

## Sweet Success: Mastering Cookie Payments

### Cookie Pickup

- Use the [Cookie sign-out sheet](#) to record parents' signature and date of pickup
- Set a deadline for families to return payment or cases. Follow up with an email to parents on this date.
  - o Ideally, give two weeks after pick-up as a deadline. This will allow time for follow-up and any unsold cookies to be returned and sold by another unit member or group sale.
- Parents may take more than 2 cases once the initial 2 cases are paid for.

### Cookie Payments

- Cookies are sold at \$6/box or \$72/case. They are not discounted for any reason.
- Document payments on the [Cookie sign-out sheet](#).
- Encourage payment by on-line bill payment or square preferably.
  - o Give parents an instruction sheet with their account code for online bill payments at the beginning of the year.
  - o Have the square available at unit meeting
- If your unit accepts cash or cheque:
  - Ask parent to put in envelope with girl's name, # of cases and amount of money
  - Guider to count the cash and give a signed receipt (dollar store receipt book) to parent and keep the 2<sup>nd</sup> copy for treasurer.
  - Cash must be deposited within 7 days of receipt. Do not hold onto Cookie money waiting for additional payments. Encourage on-line bill payments or square as cash is extra work for treasurer

### Follow Up

- If full payment or cases have not been returned by the unit's cookie payment deadline, immediately start the ["NL Delinquent Payors Process"](#)
- Ensure all funds are deposited into your unit account a week before the payment is due to be paid to National or by the following dates whichever is earlier.
  - Spring – 3<sup>rd</sup> week of May
  - Fall – 3<sup>rd</sup> week of November
- Keep record of all communication with parents regarding collection. Follow-up any phone calls with an email to document.

- Inform your District Treasurer of any outstanding cases or cookie money at the end of each campaign.