Volunteer Toolkit (VTK) Finance Tab FAQs

Troops are encouraged to submit their finance report using the Volunteer Toolkit (VTK) Finance Tab to submit their Annual Finance Report. We've put together a list of frequently asked questions to help you get started. If you still have questions, contact our Customer Care team at customercare@gswo.org or 888.350.5090. They are available from 8:30 a.m. to 5:30 p.m., Monday through Friday.

How do I access the VTK Finance Tab?
Go to our website, gswo.org and click the MyGS link at the top of the webpage. Log in using your username and password. Select the Volunteer Toolkit option. Then select the Finance tab to the far right. The Finance Tab is active between March 31 and September 30.

Is my login the same as VTK?
Yes, it is the same login that you use to access the VTK and to renew your membership.

Who can complete the Finance Tab information?
As with VTK, only troop leaders with a current background check and current Girl Scout membership who are assigned the troop leader role will be able to complete the Finance Tab fields.

What is the troop treasurer's role in completing the troop finance report?
The troop treasurer is responsible for managing the income and expenses for the troop and for reconciling the check register and all receipts. The troop treasurer will share all final income and expense totals with the troop leader so the troop leader can complete the VTK Finance Tab.

What if I need help accessing the VTK?
If you are a troop leader who is having trouble accessing the VTK or seeing the VTK Finance Tab, contact our Customer Care team at customercare@gswo.org or 888.350.5090. They are available from 8:30 a.m. to 5:30 p.m. Monday through Friday.

Why do I have to complete the VTK Finance Tab?
Girl Scout councils operate as 501c3 non-profit organizations and are audited annually by the IRS. During audits we are required to provide troop financial information upon request. For this reason, every troop must complete an Annual Troop Finance Report, even troops that haven't opened a bank account yet or haven't collected any funds. The VTK Finance Tab is the best way to submit your Troop Finance Report, which is due every year.

How is the Finance Tab used?
This will be the ongoing way troop leaders will submit their annual Troop Finance Report to GSWO. The information submitted within the VTK Finance Tab will allow parents in the troop to view the troop's financial activity, allowing transparency to troop members.

What information will I need to submit?
You will submit information about Troop Income and Expense categories on your Troop Finance Report. You will also submit information regarding your bank account including the bank you use and the signers on the account. If you do not use Fifth Third Bank, you will also need to submit a copy of your bank statement. You will also be asked to complete the GSWO Bank Information Form.

Who gets to see/view my troop's Finance Tab?
The Finance Tab can be seen by any parent in the troop and they will see the latest update made by the troop leader. Troop leaders will be able to see and complete the Troop Finance Report Fields. Parents cannot see bank account information, notes you have included, or attachments.

When is the troop finance report due to GSWO?
The Troop Finance Report is due by June 30 each year. A Troop Finance report is also due when troop leadership changes or when a troop disbands.

What if my troop's year is not over by June 30?
Please complete and submit the Finance Tab information for your troop finances from July 1 through June 30. Next year, your troop Finance Tab entry will begin July 1 and go through June 30 of the next year.

Can I see past reports?
Yes. After your first Finance Report is filed through the VTK Finance Tab, subsequent years will be archived and you will be able to view them.

What if I am unable to submit my finance report on the VTK Finance Tab?
We would like everyone to submit their finance report through the VTK. If that is not possible, you can contact customer care for a paper form, which can be dropped off at a regional office or sent via email. If you have questions or need assistance, email customercare@gswo.org.

How can I submit my bank statement if my troop account is not with Fifth Third?
When you submit the Troop Finance Report online through the VTK Finance Tab, you will be asked to upload your bank statement. You'll be able to browse your computer/device to upload your bank statement. You will be able to attach up to 10 documents totaling no more than 25mb. You have to hit submit, before you will be allowed to attach items.

What if I submitted my troop's financial information too early/by accident or forgot to attach my bank statement? Email customercare@gswo.org so we can help you.

What If my ending balance, is not balancing with my bank statement?
Your troop's ending balance should match your bank statement unless you have outstanding checks or deposits that have not cleared your bank or petty cash on hand. If your bank statement doesn't match you'll have the opportunity to list/explain why it doesn't.

Can I come into the office to drop off my finance report or get help submitting it online?
We are happy to help! Email customercare@gswo.org and we can assist you over the phone.

What if I don't submit the troop finance report, what happens?
Troop volunteers are entrusted to ensure the sound fiscal management of troop funds. We all agree the highest level of integrity must be maintained and we will work with you to overcome any barriers to completing this process. In the event there are extenuating circumstances preventing the troop's finance report from being submitted, notify us by emailing customercare@gswo.org. Troops that do not make a reasonable attempt to submit the Troop Finance Report in a timely manner cannot participate in product sales and leaders may not be reappointed.

What can I do to prepare to complete the VTK Finance Tab?
Use the Troop Finance Tracking Sheet which will help you track and calculate your troop financials.

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