



## Volunteer Toolkit Finance Tab FAQ's

Q- The VTK is giving me trouble?

A- Use a VTK friendly internet browser. Google Chrome is the preferred browser, but Mozilla Firefox, Microsoft Edge, and Mac Safari work well. Internet Explorer is *NOT* recommended. If you are using one of the browsers listed here and still having trouble, please contact [customercare@gsgcf.org](mailto:customercare@gsgcf.org) for assistance.

Q- I can't get logged in to the VTK, what do I need to do?

A- Use the email you have on file with Girl Scouts. If you do not know your password, click FORGOT PASSWORD at the bottom of the log in screen. If you do not know which email you used or are still having trouble email [customercare@gsgcf.org](mailto:customercare@gsgcf.org) for assistance.

Q-Do I have to itemize a single receipt into multiple categories?

A-No, you do not have to itemize your receipts into multiple categories. If you have an expense that fits into multiple categories use the category that you spent the most money in and put the total in that box.

Q- What is the best way to tally my income or expenses to enter into the finance report?

A- Dependent upon how you keep track of your troop transactions you may choose one of the options suggested here. You can gather receipts and sort into the different income and expense categories. Alternatively, print your transaction history (using instructions provided) and use colored highlighters to mark different types of income. For instance, all dues in green, all cookie deposits in orange, all donations in purple, all mags and munchies in blue, etc. You can then do the same for your expenses. Some volunteers may also track expenses in Quicken or Excel and you can set up your pages to mirror the income/expense categories and sort.

Q- I'm finding the finance report hard to fill out. Who can help me?

A- Connect with your service unit treasurer or your service unit manager to assist you. Your member engagement specialist can also help you. Be sure to deposit ALL funds into your troop account and spend ALL funds with a troop check or debit card and your finance report will be much easier to complete. Offline transactions can be hard to track and make completing your finance report difficult.

Q- I accidentally used troop/Service Unit funds on a personal purchase. What do I do?

A- Per GSGCF Troop and Service Unit Funds policy, under no circumstances shall the money be used by the account signers for her/his personal use. However, we do realize that accidents do happen. When this happens you should use the "Other Expense" category as you must explain in detail what each expense in this category is for using the notes section at the bottom. When you repay the troop for your personal purchase, you should use the "Other Income" category and provide an explanation in the notes section.