



SERVICE UNIT

TREASURER

COURSE MANUAL



Notes

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Welcome to the Service Unit Team!

Thank you for agreeing to serve as a Treasurer for your service unit. Your role is important to the Girl Scout movement. As the Service Unit Treasurer, you are accountable for sound financial management of all Service Unit Funds. The Service Unit Treasurer will ensure the Service Unit financial transactions are conducted in accordance with GSGLA and GSUSA policies.

So much happens behind the scenes in Girl Scouts. Most girls have no idea how many adults it takes to keep our troops running smoothly. Thank you for taking on a role that supports leaders in building a great experience for girls.

Your position has 5 key components:

- Promoting the Girl Scout Leadership Experience
- Managing Service Unit finances
- Assisting troops with their finances
- Remain informed about and comply with GSGLA and GSUSA policies, procedures and guidelines
- Actively participating in Service Unit Team and Service Unit Leader Meetings

There is a whole volunteer team around you—your service team. Your Service Unit Manager has appointed you to be part of the service unit team. As a team member you help determine the success and sustainability of your service unit. There is a whole staff behind you, too. Your membership specialist is your direct liaison to Girl Scouts of Greater Los Angeles (GSGLA).

This course manual is a resource for the Service Unit Treasurer. The information in this course manual will help you engage volunteers, connect them to the service unit, and answer general troop and Girl Scout related questions.

SERVICE UNIT RESPONSIBILITIES AND FUNCTIONS

Girl Scout Pathways



Service Unit Responsibilities and Functions



The Service Unit is delegated the responsibility to organize and service Girl Scout troops/groups and girls within its boundaries. This includes troop organization, recruitment, and placement of girls and adults. This also includes supporting the volunteer on-boarding process, celebrating and recognizing volunteers, and annual reflection.

The Service Unit provides ongoing assistance to existing troops and other pathways, which includes consulting service, recognition of adults, community contact, and inter-troop programs.

The Service Unit serves as an important link between the Council and troops. It is important to communicate to the Council what triumphs and challenges your Service Unit is experiencing and to pay careful attention to notices and information that come from GSGLA and GSUSA. Participation in Council-wide meetings and events and administration of GSGLA annual product sales are also important Service Unit responsibilities.

SERVICE UNIT FUNCTIONS

I. ADMINISTRATION

- Responsible for all aspects of Girl Scouting in a given geographic area
- Supervise and support volunteer leadership and Service Unit Team members
- Recommend volunteer leadership and Service Unit Team members for selection, appointment, and when needed, for reassignment
- Call meetings of Leaders and Service Unit Team
- Act as Liaison between Council and Service Unit
- Approval of various troop/girl activities
- Partnership with Mission Delivery

II. SERVICE UNIT

- Recruitment
- Meetings of volunteers
- Coaching of volunteers
- Peer group support and sharing
- Securing parent and adult support
- Establishing community contacts
- Ongoing support to direct service volunteers
- Inter-troop program
- Recognition of adult volunteers

III. TROOP ORGANIZATION

- Recruit and support on-boarding of Troop Leaders, Co-Leaders/Assistant Leaders and other pathway volunteers
- Assist in finding meeting places
- Recruit and place girl members
- Develop potential sponsors
- Cultivate volunteer support
- Membership registration (Online and Early Bird)
- Reengage lapsed membership within Service Unit

IV. SERVICE TO GIRLS

- Troop/Group and other pathway programs
- Girl Scout Leadership Experience
- Knowledge of Girl Scout program and standards
- Participation in the Girl Scout organization through workshops and the Service Unit structure

V. SERVICE TO VOLUNTEERS

- Provisions for interaction among Leaders
- Coaching for troops/groups
- Acquaint volunteers with existing and new resources
- Identification of learning needs
- Coordination of troop activities within Service Unit

VI. FINANCIAL COORDINATION

- Oversees troop finances
- Promotion and support of Council product sales activities

VII. COMMUNICATIONS

- Send all notification of meetings and activities
- Keep accurate and complete records of all meetings and make such records available to the Service Unit
- Handle all correspondence for Service Unit

VIII. GSGLA SUPPORT

- Keep accurate dates for terms of office of Service Team members
- SUM attends Quarterly Service Unit Manager meetings
- Recommendations for appointment for various other Council positions, including Product Sales, Program, Girl Scout volunteers, and other community relations

XI. APPROVAL REQUIRED BY SUM

- Service Unit Events
- Troop Camping
- Troop Travel
- Troops to participate in money-earning activities
- Intent to charter a bus
- Intent to conduct saddle animal activities
- Year-End Financial reports
- Troop Disband Notice
- May designate requisite approvals to other Service Team members

SERVICE UNIT TEAM

In the service unit there are essential responsibilities that must happen to ensure we are working towards the mission and goals of the Girl Scout organization. These functions are carried out by a group of volunteers working together as the service unit team. While each team member has a specific job, a solid support system and shared responsibilities make the service unit function more smoothly.

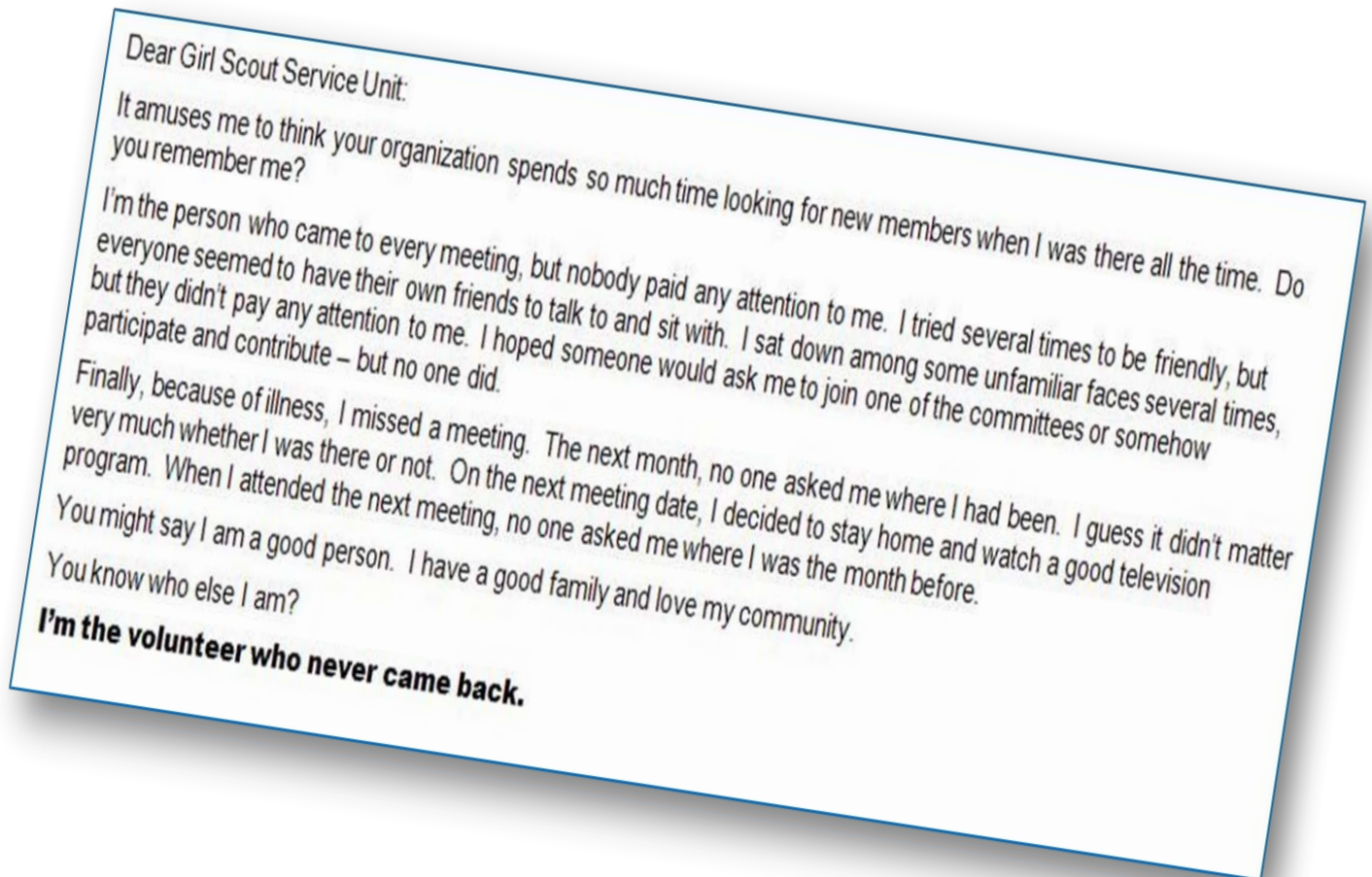
Before the service unit team can work to support girls and adults, each member must not only know and understand the role of the service team but also, the Girl Scout Leadership Experience and GSGLA Goals.

