# 2027 COOKIE PROGRAM OUTSTANDING BALANCE REPORT

**TCM:** If you have issues collecting money from any parent/adult at any time during the 2027 Cookie Program, notify your Product Program Manager (PPM) immediately. Then submit this form, with all supporting documents to council as soon as possible. The documents may be scanned and emailed to the PPM.

To adjust the Amount Due to Council on an upcoming ACH, the Outstanding Balance documents must be submitted per this schedule.

| **March 5 ACH:** Forms due by | **March 26 ACH:** Forms due by | **April 9 ACH:** Forms due by |
|---|---|---|
| **February 15, 2027** | **March 8, 2027** | **March 24, 2027** |

Outstanding Balance Reports can be submitted anytime outside these timeframes, and the council will assist with recovering troop funds. These deadlines are for adjusting the Amount Due to Council.

**5-Digit Troop #:** _____ **Girl Scout Name:** _____

---

**Adult Responsible for Payment:** _____

**Address:** _____

**City/State/Zip:** _____

**Day Phone:** _____ **Evening Phone:** _____ **Cell Phone:** _____

**Email:** _____

**Place of Employment** (if known):

_____

---

**IMPORTANT!!!!** Outstanding Balances will be deducted from *Troop Profit* **AND** *Amount Due to Council.* Use the following information to calculate the *Total Outstanding Balance Amount* and how much will be deducted from the *Troop Profit* **AND** *Amount Due to Council.*

**Product not paid by Adult Responsible** (attach all signed receipts and *Financial Responsibility Agreements*).

**Original Amount Due: $** _____ Amount **Paid** (if any): **$**_____
(Original amount Due – Amount Paid = Total Outstanding Balance Amount)

**Total Outstanding Balance Amount: $**_____
If a parent/adult has made a partial payment, contact the Product Program Manager at your local Service Center (see below) for help calculating the *Troop Profit* and *Amount Due to Council.*

**Troop Profit: $**_____ (multiply packages received by 80¢/90¢ for Opt-Out troops)

**Amount Due to Council: $**_____ (Total Outstanding Balance Amount less Troop Profit)

**Non-sufficient funds (NSF) / Closed account.** Contact the party responsible to provide another form of payment for the amount of the check ***and*** any returned check fees. If that is unsuccessful, attach copy of returned check, and the bank documentation any fees charged to the Troop Account.

*I declare this information is correct to the best of my knowledge.*

Signature_____

PrinName_____

Email_____ Phone _____Date ____/____/____

## Product Program Manager Contact Information:


Kyla Endorf
Grand Island Service Center
2400 E. Wildwood Dr.
Grand Island, NE 68801
kendorf@girltscoutsnebraska.org
Direct: 308-646-3299

MeLisa Long
Lincoln Service Center
1600 S. 70th St., Ste. 100
Lincoln, NE 68506
mlong@girlscoutsnebraska.org
Direct: 402-875-4344

Traci Cherrington
Omaha DreamLab Service Center
8601 West Dodge Rd., Ste. 102
Omaha, NE 68114
tcherrington@girlscoutsnebraska.org
Direct: 402-779-8220

Aubrey Baker
Columbus Service Center
2457 33rd Ave. /PO Box 1063
Columbus, NE 68601
abaker@girlscoutsnebraska.org
402-259-5367

# OUTSTANDING BALANCE PROCEDURE

If a troop has an issue collecting money from an individual, the Troop Cookie Manager (TCM) should make at least two attempts to contact the responsible party to resolve the issue. An additional call from the troop leader or treasurer may resolve the issue. If the situation is not resolved by ***MARCH 22, 2027,*** submit this *2027 Cookie Program Outstanding Balance Report* to your Product Program Manager. The council will take appropriate action to resolve the situation and obtain amounts due to the council AND to the troop.

Follow these Outstanding Balance steps to facilitate recovery of money owed.

1. At the earliest sign of any Outstanding Balance issue(s), begin this *2027 Cookie Program Outstanding Balance Report* and notify the Product Program Manager at your local Service Center so they are aware of the situation.
2. On the *2027 Cookie Program Outstanding Balance Report:*
    a. Provide as much contact information as possible for the party responsible.
    b. Use the calculation area to determine the *Total Outstanding Balance Amount.*
    c. Calculate how much of the *Total Outstanding Balance Amount* is *Troop Profit* by multiplying the total packages sold by .80/.90 for Opt Out.
    d. Subtract *Troop Profit* from *Total Outstanding Balance Amount* to determine the *Amount Due to Council.*
    e. If the responsible party has made a partial payment, contact the Product Program Manager at your local Service Center office for help calculating the amounts due.
    f. Record all Outstanding Balance efforts and outcomes including any personal, telephone and written communication by any person in the troop on separate paperwork.
    g. Sign and date the report.
    h. Outstanding Balances can be deducted from *Amount Due to Council* on any ACH if forms are submitted 15 business days before the ACH date. Forms must be submitted ***BY MARCH 22, 2027,*** to adjust the final ACH.
3. Submit unresolved Outstanding Balances to the Product Program Manager at your local Service Center by ***MARCH 22, 2027,*** along with the following paperwork:
    a. This *2027 Cookie Program Outstanding Balance Report.*
    b. The signed *2027 Cookie Program Participation Permission and Product Payment Receipt Form.*
    c. All other payment documentation.
    d. For uncollected returned checks provide all documentation from the bank as well.
4. Upon receipt of ALL documentation, the council will institute appropriate steps based on each situation. This may include:
    a. Calling or emailing the responsible party for resolution through the council office.
    b. Sending a letter from the council Finance Department.
    c. Establishing a payment plan through the council Finance Department.
    d. Forwarding the issue to an agency and/or to legal counsel for prosecution.

The *Troop Profit* from any *2027 Cookie Program Outstanding Balance Report*, including returned checks, submitted by ***MARCH 22, 2027,*** will be returned to the troop once the money has been collected by the council.

If a check is returned after ***MARCH 22, 2027,*** contact the writer of the check, and ask them to provide another form of payment for the amount of the check ***and*** any returned check fees. If contacting the writer of the check is unsuccessful, the uncollected check should be turned over to the council as an Outstanding Balance per the above procedures. To process a returned check, a driver's license and phone number must be on the face of the check. For returned checks submitted as an Outstanding Balance after ***APRIL 23, 2027,*** the entire amount of the check will be returned to the troop once the money has been collected by the council.

If a troop should receive payment of any money for a submitted *2027 Cookie Program Outstanding Balance Report* after paperwork has been provided to the council, contact the Product Program Manager at your local Service Center to discuss options for processing the payment to clear the debt for the council and the troop.