



Girl Scouts of Southeastern Michigan

Best Practices for Troop Leaders During Council Product Programs

We understand the challenges troop leaders may face when it comes to managing payments and ensuring families follow through on their commitments during Council product programs.

GSSEM is not collecting unpaid parent forms, or pursuing collections on balances owed to the troop. This change is meant to help safeguard troop and Council funds, so they can remain with the girls and be used for programming, activities, and opportunities throughout the council. While GSSEM will no longer be collecting unpaid parent information or pursuing collections on behalf of the troop, please know that we are still here to support troop leaders in running an efficient product program for your troop. The GSSEM Product Program and Finance departments have provided guidance on best practices for payment collection and product distribution. Following these recommended steps will help protect your troop from financial risk.

Use the Parent Responsibility Agreement

- Require that each participating caregivers sign the Parent Responsibility Agreement form before they receive product.
- Use this as an opportunity to ensure caregivers understand the following:
 - They are financially responsible for all products taken.
 - They are responsible for understanding and meeting troop payment deadlines.
 - They are responsible for understanding the types of payment accepted by the troop.

Distribute Cookies in Small Quantities

- During the fall sale program all funds should be pre-paid online or to the troop prior to placing the troop order.
- For initial orders during the cookie program, troop volunteers may collect payment from caregivers in advance for larger orders, so long as the same process is used for all families.
- During the cookie program direct sale, troops are advised to distribute cookies in small quantities and **to give additional cookies only once the caregiver has paid for previous amounts and/or returned unsold cookies.**

Set Clear Payment Deadlines

- Require payments to the troop before GSSEM's next ACH sweep date.
- Communicate deadlines to caregivers in advance and provide reminders as the deadline approaches.

Keep Detailed Records

- Track how much product is given to each family, when they received it, and what they have paid to date.
- Use a spreadsheet or GSSEM's digital tools located at www.gssem.org under Cookie Seller Resources to assist you to stay organized.

Your dedication to your troop and to providing a positive experience for your girls is greatly appreciated.

Thank you again for your time and for all you do for Girl Scouts.

Llaren Wynn, MBA

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