The Service Unit Team is responsible for:

- Extending membership – recruit volunteers and girls reflective of the diverse community
 - Service Unit Team members
 - Leaders and volunteers for a variety of pathways including troops and series
 - Girl membership at all grade levels
 - Supporting the on-boarding of volunteers
 - Assist girls' and volunteers' registration through eBiz
- Providing direct support to girls and adults
 - Enrichment training
 - Service Unit networking and discussion groups
 - Support to all volunteers through a variety of communication methods including Service Unit Leader Meetings
 - Girl planned Service Unit events that promote a connection between troops in the Service Unit and enhance the troop experience
 - Participation in council and community events, including the Girl Scout Cookie Sale, Fall Product Sale, and Family Partnership
 - Volunteer recognition
 - Provide Service Unit events which incorporate the Girl Scout Leadership Experience
 - Within each of the functions of the Service Unit, support will be consistent, flexible, and provide ease of access to the Girl Scout experience
- Community engagement
 - Educate the community about the benefits of Girl Scouting
 - Ensure messages and activities of the Service Unit reflect the Girl Scout Leadership Experience and Council goals

PROVIDING A WELCOMING SERVICE UNIT LEADER MEETING

Do you remember what it was like when you attended your first Service Unit Leader Meeting? Wouldn't it have been easier if there was someone there you knew who could explain the ins and outs? As a Service Unit Team member, you have the opportunity to get the leaders off to a good start and give them a positive experience.



Don't let your leaders be the volunteer who never came back! Take Action with your team and brainstorm welcoming ideas to make every service unit leader meeting a positive experience!

Here are some ideas to get you started:

- Provide time in the meeting for the different grade levels groups to meet and share information and concerns
- Include a "fun thing" on the agenda (ie. learning a new song, playing a game, having a contest)
- Regularly thank individuals and recognize special services or achievements
- Have something at each meeting the leaders can take back to their troop

COMMUNICATION

It's important to know how each volunteer wants communication from you. Everyone is different ~ establishing how to communicate with each volunteer right from the beginning will prevent problems in the future.

Do you know how each generation communicates?

Generations	Communications	Messages that Motivate
<i>"The Greatest Generation"</i> Prior to 1945	Formal - written	Your experience is respected
<i>Boomers</i> 1946 - 1964	In person	You are valued, you are needed
<i>Gen X</i> 1965 - 1980	Direct and immediate E-mail Voice Mail	Forget the rules. Do it your way.
<i>Nexters – Gen Y</i> 1980 - 2000	Text messaging Twitter Facebook	You will work with other bright, creative people.

Communicating by social media is becoming popular and is an acceptable way to communicate for adults as well as girls.

The term "social media" refers to the tools that allow the sharing of information and creation of communities through online networks of people. It is a method to have two way conversations online.

Remember the Internet is an open forum and its benefits of easy access and sharing of information can also attract those who would use that information to cause harm. To ensure the girls' safety:

- Girls must be 13 years and older and have parental permission to be involved in a project that involves creating/maintaining a troop Web page or social media profile;
- All girls need to sign the "Internet Safety Pledge" before participating in any troop/service unit or organized online activity. Girls and volunteers make great partners to ensure that Girl Scout environments and activities are safe. Before girls explore the Internet, they need to sign the GSUSA Online Safety Pledge," <http://www.girlscouts.org/program/basics/safety/>;
- Go over internet safety for girls by visiting *Let Me Know* (www.lmk.girlscouts.org), a site addressing internet safety for girls and young women (and many more resources); and
- If you wish to post Girl Scouts' names on a Web site, use first names only (no last names). Remember: do not identify the Girl Scouts pictured in any photos you post online! Never identify the schools, addresses, phone number, or e-mail addresses of Girl Scouts.

For more information regarding social media and computer safety, refer to the Girl Scout Safety Activity Checkpoint for "Computer/Online Use."

Consistent communication with volunteers is just one way to be successful. Here are others:

- Understand and support the Girl Scout mission, vision, and values
- Promote the Girl Scout Leadership Experience
- Provide timely and effective communication
- Provide guidance; not directive
- Be willing to invest time, energy, and personal know-how to assist the growth of another person
- Be discreet and maintain confidences

Ask Volunteers: How would you like me to communicate with you?

PROMOTING THE GIRL SCOUT LEADERSHIP EXPERIENCE

Everything we do is aimed at helping each girl develop her own unique leadership skills. The Girl Scout program – what girls do in Girl Scouting – is based on the Girl Scout Leadership Experience, a national model that helps girls become leaders in their own lives and as they grow.

Using the Girl Scout Leadership Experience as our guide:

- Activities are designed to give girls the opportunity to **DISCOVER** themselves, **CONNECT** with others, and **TAKE ACTION** to make the world a better place.
- Activities are **GIRL-LED**, which give the girls the opportunity to **LEARN BY DOING** in a **COOPERATIVE LEARNING** environment.

Implementing the Girl Scout Leadership Experience:

- **Girls First** – Build a team relationship. Allow girls to benefit from adult guidance and mentoring.
- **Girl Choice** – with younger girls, use girl choice.
- **Journeys & Badges** – Use *Journey* and *Girls Guide to Girl Scouting* to facilitate girl development. Use the *Adult Journey Guide*.
- **Feedback** – Solicit girl and parent feedback. Everyone's feedback counts.
- **Team Work** – Work with younger/older troops to help facilitate bridging requirements and girl development. Requirements are found in *Girls Guide to Girl Scouting*.

The National Program Portfolio has two main parts – the National Leadership Journeys and *The Girl's Guide to Girl Scouting*. Complemented by the Girl Scout Cookie program, Girl Scout travel and Girl Scout awards, the National Program Portfolio is designed to help girls develop as leaders and build confidence by learning new skills. It also ensures that Girl Scouts at every level are sharing a powerful, national experience—girls together changing the world!

The Girl's Guide **Handbook Section** is designed just for girls, and allows girls to personalize their Girl Scout experience by scrapbooking and documenting their activities

- **Legacy Badges:** Artist, The Girl Scout Way, Citizen, Cook, First Aid, Athlete, Naturalist,
- **Financial Literacy Badges:** Girls can earn a different Financial Literacy Badge each year. Daisies earn Financial Literacy "leaves."
- **Cookie Business Badges:** Girls can earn a different Cookie Business Badge each year. Daisies earn Cookie Business "leaves."
- **Skill Building:** Brownie through Senior: Outdoors, Performance, Animals, Practical Life Skills, Healthy Living, Manners, Do It Yourself, Digital Arts, Adventure, Craft, Storytelling, Creative Play, Investigation, Science & Technology, Innovation
- **PLUS:** Make Your Own, My Promise, My Faith Pin, Journey Summit Pin, PA, CIT, VIT, Bronze/Silver/Gold Awards

Journeys include three series of subjects for each Girl Scout program level:

- **It's Your World – Change It!**
- **It's Your Planet – Love It!**
- **It's Your Story – Tell It!**

Volunteer Position Description

Service Unit Treasurer

Summary:

The Service Unit Treasurer is accountable for sound financial management of all Service Unit Funds; to include review of troop and Service Unit financial reports. The Treasurer will ensure that service unit financial transactions are conducted in accordance with GSUSA and GSGLA policies.

Term of Appointment:

The Service Unit Treasurer is appointed from October 1 through September 30 for a term of 1 year with re-appointment occurring annually.

