

FAQs—Accepting Payments, Online Ordering

Venmo, Paypal, Zelle, etc.

Q: You say we can use Venmo, Paypal, Zelle, and other specific payment options to accept payments from caregivers? How does this work?

A: While it is most desirable that the caregiver submits funds exactly as received from the customer to the troop, this is not always practical. Therefore, caregivers may deposit program funds into their personal bank accounts and pay the troop via Venmo, Paypal, Zelle, and Cheddar Up, among others. Any of the apps must be tied to the *Troop's* bank account. Be sure to keep documentation of all caregiver-to-troop transactions.

Q: Can we use it for customer payments?

A: Troops may use Venmo, Paypal and Zelle to accept payment from customers. These are the only three approved payment options. Individual Girl Scouts *may not* accept customer payments via Venmo, Paypal, Zelle, etc. However, a Girl Scout's caregiver may use a swiper tied to the *Troop's bank account* if the troop arranges for credit card readers/swipers from their financial institution for caregivers to use.

For the Cookie Program only: A Girl Scout's caregiver may also use Digital Cookie's Take-A-Payment feature—which is part of the Girl Scout's Digital Cookie site—to collect funds from customers via credit/debit card.

Q: Who pays the fees, if any, for the use of these apps?

A: The troop will pay any fees associated with using the apps. The troop may not ask the caregiver or customer to cover any fees.

For the Cookie Program's Digital Cookie Take-A-Payment feature only, council covers the transaction fee.

Q: What happens if money is deposited into the caregiver's account and then the Venmo (or Paypal, etc.) payment doesn't go through? What if the funds aren't there?

A: You would need to treat this the same as when a caregiver has not submitted funds to you directly for deposit. If a check the caregiver accepted and deposited was declined because the customer had non-sufficient funds, you would handle this the same way as you would if it had been attempted from the troop's account. The caregiver would want to confirm that any checks they accepted were honored by the bank ("cleared"). You would want to ensure that the parent/caregiver deposited everything into their account.

Online–Girl Delivery Payments

Customers who order online will be paying with a credit card/debit card when they order, regardless of their chosen delivery method (girl delivery or shipped).

Q: Will Girl Scouts need to collect any money from orders placed online?

A: No. Any order placed online—whether Online-Shipped or Online-Girl Delivery—will be paid for at the time it is placed by the customer via credit card. This means the Girl Scout *will not* need to collect money when delivering online orders. (The Girl Scout *will* need to collect for any *in-person* orders—those taken via their Order Card, during a walk-about or a “lemonade stand”).

Q: Will customers have the option to pay later for Online–Girl Delivered orders?

A: No. They will have to pay at the time they order.

Q: Will Girl Scouts/Caregivers be able to see their online orders to know the customer paid?

A: Yes. The Girl Scout/caregiver has access to reports in M2OS/Digital Cookie (their storefront) to see who their online customers are and for Girl Delivered orders, they’ll have contact information for their customers—name, phone number, and email address.

Q: What if a customer places a Girl Delivery order online but the caregiver doesn’t want their Girl Scout to make that delivery (too far out of town, someone they don’t know, etc.)? Can they decline the order?

A: In situations where the caregiver doesn’t feel comfortable making the delivery to the customer, the caregiver can call M2’s Customer Service at 800-372-8520 and M2 will reach out to the customer directly. It is critical in both the Fall and Cookie Programs that the caregiver/Girl Scout is checking their orders often throughout each program, including up to and through the last day of the program.

Q: Are the items available for shipment also available for girl delivery?

A: For the Fall Product Program, the items a customer may order for girl delivery are restricted to those items that are also listed on the main portion of the order card. There are some items shown on the bottom of the order card that are available online only. If a customer wishes to order one of these online-only items, or other items not on the order card (expanded selection of nuts/candy, magazines, candles, etc.), they will have to choose to have items shipped to them directly.

For the Cookie Program, the items available on the order card and online in Digital Cookie are the same and a customer may choose to have them delivered by the Girl Scout or have them shipped to them directly.