops physical inventory.

## SALES TIPS!

- **GET ORGANIZED** -This is critical! Keep all paperwork filed by date, track all transfers in SMART COOKIES and be mindful of all the cookie deadlines.
- **SHARE YOUR CONTACT INFORMATION** - Make sure your troops know how to contact you.
- **COMMUNICATE! COMMUNICATE! COMMUNICATE!** - Have a telephone tree, email group or Facebook page so troops can help out troops (through transfers) who are struggling with sales. Make sure they are WELL informed on where and how to pick up more cookies.
- **THINK AHEAD** - Plan your cookie sale season. How many cookie booths will your troop hold? Where and how are you going to sell your cookies?
- **BE CREATIVE!** - This is a girl-led program so make sure they're involved. Let the girls help strategize and think of fun, inventive ways to sell cookies.





# Initial & Planned Orders

## Initial Order

- As Community Cookie Chair it is your responsibility to ensure all of the troops in your Community have entered their Initial Order into SMART COOKIES by the deadline, which is **December 11, 2019 by NOON.**
- Review each order to see if the quantities and varieties ordered seem reasonable compared to the amount of girls in each troop. If something does not look right contact the Troop Cookie Chair immediately and confirm their order with them. Make necessary changes if needed.
- If no initial order is placed by the troop in Smart Cookies, their first planned order will become their Initial order for ACH purposes. The first ACH will apply to this order. Troops will need to fill out the Statement of Responsibility for this planned order.
- The first planned order will not be submitted until January 19, 2020, so troops will need to make sure they order enough product on their Initial Order to get them through booths beginning on January, 24th. This is to ensure the cupboards are not overstocked on their first planned order. Many of the cupboards are in volunteers homes and storage units and cannot accommodate large volumes of cookies. Ordering enough product on the Initial Order will prevent this from happening and also ensure the bakery continues to bake the cookies so we do not run short during the program. The baker bases their baking schedule on the Initial Order.

## Planned Orders

- CCC MUST keep in contact with all troops before they submit their planned orders.
- Once a planned order is placed in Smart Cookies the troop will have until **10:00 pm on Sunday** to make any edits to the order. After 10 pm on Sundays, the order is submitted and the planned order **must** be picked up by the troop as ordered in Smart Cookies. This helps with the management of inventory and controls over ordering by Council.
- Review what inventory they currently have and how many booth sales they are planning for the upcoming week.
- Check with Troop Cookie Chair to make sure they are making frequent deposits into their troop bank account.
- Make sure the troop is distributing cookies to girls in SMART COOKIES and not holding them in the troop cupboard.
- Remind Troops to enter a Troop to Girl Transfer by variety in SMART COOKIES for cookies distributed to the girls. This gives girls credit for the cookies and tracks the money due, recognitions earned and the Troop's cookie inventory.
- Troops need to enter a Girl to Troop Transfer by variety in SMART COOKIES for cookies being returned to the troop from an individual girl. Again this helps with the tracking of money and Troop's cookie inventory.
- Encourage troops to complete weekly planned orders in SMART COOKIES *after contacting their Community Cookie Chairs weekly*, throughout the program. It is best to keep a record of all your troops' inventory on a weekly basis, so you can suggest transferring between troops before ordering more. This will ensure all troops are using their current troop inventory and transferring out surplus, prior to the troops putting in a new planned order each week.



## Recognitions

- Recognitions will be shipped directly to the address provided in SMART COOKIES.
- Verify the accuracy of the delivery immediately by taking the following steps:  
Look at the outside of the boxes. Check to see that you received all of the series (i.e. 1 box of 4, 2 of 4, 3 of 4)
- Within 7 days, count all the items and compare to the packing slip (included with shipment). If the shipment is incorrect, contact Debbie Zito ASAP. We only have a short time we can request corrections to shipments.

Return the packing slips to Debbie Zito within 10 days.

Recognitions are to be temporarily withheld for the following circumstances:

- If a troop fails to turn in final paperwork or still owes money
- If you are notified by Council of an additional problem with “money due Council”, hold the recognitions for that individual or troop
- Do not distribute until debts are paid or until you hear from Council

**All Recognition Issues need to be corrected by May 30th. This is the Council's deadline to order additional recognitions from the bakery.**

## Final Troop Paperwork

### Turning in Community Paperwork

Troop on hand inventory must be zeroed. All Product must be distributed to girls selling

Each troop’s paperwork should be filed in the box in numerical order with the Community Checklist at the front of the box.

- Community Checklist (1st folder in your box)
- Troop Checklist
- Troop Balance Summary from SMART COOKIES (signed)  
*\*NOTE - Remind troops that the balance may change during reconciliation by Council. Troops need to re-check this report when Council Finance lets you know that your Community is ready for the final ACH withdrawal.*
- All Troop Transfers (pink copies go with Giving Troops Paperwork)
- All signed parent Permission Forms
- Statement of Responsibility
- All M3 Receipts removed from booklet and placed in Girl Money Envelope marked “M3”  
*\*NOTE - DO NOT tape receipts to sheets of paper, staple together, or leave in booklet. Leave these receipts loose!*

After you have received all of the troops paperwork, please remove from the troop packets and bundle the following items separately:

- 1) Troop Position Agreements (if not already turned in)
- 2) Recognition Form T5
- 3) Military Troop To Troop Form
- 4) All Buy 5 Entry Forms in a Girl Money Envelope marked “Buy 5”

# Reference for Finances

## Swiper Mobile Payments for Cookies

Troops will have the option to accept credit card payments using Swiper Mobile payments. It's a great way to increase cookies booth sales and door-to-door sales. Troops can now choose which merchant to use (such as Square) and will register on the merchant's website directly.