Appointed by/ Accountable to:

Service Unit Manager and Mission Delivery Specialist, Membership

Duties and Responsibilities:

To the Service Unit

- Maintain Service Unit financial records.
- Deposit Service Unit funds in a timely manner and pay all debts promptly.
- Give monthly financial report at the Service Unit Leader meetings.
- Work closely with the Service Unit Manager to ensure funds are distributed properly and budgets are prepared for Service Unit activities.
- Provide support to troops with setting up and maintaining troop accounts.
- Ensure leaders know procedures for using troop debit card, the importance of two signatures on checks, and depositing money in a timely manner.
- Provide year-end financial report form to troops in a timely manner.
- Provide instruction and training for completing year-end reports as needed.
- Schedule appointments to collect troop year-end financial reports to ensure submission to GSGLA by June 30th deadline.
- Maintain financial records for Independent Girl Scouts in the Service Unit.

To the Service Team

- Attend Service Unit Team meetings and Service Unit Leader meetings to ensure financial obligations are met.
- Submit Service Unit year-end financial report by June 30th deadline.
- Submit troop year-end financial reports when they have been collected and reviewed.
- Maintain continuous communication with Service Unit Manager and Membership Specialist on financial needs of troops.
- Remain informed about and comply with the most current policies, procedures and guidelines of GSUSA and GSGLA Volunteer Essentials.

Core Competencies: All GSGLA Volunteers will effectively demonstrate these behaviors:

- **Girl focused:** Empower girls to choose and adapt activities, learn by doing, cooperate with others, and reflect on what they've accomplished (as well as on current issues that involve their interests and needs) while having fun.
- **Demonstrates personal integrity:** Demonstrate dependability, honesty, and credibility.
- **Demonstrates adaptability:** Adjust, modify own behavior, and remain flexible and tolerant in response to changing situations and environments.
- **Demonstrates effective oral communication:** Express ideas and facts clearly and accurately.
- **Fosters diversity:** Understand, respect, and embrace differences.
- **Demonstrates adequate computer skills:** Access to e-mail and the Internet, plus knowledge of social media.

Volunteer Position Description

Service Unit Treasurer

Additional requirements:

- Must be in good standing with Girl Scouts of Greater Los Angeles (GSGLA), be a registered adult member of Girl Scouts of the United States of America (GSUSA), complete a Volunteer Application / Criminal Background Check and update these items every three years.
- Believe in the purpose and philosophy of Girl Scouting, and adhere to the principles of the Girl Scout movement and the goals of GSUSA and GSGLA
- Have a working knowledge of the goals, objectives and policies of GSGLA. Is accepting and willing to promote these items with a focus on One Mission, One Goal.
- Is familiar with the appointed service area.
- Performs tasks willingly and effectively; and is a team player.
- Ability to communicate effectively under pressure while maintaining good working relationships with leaders and other volunteers.
- Is willing to bring issues to the appropriate person and respect decisions made.
- Has the commitment and the time needed to perform specified duties.
- Takes additional training as needed.

As a supportive partner with the Service Unit Team, I agree to fulfill my duties for the upcoming membership year.

Volunteer - Print Name _____

Signature _____ Date _____

Service Unit Manager - Print Name _____

Signature _____ Date _____

Membership Specialist - Print Name _____

Signature _____ Date _____

BEST PRACTICES AS A SERVICE UNIT TREASURER

You are there to support the volunteers and council. You will pass on an extraordinary gift to your Service Unit ~ your time, knowledge, and experience.

Share - your knowledge and past experiences with volunteers

- Planning
- Your love of Girl Scouting
- Your leadership skills

Encourage – volunteers when they have moments of doubt

- Help problem solve
- Be positive
- Report unresolved issues to your service unit manager

Guide - volunteers in promoting a high-quality Girl Scout program in a safe setting

- Understanding and completing necessary forms
- Engaging parents
- Safety Activity Checkpoints

Create – a friendly, welcoming atmosphere for the Service Unit

- Monthly communication
- Respond promptly when contacted
- Share skills

Challenge – volunteers to expand their knowledge to better help girls lead

- Training opportunities
- Meeting ideas
- Level resources

Inspire – volunteers to become successful in Girl Scouting

- Informal recognition
- Share progress
- Recommend for formal recognitions

Take Action – with your Service Unit team and Mission Delivery team

- Plan yearly service unit calendar and budget
- Recruit and retain girls and adults
- Recognize deserving volunteers

YOUR SERVICE UNIT TEAM

Service Unit Team Positions

This is a suggested listing of service team positions. Additional positions may be added to suit the needs of your Service Unit.

- Service Unit Manager
 - Manages the Service Unit
 - Oversees service unit team and leaders
 - Oversees service unit events and finances
- Treasurer
 - Manages the service unit checking account
 - Assists troops with all financial matters
 - Facilitates Annual Troop/Group Finance reports (including collecting and reviewing with you)
 - Maintains accounting for Independent Girl Scouts within the Service Unit
- Registrar
 - Supports troop registration thru E-Biz
 - Analyzes monthly membership reports from council
- Events Coordinator
 - Manages and approves events for the service unit
 - Assists troops in hosting events
- Troop Consultant
 - Provides support to troop leaders
 - Reviews troop trips and activities
 - Approves overnight activities
 - Is familiar with Safety Activity Checkpoints
- Recruiter
 - Coordinates recruitment events
 - Manages girl and adult placement
- Product Chairs (Fall and Cookie)
 - Train and support troop product chairs and troop leaders
 - Manage products sales tasks per council guidelines
- And other positions...Cookie Mentor

With Your Service Unit Manager

Create a take action plan to:

- Create a welcoming environment – helps with leader retention
- Work as a team – helps the service unit run smooth
- Set goals – provides service unit direction
- Establish a yearly calendar – everyone is able to plan activities
- Solve Service Unit problems as a group – helps all team members develop problem solving skills
- Develop an agenda for Service Unit Leader meetings and Service Unit Team meetings – using a team approach keeps everyone involved

SERVICE UNIT PLAN OF WORK

The Service Unit Plan of Work is a guide for what the service unit team has accomplished in the past year and plans to accomplish in the upcoming membership year. Your team planning should take place before August, so your plan is ready for the beginning of the new school year! The Plan of Work should be tailored to your service unit needs and is a working tool to achieve goals and needs to be reviewed ongoing throughout the year. The Plan of Work will include what you will be doing to meet the goal, when it will happen and who is responsible. Your Service Unit Team will work with you and your Mission Delivery team to complete the Service Unit Plan of Work. Items of priority include:

- Service Unit membership goals
- Girl Recruitment
- Volunteer Support and Retention
- Reaching out to lapsed girls and adults
- Communication
- Product Sales
- Finances
- Program

As the team sets dates for Service Unit Leader meetings or events, be sure to consider GSGLA program training and dates, as well as, special Girl Scout dates/celebrations. Leader meetings are key to implement and achieve the Service Unit goals and should be scheduled to meet the needs of your volunteers and Service Unit needs, if not meeting monthly, some type of communication piece should go out to the volunteers in your Service Unit.

SETTING UP A SERVICE UNIT FINANCIAL MANAGEMENT SYSTEM

The Service Unit Treasurer plays a vital role in the year round management of the Service Unit funds, financial records, and as a financial advisor to troops following GSUSA and GSGLA policies. A sound financial management system is needed to monitor the financial matters.

Specific policies, procedures, and guidelines on financial managements are located in *Volunteer Essentials*, Chapter 5: Managing Group Finances and in the Policies and Procedures section. Since *Volunteer Essentials* is updated yearly, it is important to stay up to date with the changes and to review the changes with your Service Unit.

This manual contains the tools needed to develop a financial management system to monitor all the financial matters of the Service Unit.

Service Unit Financial Management System components:

- With the Service Unit
 - Prepare a Service Unit budget
 - Oversee event budgets, check requests, and reimbursements
 - Manage Independent girls' funds
- With the troops
 - Ensure all troops have bank accounts and submit a Bank Account Information Form
 - Review troop finance reports and forward to council by June 30
 - Manage the disbursement of troop funds in disbanding or splitting troops

A YEAR IN THE LIFE OF A SERVICE UNIT TREASURER

Now that you have had the chance to examine the skills that you bring to this position, let's put them to work on the specific tasks that a Service Unit Treasurer performs throughout the Girl Scout year.

