

## FAQs – Accepting Payments, Online Ordering

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### [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 submit to the troop for deposit the funds exactly as received from the customer, 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.

***Q: Why are we able to use it now and couldn't before?***

A: Girl Scouts of the USA (GSUSA) permitted the use of these types of payment options for the collection of monies from caregivers.

***Q: Can we use it for customer payments?***

A: No. Venmo, and many others, cannot be used to collect customer payments. Only caregiver to troop transactions have been approved. A Girl Scout's caregiver *may* use Cheddar Up's POS function to collect funds from customers via credit/debit card (linked to the troop's bank account; see the Online Payments section (under For Volunteers) at [www.girlscoutsla.org/fallproduct](http://www.girlscoutsla.org/fallproduct) for more info on Cheddar Up).

Be sure to keep documentation of all caregiver to troop transactions.

***Q: Why can we only use Cheddar Up's POS function and not use any other app to collect customer payments?***

A: We have contracted with Cheddar Up for use of the POS system. For varying reasons, it was not practical to contract with other payment processing vendors. Keep in mind, a troop can use credit card readers from financial institutions as well (such as Square), tied to the troop's account, to accept customer payments. These allow for manual keying (where the Girl Scout would key in the credit card info provided by the customer) or swipe the customer's credit card through the reader (ensuring that safety measures are adhered to).

***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 parent to cover the fee, or, in the case of using Cheddar Up's POS function, may not charge the customer the fee.

***Q: What happens if money is deposited into the caregiver's account and then Venmo (or Paypal, etc.) payment doesn't go through? That 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 had it been attempted from the troop's account. The caregiver would want to confirm that any checks they accepted cleared. You would want to ensure that the parent 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 walkabout 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 about 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.

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

A: No. The items a customer may order for girl delivery are restricted to those items that are also listed on the order card. If they wish to order something not on the order card, they will have to choose to have items shipped to them directly. With the Cookie Program, keep in mind that the varieties a customer may order online for shipped are the same as/limited to those on the order card.