



What to Do When a Parent/Caregiver Owes Money to the Troop for Cookies

So what happens when it's time for cookie money to be turned in to the troop and you have a parent/caregiver who hasn't turned in all the money yet? It might even be your best friend who has promised to bring you the money...but just hasn't. If this happens in your troop, here is what you should do.

1. Fill out the [Outstanding Balance Form](#) and submit it in to frontdesk@gsnim.org, along with copies of all receipts showing when you gave cookies to the parent and any money they did pay, within two days of the final payment deadline. This form can be found on gsnim.org, on the [“Cookies+” tab](#) with all of the other cookie paperwork. Please turn this form in as soon as possible so we can begin contacting the parent to encourage them to pay. You do not have to hound parents for payment—we will work to get the payments from them.
2. When a parent owes for cookies, part of the money they owe would be profit to the troop, part of the money would be owed to GSNI-M. If you need help calculating what is ultimately owed to GSNI-M for cookies because a parent owes money, contact us at frontdesk@gsnim.org or your Troop Support Specialist for assistance.
3. When money is recovered from the parent, we will send a check to the troop for the amount that is due to the troop.
4. Please remember, parents should only owe for 40 boxes of cookies at any time. Any balance owed for cookies beyond 40 boxes is the responsibility of the volunteer who gave out more than 40 boxes of cookies to that parent/caregiver (as outlined in the product program volunteer agreement). We know this can be an inconvenience when you have a super seller, but the 40 box limit is designed to protect you and the parent/caregiver from owing hundreds or thousands of dollars for cookies at a time.