As a Service Unit Treasurer, you will have some responsibilities that remain the same from month to month, and others that are specific to a particular time period. The following timelines and description pages will give you an overview of your duties throughout the year.

Fall Responsibilities

- Troop Bank Account General Guidelines
 - Assist leaders with setting up a system to manage their troop finances.
 - Review Managing Troop Finances in *Volunteer Essentials* and the Policies and Procedures section.
- Completing a Service Unit Budget (see Service Unit Annual Budget in forms)
 - The Service Unit Annual Budget is used to evaluate how the Service Unit treasury will be used in the coming year
 - The budget worksheet helps in getting an overall picture of the amount spent or earned from a Service Unit Event
 - The budget tracks the amounts actually spent which helps in creating a budget for next year
 - Budgets should be completed with input from the Service Unit team
 - Utilize information from previous years to build your estimates by:
 1. Deciding which events will be hosted by the Service Unit
 2. Deciding which of these events will be money earning; which ones the Service Unit will spend resources for; which events will break even
 3. Estimating site, activity, and food expenses for each event (*Remember, these expenses are rough estimates; each event coordinator will do a more in depth and concise budget for their event; these estimates are important to have in the budget, as the service unit may have to put forward money to reserve a spot or purchase supplies before participant fees are collected*)
 4. Estimating revenue for an event (*This is the fee per person X number of attendees. These estimates are used to gauge if event is money earning, break even, or will use Service Unit funds. As figures are inputted, the overall budget for the event will be calculated*)
 5. Working with your Service Unit Team, determine a budget for recognitions and administrative costs for the year. (*Administrative costs can include things like printing, paper, postage, and office supplies for the service unit. Recognitions costs can include an adult recognition event and leader "Thank Yous"*)
 6. Continuing to input additional items your team would like include in the budget for the coming year
 - As you go through the year, refer back to the budget and input actual expenses incurred and actual income received (*This will be helpful information when budgeting for next year*)

Spring Responsibilities

- Collecting and reviewing Annual Troop Finance Reports
 - Each troop is required to submit their Annual Troop Finance Report by the Service Unit deadline to the Service Unit Treasurer (see Annual Troop Finance Report in forms)
 - Each troop must attach their current troop bank statement with the report

- Disbanding troops must also complete a Troop/Group Disband Notice and submit it with remaining funds to GSGLA.
- Original Annual Troop Finance Reports and bank statements are forwarded to the Membership Specialist by June 30th
- Collecting completed Annual Troop Finance Reports
 - Contact/e-mail all leaders in April to remind them it is their responsibility to complete and submit their Annual Troop Finance Report to you by the Service Unit deadline (*GSGLA needs this information to maintain their nonprofit status and grant eligibility*)
 - If leaders are having difficulty completing the form offer to help them
 - Schedule appointments to collect and review the reports with the leaders
 - Leaders who are not compliant by June 30 will have their eBiz access to Troop Management suspended until they comply
- Reviewing Annual Troop Finance Reports
 - Review reports as collected for the following:
 1. Annual Troop Finance Report and copy of last bank statement
 2. Troop information including signers on account, signature of leader and/or treasurer
 3. Look glaring inconsistencies including all even numbers, figures that seem high
 4. Check that "pass through" money received are equal in income and expense columns
 5. Note the amount of money carried forward
 - When review is complete forward report and bank statements to the Service Unit Manager
 - Record finance information. (see Service Unit Troop Financial Information in forms)
- Service Unit Annual Finance Report
 - Complete Service Unit Finance Report annually
 - Turn in to the Membership Specialist no later than June 30th.

Ongoing Responsibilities

- Create a list of all troop contact and financial information. This task may be completed at the beginning of the year. Taking the time to compile this information at the beginning of the year will make it easier for you to:
 - Keep track of required financial forms
 - Contact troops during the year with questions or concerns
- Collect a Troop Bank Account Information from each troop (see Troop Bank Account Information in forms). As new bank accounts are opened or changes are made to the bank account have leader complete a new form
- Maintain financial records for Independent Girl Scouts registered with your Service Unit. The monies earned by Independent Girl Scouts will be deposited into the Service Unit bank account. The Service Unit Treasurer is accountable to maintain a spreadsheet for each girl with the deposits and withdrawals.
- Create and maintain accurate Service Unit financial records. By doing this, you ensure all Service Unit funds are being used wisely and in accordance with GSUSA and GSGLA policies.

FINANCIAL LEDGER

The most important principle to follow when maintaining records of your service unit's financial activity is: write it down and back it up. Choose a ledger that you're most comfortable with.

- **Handwritten ledger** – No computer knowledge is needed for this type of ledger
- **Excel Ledger** – Some knowledge of Excel is helpful to utilize this type of ledger (see Excel Ledger in forms)
- **Quicken-Basic** – Cost \$29.99; user friendly program; may be purchased with Service Unit funds.

Regardless of the type of ledger, the categories should remain the same. Keeping accurate records using the income & expense categories listed below will make the Annual Finance Report a quick and easy process!

Financial Categories	
Income	Expenses
Membership Registration	Membership Registration
Juliette Low World Friendship Fund	Juliette Low World Friendship Fund
Troop Dues	Equipment (<i>books, flags</i>)
Cookie Program Proceeds (<i>net profit</i>)	Program Activities (<i>trips, workshops, parties</i>)
Fall Product Proceeds (<i>net profit</i>)	Troop Camping
Family Partnership (<i>Troop/Group Credit</i>)	Service Projects
Add'l Money (<i>camping, events, workshops, trips</i>)	Program Supplies (<i>crafts, awards, patches, pins</i>)
Other Money Earning Projects	Other Expenses (<i>bank charges, insurance, uniforms</i>)
Other Contributions/Donations	

SAMPLE HANDWRITTEN LEDGER

[illegible]

SAMPLE EXCEL LEDGER

To start: Enter "Beginning Balance" under "Amount" column. This is the only time you will type an amount in this column.

Entries: When filling in each entry make sure to enter amounts in Income/Expenses categories, the "Amount" will automatically enter. Expense items should be negative amounts to total correctly.

Totals: Year to date amounts in each category should automatically update.

Ledger					
Date	Transaction Description	Payee	Category	Memo	Amount
Beginning Balance					\$ 150.00
9/4/2012	Dep	Smith Family	Membership	Payment for Membership	\$ 30.00
9/6/2012	Debit Card	GSGLA	Membership	Membership_Smith Family	\$ (30.00)
3/11/2013	Dep	Cookie Sales	Cookie Sales	Persaonal & Booth Sales	\$ 2,000.00
4/10/2013	ACH Debit	GSGLA	Cookie Sales	GSGLA Debit	\$ (1,625.00)
					\$ 525.00

Income								
Membership Registration Dues	Juliette Low World Friendship Fund	Troop Dues	Cookie Program Proceeds	Fall Products Proceeds	Family Partnership	Add'l \$ collected (camping, events, etc.)	Other Money Earning Projects	Other Contributions / Donations
\$ 30.00								
			\$ 2,000.00					
			\$ (1,625.00)					
\$ 30.00	\$ -	\$ -	\$ 375.00	\$ -	\$ -	\$ -	\$ -	\$ -

Expenses							
Membership Registration Dues	JL World Friendship Fund	Equipment	Program Activities	Cookouts, Troop Camping	Service Projects	Program Supplies	Other Expenses
\$ (30.00)							
\$ (30.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

BINDER AND FORMS

Binder

After deciding on the type of ledger, the next step is to put together a binder to store the financial records in. Suggested binder tabs:

- Bank Statements
- Expense Records
- Deposit Records
- Treasurer Reports
- Troop Bank Account Records
- Troop Contact Information
- Independent Girl Records
- Service Unit Bank Account Information

Several forms have been created to make it easier to track expenses and record deposits. They can be used in handwritten or electronic form.

