



Frequently Asked Cookie Questions

What if a Parent Outstanding Balance Form is not submitted to the council? *An Outstanding Balance Form for each parent with a remaining balance must be submitted to the council with all documentation. If a form is not submitted by March 23, the troop will be held liable for the balance due.*

What documentation is to be submitted with a Parent Outstanding Balance Form? *Troops must submit the signed parent/guardian permission form, all receipts for product pick-ups and payments, notes on all attempts to collect, and any other pertinent information for the debt.*

What if there is a troop with a remaining balance at the end of the sale? *If a troop has a remaining balance at the end of the sale, the service unit must complete an Outstanding Balance Form on the Troop Leader/Troop Product Program Manager and submit it along with all documentation. The Troop Product Sales Manager Agreement should already be on file at the council office.*

What documentation is to be submitted with a Troop Outstanding Balance Form? *Service units must submit all receipts for product and money, notes on all attempts to collect, and any other pertinent information for the debt. The signed Troop Product Program Manager Agreement should already be on file with the council office.*

Should a troop pay a parent's debt to the council? *No. Troops should never cover a parent's debt to the council. If this does happen, then the debt is owed to the troop (not the council) and the troop is responsible for collecting payment from the parent. The council can assist the troop by sending letters to the parent regarding the balance due, but cannot take further action (collection agency, legal action, etc.). The debt is ultimately the responsibility of the troop to collect.*

Should a service unit pay a troop's debt to the council?

No. Service units should never cover a troop's debt to the council. If this does happen, then the debt is owed to the service unit (not the council) and the service unit is responsible for collecting payment from the troop. The council can assist the service unit by sending letters to the troop regarding the balance due, but cannot take further action (collection agency, legal action, etc.). The debt is ultimately the responsibility of the service unit to collect.

What if a parent does not pick up product? If a parent/girl fails to pick up product in a timely manner, do not wait to notify your Service Unit Product Program Coordinator or the council. If you wait until the end of the program, it is much more difficult to find someone that needs the product, and it is most likely too late for anyone to help. Have other girls in the troop help to sell the product (booth and additional sales, door to door, etc.). Be sure to transfer product to the appropriate girl for her to receive credit.

- *Contact other troops in your area to see if they need extra product.*
- *Go to the GSHS Cookie Swap Facebook page, www.facebook.com/groups/GSHSCookieSwap and post a message in case another troop needs the inventory.*

If product remains at the end of the sale, complete an Outstanding Balance Form on the parent and submit it, along with all documentation to the council.

What if a troop over-ordered product? If you have over-ordered product, notify your Service Unit Product Program Coordinator or the council immediately. If you wait until the end of the program, it is much more difficult to find someone that needs the product, and it is most likely too late for anyone to help.

- *Encourage your girls to set a higher goal (booth and additional sales, door to door, etc.).*
- *Set up additional booths to sell the inventory. Troops can even set up booths after the “end date” of the sale (with the permission of the store managers).*
- *Notify cupboards in your area of your extra product.*
- *Contact other troops in your area to see if they need extra product or would be willing to swap inventory.*
- *Go to the GSHS Cookie Swap Facebook page and post a message in case another troop needs that inventory.*

What if there are extenuating circumstances that cause a debt? Circumstances that may require special arrangements for payment will be handled on a case-by-case basis. These may include serious illness or death in the family, fire, theft, and auto accidents. You will be required to provide proof and/or documentation in these instances. In the case of theft documented by a police report, the council would expect the loss to be covered by personal insurance and additional time will be allowed to collect from insurance. If not covered by insurance and not properly documented, payment in full is expected by the due date.

Who do I contact for additional information? Girls and parents should contact the Troop Product Program Manager. The Troop Product Program Manager should contact the Service Unit Product Program Coordinator. The Service Unit Product Program Coordinator should contact the Council Product Program Team.