



PRODUCT SALES Deposit & Collection Process

Council Deposit Process:

Troops are responsible for depositing the “amount due to council” from the product sales computer generated reports into the Council’s Product Sales account at any Wells Fargo Bank. Troops should keep their troop proceeds and only deposit the “amount due to council” into this account. If a troop inadvertently deposits the entire amount into the council account, a check will be cut back to the troop for their proceeds approximately 4-6 weeks after the deposit deadline. Troops will deposit cash and if necessary checks from only people they know into the troop account to avoid NSF checks. This deposit process is in place to help troops avoid depositing NSF customer checks into their troop account. A NSF check deposited into a troop account is not the responsible of GSDH, the council is not responsible for any returned check fees so only deposit checks known to be good (your own check, grandmas, from other parents with good credit) into the troop checking account. Also remember troops can make multiple deposits if need be throughout the sale so no funds go missing.

Step 1. Look up the amount due to council, found on the appropriate report in the NUTE or Cookie Works system. Prepare the deposit for that amount using the Product Sales Account deposit slip provided by the Service Unit FSC or CSC. Troop leaders can use adding tape to list check amounts and write the adding tape total on the deposit slip. Deposit slips **MUST** have the **Service Unit Name & 5 Digit Troop Number** written on the slip.

Step 2. Deposit the Amount Due to Council at any Wells Fargo Bank.

Step 3. Enter the troop’s deposit information into the NUTE or Cookie Works system.

Step 4. Set aside the yellow Product Sales Account deposit slip portion **AND** the white Wells Fargo Transaction Record from Wells Fargo bank. Staple these to the designated report from the NUTE or Cookie Works system and turn into the Service Unit FSC or CSC.

If the troop has a balance to council for any amount, fill out the Product Sales Delinquent Account Form. Turn in the delinquent form with the deposit receipts and NUTE or Cookie Works report to the Service Unit FSC or CSC. **DO NOT COVER THE FUNDS** with money from the troops account. If Council is successful in collecting the debt, a check for troop proceeds will be mailed to the leader.

****If there is NOT a Wells Fargo Bank nearby, the Service Unit FSC or CSC may choose to accept troop’s prepared deposit slips with NUTE or Cookie Works reports (one day earlier than deadline). Then the FSC or CSC will mail all reports and prepared deposit slips to the nearest Dakota Horizons office (signature required or certified mail to ensure receipt). The staff will make the deposits on behalf of the Service Unit. The office will then send all final paperwork and deposit receipts to headquarters. Note this process is not preferred because you will not receive a receipt confirming deposit for your records.**

Council Collection Process:

Deposit Deadline: Council receives deposit slips & NUTE or Cookie Works reports from the Service Unit FSC or CSC for all troops, Product Sales staff then works to:

- Verify in NUTE or Cookie Works that all deposit transactions were entered
- Verify correct amount was deposited
- Verify all deposit slips are attached & have been deposited and processed by Wells Fargo Bank
 - Create a spreadsheet for any credits that are owed back to troops so a check can be cut
 - Create a spreadsheet for any delinquent amount owed
- Notify by email to CSC, Troop Leader & Membership Specialist if any troops/parents are short funds

1-2 Week Past DUE: Product Sales staff will email or call delinquent troops/parents and cc: Membership Specialist

- Update information in spreadsheet and in NUTE or Cookie Works system if troops/parents have deposited the delinquent funds since the paperwork was sent in
- Verify on the Wells Fargo Bank website that the deposit is correct, print deposit slip & have troop mail/fax deposit slip into council

2-3 Weeks Past DUE: 1st collection letter from Product Sales Director is sent to delinquent troops/parents with cc: to Director of Finance, CFO & Membership Specialist

- Update information in spreadsheet and in NUTE or Cookie Works system if troops/parents have deposited the delinquent funds since the paperwork was sent in
- Verify on the Wells Fargo Bank website that the deposit is correct, print deposit slip & have troop mail/fax deposit slip into council

3-4 Weeks Past DUE: 2nd collection letter from CFO is sent to delinquent troops/parents with cc: to Product Sales Director, Director of Finance & Membership Specialist

- Update information in spreadsheet and in NUTE or Cookie Works system if troops/parents have deposited the delinquent funds since the paperwork was sent in
- Verify on the Wells Fargo Bank website that the deposit is correct, print deposit slip & have troop mail/fax deposit slip into council

4-6 Weeks Past DUE: For amounts under \$200, final letter sent; for amounts \$200+ sent to collection attorney with all documentation & GSDH Product Sales Parent Permission Form

- Product Sales staff continues to follow up with smaller amounts delinquent troops/parents
- Update information in spreadsheet and in NUTE or Cookie Works system if troops/parents have deposited the delinquent funds since the paperwork was sent in
- Verify on the Wells Fargo Bank website that the deposit is correct, print deposit slip & have troop mail/fax deposit slip into council
- Maintain a spreadsheet of all delinquent parties & note they are NOT able to handle product or money in any future product sale. This information is forwarded to Membership Assistants and Adult Development & Program Director. List maintained in shared drive and letters mailed to troops/parents with regard to not being able to handle product sales funds or product.

Questions on this process should be directed to the Product Sales Director or CFO!?