Expense Records

Purchases can be paid for with the Service Unit debit card or the expenses can be reimbursed with a Service Unit check. For both types of purchases the receipts must be saved with an explanation of what the purchases were for. The receipts should be attached to the respective form and stored in the *Expenses Records* section of the binder.

- Debit Receipt Form - The Service Unit should decide how to handle the debit cards. One possibility is that the Treasurer could keep the cards and only give them out when purchases need to be made for the Service Unit. The card is given out with the Debit Card Receipt form. After the purchase is made the form, receipts, and card are returned to the Treasurer. (see Debit Receipt Form in forms)
- Payment Request Form - When a reimbursement by check is needed, receipts must be included with the form. It's important to set a deadline for turning in payment requests, make sure that the members of the troop know what that dead-line is. Reimbursements should always be made as the money is spent. (see Payment Request Form in forms)

Monthly Treasurer's Report

The Service Unit Treasurer should submit a Treasurer's Report to the Service Unit Team each month to show the Service Unit's monthly financial activity. This monthly report allows for double oversight with the Service Unit bank account and ensures that the members of your Service Unit Team are informed regarding that month's financial transactions and current account balance. (see Monthly Treasurer's Report in forms)

Deposit Records

Money for several different categories is often deposited at the same time. This is fine as long as there's a log of what the deposit breakdown is. Each category should be recorded separately in the ledger; this will give a clear picture of what the money is for.

- Troop/Group Record of Deposit Form – Every item in a deposit is recorded on this form, this is very handy when there's confusion as to whether something was paid. All deposit receipts should be attached to the record of deposit. (see Troop/Group Record of Deposit Form in forms)
- Receipt Book – Receipts should be given for every transaction, especially when cash is given. This ensures that there is no confusion about the collection of money. There are a couple different options for receipt books, find the one that will best suit the troops needs. It's recommended that all the transactions for the year be kept in one book, if possible.

DISBANDED TROOP POLICIES AND PROCEDURES

GSGLA Disbanded Troop Policy

Troops/Groups that disband are required to submit a final Annual Troop/Group Finance Report, along with the balance of funds in the Troop/Group account, and an inventory list of all Troop/Group equipment and materials to their respective GSGLA Membership staff within 30 days of their final meeting. If girls from the disbanded troop/group are continuing with Girl Scout in new troops/groups the funds will be re-distributed (on a per capita basis) to the new troops/groups. Any remaining funds will be allocated to the GSGLA Financial Aid fund for girls. Equipment and materials distribution will be determined based on inventory and need. This determination is at the discretion of the respective GSGLA Membership staff and if a fair distribution cannot be agreed upon, all equipment and materials will come to the respective GSGLA service center. The assistance of the Service Unit Treasurer and/or SUM may be requested in this process.

When submitting Disband Notice the troop must provide:

- Troop/Group Disband Notice
- Current GSGLA Annual Finance Report
- Current bank statement
- Troop ledger
- Inventory of property

The Service Unit Treasurer may be asked to assist in contacting the troop if they have not turned in their disbanded paperwork within 30 days of disband and confirm that the bank account has been closed once all checks/debits have cleared the account.

SPLIT TROOP POLICIES AND PROCEDURES

In the event that a troop splits, there are procedures that must be followed. The Service Unit Treasurer will oversee this process. The assistance of the Membership Specialist may be requested in this process, if needed.

GSGLA Split Troop Policy

Situations may occur within troops/groups that result in girls needing to or choosing to move to a new troop/group (currently existing or newly formed). Should this happen, the leaders of the new troop/group are encouraged to contact their GSGLA Membership staff to ascertain whether troop funds can be transferred along with the girls to the new troop (this would be done on a per capita basis). This also applies to troop equipment and materials/supplies. Equipment and materials distribution will be determined based on inventory and need. This determination is at the discretion of the respective GSGLA Membership staff and if a fair distribution cannot be agreed upon, all equipment and materials will come to the respective GSGLA regional service center.

In order to determine a fair division of funds the troop must provide:

- Current Troop Annual Finance Report
- Current bank statement
- Troop ledger
- Inventory of property

There are many things to consider when dividing troop funds:

- Are there any outstanding deposits or expenses that are not reflected in the information provided by the troop?
- Has the troop paid for an upcoming trip or outing for the girls with troop funds? Were any of the girls leaving the troop included in those plans? If so, this will have to be factored into the division of funds.

Example:

The troop has already paid airfare, hotel, & registration for San Francisco. Due to irreconcilable differences the troop has decided to split. Those payments would have to be added back in. The money would be divided on a per capita basis and multiplied by the number of girls who are leaving the troop. The cost of the trip for the girls who are leaving the troop would then have to be subtracted from the final total. The reason this would need to be done is because some of the girls were not participating in the trip.

- Division of troop funds should be done within 30 days of a girl(s) leaving the troop. What has occurred since the girl(s) left? Have there been expenses that should be factored out of the totals.
- Has this split happened at the end of or during either product sales programs? If yes, review current policy on troop splits in *Volunteer Essentials*.

After reviewing the information and determining the funds and property to be transferred:

- Meet, and discuss with the parties involved
 - Provide the information that went into the final decision and clearly explain to all parties involved
 - With the division of property, it should be determined by need

FORMS

The forms referenced in this manual are listed below and copies of the forms begin on page 22. Forms can also be found on the GSGLA website and in Cool Tools.

Service Unit Annual Budget

Service Unit Troop Financial Information – this form is to record the troop's Annual Troop Finance Reports

Bank Account Information

Excel Ledger

Debit Receipt Form

Payment Request Form

Monthly Treasurers Report

Troop/Group Record of Deposit

Annual Troop/Group Finance Report

Troop/Group Disband Notice

Inventory of Property Form

Service Unit Annual Budget						
	Budgeted Income	Budgeted Expenses	Budgeted Total	Actual Income	Actual Expenses	Actual Total
Recognitions						
Administration Costs						
Encampment						
Site Fee						
Food						
Activity Expenses						
Total Expenses						
Proceeds (\$ per person X the number attending)						
Total Income						
Event -						
Site Fee						
Food						
Activity Expenses						
Total Expenses						
Proceeds (\$ per person X the number attending)						
Total Income						
Event -						
Site Fee						
Food						
Activity Expenses						
Total Expenses						
Proceeds (\$ per person X the number attending)						
Total Income						
Other						
OVERALL BUDGET						

[illegible]



Bank Account Information Troop & Service Unit

Date _____

☐ New Account ☐ Change ☐ Troop ☐ Service Unit

Girl Scouts of Greater Los Angeles Troop or Service Unit # _____

Name of Bank: _____

Address of Bank Branch: _____

Signers Name (please print) - *minimum of two unrelated signers is required*

1. _____ 2. _____

3. _____ 4. _____

PERSON RESPONSIBLE FOR THIS ACCOUNT (Troop Leader or Service Unit Manager)

Print Name

Signature

Address

Position

City, State, Zip

Phone

VERIFIED BY _____
SU Treasurer (signature required)

Ledger						
Row	Date	Ck#, DC, DEP	Payee	Category	Memo	Amount
Beginning Balance						\$ -
1						\$ -
2						\$ -
3						\$ -
4						\$ -
5						\$ -
6						\$ -
7						\$ -
8						\$ -
9						\$ -
10						\$ -
11						\$ -
12						\$ -
13						\$ -
14						\$ -
15						\$ -
16						\$ -
17						\$ -
18						\$ -
19						\$ -
20						\$ -
21						\$ -
22						\$ -
23						\$ -
24						\$ -
25						\$ -
26						\$ -
27						\$ -
28						\$ -
29						\$ -
30						\$ -
31						\$ -
32						\$ -
33						\$ -
34						\$ -
35						\$ -
Year-to-Date						\$ -

Income									
Row	Membership Registration Dues	JL World Friendship Fund	Troop Dues	Cookie Program Proceeds	Fall Product Proceeds	Family Partnership	Add'l \$ collected (camping/ev ents)	Other Money Earning Projects	Other Contributions or Donations
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
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22									
23									
24									
25									
26									
27									
28									
29									
30									
31									
32									
33									
34									
35									
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Year-to-Date INCOME					\$ -				