## Money Collection - Payments from Girls

- Girls collect payment from customers at the time of delivery.
- Customers pay for products by cash or credit card when they receive the product. Girls never collect money without giving product to the customer.
- If a troop chooses to accept checks it will be the troops responsibility for any NSF's. All checks should be made out to the Troop and deposited into the Troop's bank account.
- Any time money is given to the troop from a Girl Scout, a signed M3 receipt must document this transaction.
- Money should be turned in promptly and frequently to the Troop Cookie Chair. Money should always be turned in when girls pick-up additional products from their Troop Cookie Chair.

## Troop Money Turn In - at the End of the Sale

- Final money is due from girls by March 4, 2020
- In SMART COOKIES check the Troop Balance Summary Report and double check amounts owed to council.
- Please make your final deposits ASAP.
- Troop paperwork is due to your Community Cookie Chair by March 6, 2020
- Final ACH draft will be debited as each Community is reconciled.

## Automatic Clearing House (ACH) Payments to Council

- Troops pay council for all Cookies received through the ACH process:
- To ensure your troop account is ready for ACH, you must enter your troop's account number and routing number into SMART COOKIES by the deadline
- Only the amount due to the council will be deducted from the troop bank account, the proceeds will remain in the troop account.
- These debits occur once the Communities Cookie Paperwork is reconciled.
- To view amount due to council, revisit the Troop Balance Summary in SMART COOKIES.
- Personal use of troop funds at ANY TIME is illegal. Personal funds and Troop funds should never be co-mingled.

Make sure you have Troop to Girl transfers completed by March 6, 2020 so that SMART COOKIES can correctly figure your troop proceeds.

## Procedure For Outstanding Product Monies

There are two types of outstanding balances:

- Troop Debt to the Council Business Office
- Parent /Guardian Debt to the troop

### **Troop Debt to Council Business Office**

When unresolved debt occurs, the troop will not be able to participate in any product sales until the troop has resolved their outstanding balance with the Council Business Office.

The Council Office will send up to two collection letters to the Troop Chair and the Leader to try to collect the outstanding monies. After the second time with no action taken by the troop, it will be turned over to local law enforcement.

### **Parent/Guardian Debt to Troop**

Since Recognitions cannot be guaranteed after May 30, 2020 for Troops with an outstanding amount due to Council, we recommend contacting Customer Care at [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org) as soon as you realize there may be Product Money due or you have not been able to collect from a Troop Parent. We are here to help! When Product money is due to the Council Business Office and you have not been able to collect from a troop parent, do not hold up your troops paperwork. Make sure all monies collected have been deposited into your Troops Bank Account by the deadline.

### **As soon as you realize there is a problem, act immediately!**

- Collect as much money as possible and set up definite deadlines for additional payments. Promptly notify Customer Care at: [customercare@citrus-gs.org](mailto:customercare@citrus-gs.org) with information on the next page, if deadline is not met.
- Make at least three attempts to collect money. The attempts to collect money must be documented in writing. Be aware that an answering machine or phone message might not be received by the person involved. It is not a reliable form of contact.
- Attempts to collect monies need to be pleasant and tactful, but firm. Do not harass. Emphasize that missing money denies girls program opportunities.
- All outstanding parent debt must be reported by March 4, 2020. It becomes increasingly difficult to help with collections after time has passed.
- If you need additional help or need to talk it over, contact the Product Director (Debbie Zito at [dzito@citrus-gs.org](mailto:dzito@citrus-gs.org) or call 800.367.3906).

### **Written/Verbal Documentation needed:**

- Date
- Who made contact
- Method of Contact (phone, letter, in person)
- Summary of what was said and the response
- Your follow-up actions and plans
- Information Needed for further review (see next section)

### **Information needed for further review:**

- Names (girls and parents)
- Phone numbers
- Physical Address
- Total Products checked out and returned from all signed M3 receipts
- Amount owed troop and Council Business Office
- Signed Parent Permission Agreement
- All signed M3 receipts from parent
- If you have all the signed documentation, the Council Business Office will be able to help with future payments from the parent/ guardian.

### **How can this be avoided?**

- By training and informing the parents/guardians during a meeting about the consequences of outstanding balances.
- Meeting the deadlines for payments during the sale.
- Be firm with the guidelines about payment before additional product is given out.
- Keeping in touch with parents and girls to verify all payments are received for delivered product with corresponding signed M3 receipts.

### Misappropriation of Funds by Troop Chair or Leader

If misappropriation of troop funds is suspected, Leaders access to troop funds will be suspended during research and review of the allegations. If evidence of misuse of funds or personal use of troop funds is substantiated, the leader/chair will be reported to Law Enforcement for further investigation.

Report the concern immediately to Customer Care at [customer care@citrus-gs.org](mailto:customer care@citrus-gs.org). If review of the concern yields substantial evidence of theft or fraud, Council Office is the legal party to file Police Reports and will do so.

### Third Party Theft

- In the event that funds are stolen by a third party (home robbery, auto theft, booth robbery), a completed police report must be provided to the Council Business Office.
- Receipts will be helpful to prove possession and value of property.
- Council Staff will work directly with the victim with regard to the resolution of missing funds.
- Do not speak to media – contact Crystal Jones, Chief of Staff at [cjones@citrus-gs.org](mailto:cjones@citrus-gs.org) or call 407-228-1630

### Troops With Overpayment To Council

There is no reason for troop overages if the Troop Cookie Chair maintains SMART COOKIES and it is updated correctly - it will tell the Troop Cookie Chairs what the troop owes council and what each girl owes the troop.

In the event that an overpayment occurs, troops will be paid after July 1st when the council bank reconciliation is completed. It is the TCC and CCC responsibility to make sure that overpayment does not occur.



