

**Just
-in-
Time**

Understanding Finances Outstanding Balance Form

The troop is responsible to review all financial responsibilities prior to participating in a Product Program. Troop Leaders must issue dually signed receipts for all exchanges of product or money between the troop and the families. These receipts are required by council, should your troop need assistance in collecting funds. Refer to the Volunteer Manual for more information.

What is the Outstanding Balance Form (OBF)?

The OBF is an online form that the troop leader will submit if a parent or caregiver of a Girl Scout does not turn in the full amount due to the troop by the end of the program. The OBF is a request to transfer financial responsibility from the troop back to the parent.

Note: The troop remains financially responsible until the submission is approved by council.

Why should I use it?

Troops and families are financially responsible for the products they are selling. GSDH does not want the troop to become financially burdened if a member of their troop does not pay. If the form is approved, GSDH will take over responsibility of collecting the debt.

When should I fill it out?

As soon as you suspect or know there is an issue. Additionally, each program, Fall Product and Cookie, will have a set deadline that is listed in the Volunteer Manual and on the council website.

What happens if I miss the deadline?

*Please contact Member Services as soon as possible.
Council cannot guarantee approval past the deadline.*

Where can I find this form?

*The form is located on our website under For Members—Forms & Documents (See All) /Online Forms: Volunteer.
[Outstanding Balance Form](#)*

Member Services

Help@gsdakotahorizons.org

1-800-666-2141

gsdakotahorizons.org/cookieresources

Before Submitting the Form:

- **Issue Receipts!** *Always issue a signed receipt for each exchange of product and money. This will provide a paper trail and acknowledgement of each exchange made.*
- *Keep a copy of the receipts for the troop's records. Ensure both the troop and the family sign and keep a copy of the receipt.*
- *Attempt to collect the debt. The troop must attempt to collect the debt from the family on three separate occasions by reaching out to by two different methods (email, call, text).*
- *Keep copies of all interactions with family. Council requires a copy of all receipts and exchanges to approve the troops' Outstanding Balance Form submission.*

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What happens after I submit the form?

You will receive a confirmation email and the submission will go to our Finance Department for review. GSDH will notify the troop within five business days if the form is approved or if more information is needed.

What happens once my submission is approved?

Once approved, the amount will be subtracted from the troop's balance owed to council and notice of the new ACH amount will be sent. GSDH will transfer responsibility for this amount to the parent/caregiver and they will be contacted regarding the collection process.

Does this affect the Girl Scout?

*No. A parent/caregiver's failure to turn in funds will not affect the girl's Girl Scout Experience. **Please provide all rewards to the girls no matter the situation.***

What information is provided to the parent/caregiver after I submit the form?

GSDH will work closely with the parent/caregiver to get the debt paid. If no action is taken from the parent, GSDH will pursue an outside collection agency. No further action is needed by the troop.

What should I do if I receive funds from family after submitting the form?

Contact the council Finance Team immediately at the 800# listed below to notify us of received funds. The Finance Team will work with you to determine the best way to get the funds to council.

2025 Cookie Financial Dates:

- March 7 Initial ACH
- March 24 Program Ends
- March 27 eBudde closes to troops at 11:59PM
- April 4 Outstanding Balance Form is Due
- April 10 Deposit all funds in bank account
- April 18 Final ACH Withdrawal

*Dakota Horizons / **ATTN: Finance** / 1101 S Marion Rd / Sioux Falls SD 57106
1-800-666-2141 / Help@gsdakotahorizons.org*