Expenses									Bank Statement
Row	Membership Registration Dues	JL World Friendship Fund	Equipment	Program Activities	Cookouts, Troop Camping	Service Projects	Program Supplies	Other Expenses	
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
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25									
26									
27									
28									
29									
30									
31									
32									
33									
34									
35									
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Year-to-Date EXPENSES					\$ -				



Date _____

Name: _____

Position:

Event or Activity:

Date of Event/Activity:	Amount Budgeted \$
-------------------------	--------------------

Itemized List of Purchases				
Expense Category	Date	Store/Vendor Name	Description	Amount \$
Expense Categories:				Total:
Food & Beverage				\$ -
Miscellaneous				-
Transportation				-
Utilities				-
Travel				-
Medical				-
Insurance				-
Taxes				-
Other				-

Expense Categories:

E - Equipment

PA - Program Activities

C - Cookouts & Camping

SP - Service Project

PS - Program Supplies

○ - Other

Total:	\$	-
---------------	----	---

•

Attach ALL invoices, statements, & receipts

Please keep personal purchases separate from Girl Scout purchases

Approved by:

SUM/Leader Signature

Treasurer Signature

For Treasurer Use Only		
Date _____	<input type="checkbox"/> Receipt Attached	<input type="checkbox"/> Invoice Attached



Payment Request Form

Date _____

Check Requested by: _____

Position: _____

Event or Activity: _____

Date of Event/Activity: _____ Amount Requested \$ _____ -

Write Check To:

Name: _____

Address: _____

Itemized List of Purchases				
Expense Category	Date	Store/Vendor Name	Description	Amount \$
Expense Categories:				
E - Equipment	PA - Program Activities	C - Cookouts & Camping	Total:	\$ _____ -
SP - Service Project	PS - Program Supplies	O - Other		

Attach ALL invoices, statements, & receipts
Please keep personal purchases separate from Girl Scout purchases

Approved by:

SUM/Leader Signature Treasurer Signature

For Treasurer Use Only	
Date _____	Expense Category _____
Check # _____	<input type="checkbox"/> Receipt Attached <input type="checkbox"/> Invoice Attached



Monthly Treasurer's Report

Service Unit: _____ Prepared by: _____ Date: _____

Balance from Previous report:(a) \$ -

Income

Date	Payee	Category	Memo	Amount

Total Income:(b) \$ -

Expenses

Date	Payee	Category	Memo	Amount

Total Expenses:(C) \$ -

[(a+b)-c] Ending Balance:(d) \$ -

Troop/Group #: _____
Date: _____

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ANNUAL TROOP/GROUP FINANCE REPORT

(electronic fillable/savable format - Rev. 5/9/12) FINAL CORRECTED

Membership Year: _____

BANK ACCOUNT INFORMATION - Use "Tab" key to advance to next blank space.

SU # _____ Troop # _____
Troop Level: Daisy _____ Brownie _____ Junior _____ Cadette _____ Senior _____ Ambassador _____
Bank Name/Branch: _____ Account #: _____

(Attached last bank statement.)

Authorized Signers - 2 nonrelated adults required (3 recommended). Please print.

1. _____
2. _____
3. _____
4. _____

NOTE: The account must be in the name: Girl Scouts of Greater Los Angeles, Troop XXXXX (replace the "X"s with your Troop number).

TROOP FUNDS - Use "Tab" key to advance to next blank space.

A. BEGINNING BALANCE

Checking Acct \$ _____ + Checking Acct #2 \$ _____ (if applicable) = \$ _____ \$0.00

INCOME

Membership Registration Dues \$ _____
Juliette Low World Friendship Fund \$ _____
Troop/Group Dues \$ _____
Cookie Program Proceeds \$ _____
Fall Products Proceeds \$ _____
Family Partnership - Troop/group Credit \$ _____
Additional money collected (camping, events, etc.) \$ _____
Other money earning projects \$ _____
Other contributions or donation \$ _____

B. TOTAL INCOME

\$ _____

C. TOTAL MONEY AVAILABLE (A+B)

EXPENSES

Membership Registration Dues \$ _____
Juliette Low World Friendship Fund \$ _____
Equipment (flags, books, etc.) \$ _____
Program Activities (trips, parties, etc.) \$ _____
Cookouts, Troop Camping \$ _____
Service Projects \$ _____
Program supplies \$ _____
Other expenses \$ _____

D. TOTAL EXPENSES

\$ _____

E. ENDING BALANCE (C-D)

\$ _____

(Checking Acct \$)

Balance is to be used for: _____

Signature of Troop Leader / Date _____

Signature of Troop Treasurer/Date _____

Signature of Service Unit Manager/Date _____

Please make a copy for your records and return original to your service unit for review and final submission to GSGLA by June 30th. Thank you!



Troop #: _____ Service Unit #: _____ Effective Date: _____ Troop Leader: _____

☐ Annual Troop Finance Report ☐ Bank Statement/checkbook ☐ Troop Equipment Inventory ☐ Cashier's Check (if applicable) \$ _____

TROOP FUNDS – Answer the statement that applies (see “Troop Finance Policies”)

- | | | |
|---|---------------------|------|
| <div style="border: 1px solid black; height: 40px; width: 100%; position: relative;"> <div style="position: absolute; top: 5px; left: 5px; width: 20px; height: 20px; background-color: #e0e0ff;"></div> <div style="position: absolute; top: 5px; right: 5px; width: 20px; height: 20px; background-color: #e0e0ff;"></div> <div style="position: absolute; top: 10px; left: 30px; font-size: 24px; font-weight: bold;">X</div> </div> | | |
| Print Leader Name | Signature of Leader | Date |

☐ Troop/Group # _____ ☐ Service Unit _____09/2013 35 of 44

RECOGNITIONS

ADULTS

There are many ways to recognize volunteers for their time and dedication. Whether in the form of a simple “thank you” for a small job well done or a formal commendation for years of faithful service in a key position, acknowledgment is a signal to the recipient that she/he is noticed and appreciated.

You can honor any Girl Scout leader, Service Unit Team member or adult volunteer by nominating her/him for an award or by making a special recognition of your own! Recognitions usually take the form of pins, badges, certificates, or other tangible tokens. They may be presented at a special Service Unit ceremony, Girl Scout meeting, or recognition event such as the GSGLA Recognitions Ceremony, held in conjunction with the annual meeting.

It is important to let your leaders, Service Unit Team members, and other volunteers know the information about the awards and adult recognitions in a timely manner. Nominations and requests for awards are due the second Friday in January. Information about the awards is posted on the GSGLA website.

A few of the awards are below.



Volunteer
of Excellence



Thanks
Badge



Platinum
of Service



Appreciation
Pin



Honor
Pin



First Year
Leader Award



Years of
Service

GIRLS

The Bronze, Silver, and Gold Awards are the highest awards a girl can earn as a Girl Scout. These are national awards with significant standards that must be met, representing a girl's skills, leadership, creativity, values, and efforts contributed to make the world a better place. Requirements for these awards can be found in the Girl's Guide to Girl Scouting and on the GSGLA website. Girls must rely on GSGLA forms and requirements.

It's important to let your leaders, Service Unit Team members, and other volunteers know about these awards and recognize the girls who have earned them. Gold Awardees are recognized annually at a Council-wide event; recognitions for Silver and Bronze awardees can be done on a regional, Service Unit, or troop level.



Bronze Award
Juniors



Silver Award
Cadettes



Gold Award
Seniors & Ambassadors

TIPS AND TOOLS

Sharing your knowledge and experience by answering questions and clarifying information helps leaders become successful in Girl Scouting and gain a sense of pride. Here are some tools to share with the leaders.

GSGLA WEBSITE

There is a wealth of information accessible to all volunteers at a given time on the GSGLA website.—
<http://girlscoutsla.org>

- Adult Learning
- Become a Leader or Volunteer
- Cool Tools
- Family Partnership
- Forms
- On-line Event Calendar
- Personify/eBiz
- Pixie List – GSGLA classifieds
- Registration Information
- Safety Activity Checkpoints
- Volunteer Essentials
- Volunteer of The Month

DISCIPLINE APPROACHES

A common problem with girls in a group setting is misbehavior. Leaders ask for guidance on handling behavioral situations. The following are some tips for resolving behavior:

- Work with the girls to create a troop/group agreement – they will better abide by what they help create
 - Girls, depending on age, create the troop/group agreement
 - Include consequences
 - Girls tend to be hard on themselves when creating consequences
 - Be sure all situations are addressed
 - Share troop/group agreement with parents
- Respond consistently
 - Try nonverbal cues to improve behavior
 - Use gentle verbal reminders
 - Redirect to the activity if not responding to the reminder
- Explore the reason for the behavior
 - If for attention: respond with positive choices
 - If for power: give responsibility or choices
 - If for belonging: structure activities to help them feel a part of the group
- Teach positive behaviors
 - Discuss and role play positive behaviors
 - Notice when behaviors are positive
 - Ratio should be 3 positives to 1 negative comment
- If misbehavior continues
 - Remove from the activity
 - Discuss with parent/guardian

WORKING WITH LEADERS AND VOLUNTEERS

One of the most important goals is to set the expectation of leaders/volunteers to be active and engaged participants. Your key responsibility in this area is to work with the leaders/volunteers and to maintain frequent contact. You should also encourage the leaders to develop a troop support committee – parents who have specific, assigned tasks, such as cookie mom, treasurer, program assistant, and driver. It is very important that those relationships are built early on.

Most leaders/volunteers are helpful and supportive and sincerely appreciate your time and effort on behalf of Girl Scouts. And you almost always have the same goal, which is to make Girl Scouting an enriching experience for girls.

Perhaps the most important tip for communicating with leaders/volunteers is to use “I” statements instead of “you” statements. You want to clearly communicate what you observe or need and how they can help.

- “You” statements may make a person feel defensive. Here are examples of “you” statements:
 - “Your daughter just isn’t responsible.”
 - “You’re not doing your share.”
- “I” statements tell someone what you need from her/him. Here are examples of “I” statements:
 - “I’d like to help your daughter learn to take more responsibility.”
 - “I’d really appreciate your help with registration.”

Here are some specific situations:

If a parent or guardian....	You can say...
Is uninvolved and asks how she can help but seems to have no idea of how to follow through or take leadership of even the smallest activity.	“I do need your help. Here are some written guidelines on how you could help me prepare for our camping trip.”
Constantly talks about all the ways you could make the group better.	“I need your leadership. Project ideas you would like to develop and lead can fit in well with our plan. Could you write out your suggestion so we can see how to fit it into the girls’ program?”
Tells you things like, “Denise’s mother is on welfare, and Denise really doesn’t belong in this group.”	“I appreciate your letting me know. Girl Scouting is for all girls. Denise probably needs our support more than many. I could use your help to teach the girls to be sensitive to others’ feelings.”
Shifts parental responsibilities to you and is so busy with her own life that she allows no time to help.	“I love volunteering for Girl Scouts and want to make a difference. Could you take a few moments from your busy schedule to let me know what you value about what we’re doing, I’d appreciate it. It would keep me going for another year.”



How to Create an eBiz Account

Overview

Creating Your eBiz Account

Questions?

Overview

To use the GSGLA online registration system (eBiz), you must first create an online account which allows you to create a Username and Password that you will use to login for all subsequent visits to eBiz.

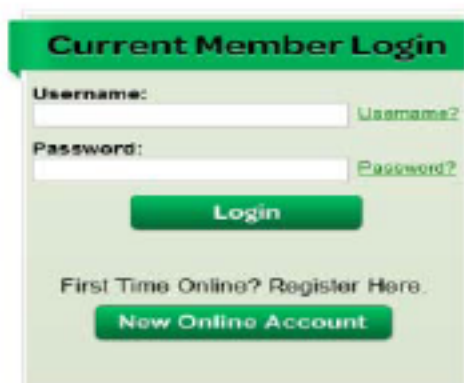
If this is your first time accessing the eBiz system after August 10th 2013, you will need to complete this process even if you have created an account in the past.

As of August 10th, parents of girl members under the age of 18 will no longer need to access their daughter's individual eBiz accounts.

- Adults who are designated as the Guardian 1 for their daughter(s) will have access to the Family Management areas from their own individual accounts. As a Family Manager, Guardian 1's will now have the same access and capabilities that were previously only available to Troop Leaders.
- Designated 01 Troop Leaders will continue to have access to Troop Management.
- Adults who are both Guardian 1's and Troop Leaders will have access to both areas of management.

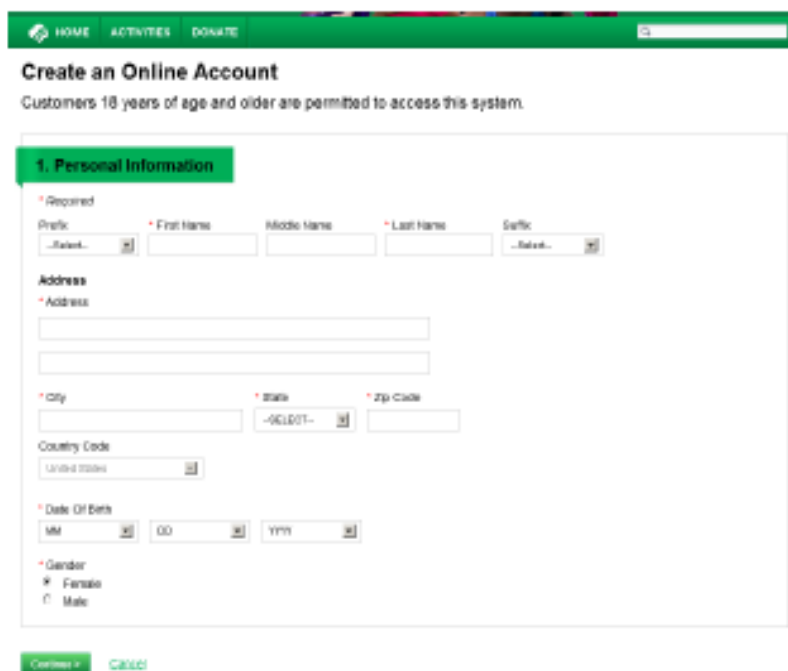
Creating Your eBiz Account

1. Using a supported browser (Internet Explorer 8,9 & 10, Firefox, Safari or Chrome), access the GSGLA website: www.girlscoutsla.org
2. Scroll to the far right and click on the eBiz tab, click on Log-in.
This will open the eBiz webpage.
3. Below you will see the screen; you will see an area title **Current Member Login**. Click on the button that reads **New Online Account**.



The image shows a login form titled "Current Member Login". It has two input fields: "Username:" and "Password:". To the right of each field is a link: "Username?" and "Password?". Below the fields is a green "Login" button. At the bottom, there is a link "First Time Online? Register Here." and a green "New Online Account" button.

4. The screen should show the form below. Fill in all required fields marked with a red asterisk.



The image shows a web page titled "Create an Online Account" with a sub-header "Customers 18 years of age and older are permitted to access this system." The form is titled "1. Personal Information" and contains several required fields marked with a red asterisk. The fields are: Prefix (dropdown), First Name, Middle Name, Last Name, Suffix (dropdown), Address (two lines), City, State (dropdown), Zip Code, Country Code (dropdown), Date Of Birth (MM, DD, YY), and Gender (radio buttons for Female and Male). There are "Continue" and "Cancel" buttons at the bottom.

5. When you click Continue the system will attempt to match the data entered into the form with a record in GSGLA's database. If a match is found and you are able to create a login, you will receive the message below, if so, skip to [step 8](#):

Dear current or past Girl Scout member,
Congratulations! We found you in the online system. Please go to your email and follow the instructions to activate your online account.

[Return To Home Page](#)

6. If a match is found but there is a complication in creating your login, you will receive the message below:

Dear current or past Girl Scout member,
We have found you in the system, but in order to continue please [contact us](#).

[Return To Home Page](#)

In this case, please email helpdesk@girlscoutsla.org for assistance. A Help Desk staff member will need to research the problem before you can make another attempt creating your account.

7. If you are new to GSGLA or if the system does not identify your information with a record in the system, you will see the below screen:

Create an Online Account
Customers 18 years of age and older are permitted to access this system.

1. New Account for :

Angelica Aguilar
1811 S. 9th Street, Suite 200
Los Angeles, CA 90006
DATE OF BIRTH : 11/02/1977

2. My Girl Scouts Login

* Required

* Username

* Password * Verify Password

* Challenge Question
Please Choose One

* Answer

3. Contact Information

Email Address

Phone

If you are certain that you are a new member who has not previously participated with GSGLA, you can fill out the online form to create a new account.

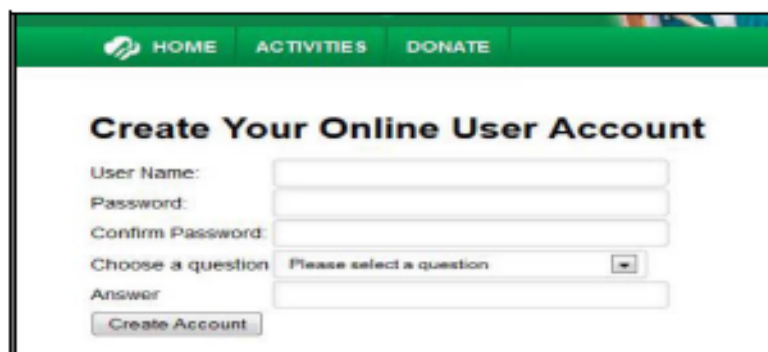
If you have participated with GSGLA in the past, or if your daughter has been a Girl Scout with GSGLA in previous years, please contact the Help Desk helpdesk@girlscoutsla.org for assistance. A Help Desk member will need to research your account to determine why the system has not recognized you. Please do not continue to create a new account.

8. If you have received the "successful" message in step 5, then the system has sent you an email from noreply@uspps.net that will contain a link for you to access and create your login. Go to your email account to access the email:

Subject: New Girl Scouts Account

Thank you for activating your Girl Scout account! To complete the process and choose a user name and password, please click the link below:
<https://login.uspps.net/uss/Home/ActivateAccount/CreateAccount/valid/5715/4be3897ed-388d-4a21-b465-881237280495/uss/M/Orfawb.0000>
The link to activate your account is very long and some email clients break it to fit their character count. Please copy and paste both parts of the link, in order and without spaces, into your web browser. This will take you to the proper page to finish your online membership renewal.

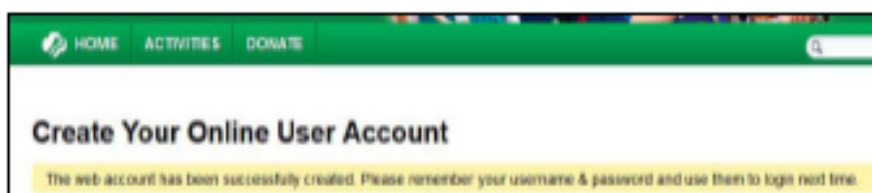
9. Click on the link, or copy the whole link and paste it into your web browser. The below page should load:



The screenshot shows a web page with a green header containing 'HOME', 'ACTIVITIES', and 'DONATE' links. The main heading is 'Create Your Online User Account'. Below this, there are five input fields: 'User Name:', 'Password:', 'Confirm Password:', 'Choose a question' (with a dropdown menu showing 'Please select a question'), and 'Answer'. At the bottom of the form is a 'Create Account' button.

10. Fill in the username and password of your choice. It will need to be unique in the system and your password must meet security requirements (needs to be at least 7 characters long and include at least one number). You will receive a message if you need to revise your login credentials.
11. Choose a security questions and provide the answer. Click Create Account
12. You may wish to record this information for future use as you will be using this username and password each time you login to eBiz. Should you forget your username or password, you can click on the Username? Or Password? Links next to the fields in the Current Member Login area, shown on [page 2](#) of these instructions. This will allow you to retrieve your login credentials using your provided security question.

13. When you've successfully completed the account creation process, you will receive the below success message and an email will be sent to confirm the creation of your account.



The screenshot shows the same 'Create Your Online User Account' page, but with a yellow banner at the bottom that reads: 'The web account has been successfully created. Please remember your username & password and use them to login next time.'

14. Congratulations! You have successfully created your eBiz account. You are now logged into your account and can begin using the online registration system.

Questions?

If you need help or have questions during the process, email our Help Desk at:

helpdesk@girlscoutsla.org

Help Desk tickets are answered in the order they are received.

WHAT YOU NEED FOR YOUR GIRLS TO....

Getting the girls out to explore their world and experience new activities is fundamental to Girl Scouting and developing leadership qualities in the girls, whether it is taking a hike, planting new flowers at the local assisted living facility, camping, or traveling to Sea World, Savannah, Georgia, or Our Chalet in Switzerland. It is often confusing for leaders to know exactly what training they need, forms to fill out, or equipment to bring. The GSGLA Adult Educators team has created a handy chart reduce the mystery!

On the following page, you will find “What I Need for My Girls to Attend A....” Please feel free to share it with the leaders and volunteers in your Service Unit. It will be found in the workbook for each GSGLA Adult Education course and on our Council website. On the website, it will have interactive links so adults can immediately download the proper form or register for the necessary class! This chart will be updated periodically, so have your volunteers confirm all requirements in the online version.

WHAT I NEED FOR MY GIRLS TO ATTEND A...

Activity	*Forms/Equipment	Approval/Notification/Insurance	**Training/Certification	Review
Troop Meeting				
Troop Meeting - Location Change		Notify - Parents		
Meeting Time Trip	***Parent Permission Form	Notify - Service Unit Manager/Designee		
Day Trip	***Parent Permission Form	Notify - Service Unit Manager/Designee ****Insurance - needed for non-registered attendees	****First Aider	
1-2 Night Indoor Overnight (including federal holidays)	***Parent Permission Form	Approval - Service Unit Manager/Designee ****Insurance - needed for non-registered attendees	Indoor Overnight ****First Aider	
1-2 Night Outdoor Overnight (including federal holidays)	***Parent Permission Form	Approval - Service Unit Manager/Designee ****Insurance - needed for non-registered attendees	Indoor Overnight Camping Skills ****First Aider	Adult-to-girl Ratio
2+ Nights Outdoor Overnight (excluding federal holidays)	Extended/International Travel App. ***Parent Permission Form Additional Insurance	Extended Approval - Council 6 weeks in advance ****Insurance - needed for extended trips	Indoor Overnight Camping Skills Domestic Travel ****First Aider	Safety Activity Checkpoints
2+ Nights Indoor Overnight (excluding federal holidays)	Extended/International Travel App. ***Parent Permission Form Additional Insurance	Extended Approval - Council 6 weeks in advance ****Insurance - needed for extended trips	Indoor Overnight Domestic Travel ****First Aider	Volunteer Essentials
International	Extended/International Travel App. ***Parent Permission Form Additional Insurance	International Approval - Council 18 mo. in advance ****Insurance - needed for international trips	Indoor Overnight International Travel ****First Aider	
Group Money Earning	***Parent Permission Form Money Earning Form	Applications submitted online no less than 6 weeks before the event. Service Unit Manager/Designee	Special Events and Money-Earning	
Product Sales	Product Program Agreement Form		Product Program Sale Troop Training	
Product Sales Boothing	***Parent Permission Form Product Program Agreement Form	Notify - Service Unit Manager/Designee		

*Health History and First Aid Kit are required for every Girl Scout activity.

**Welcome Session and Council Orientation are required for all troop leaders, co-leaders, and assistant leaders.

***Parent Permission Form is required for every activity or trip for every girl, whether parents attend or not.

****Purchase additional insurance from council at least 4-6 weeks in advance of activity.

*****First Aider Level depends on remoteness of activity and danger involved.

Access to EMS Minimum Level of First Aid Required

30 min. or under	Level 1 (Some health care providers may also serve)
30 min. or more	Level 2 (Some health care providers may also serve)
Wilderness	Wilderness First Aider or Wilderness First Responder

Federal Holidays: New Year's Day; Martin Luther King Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving Day; Christmas Day.