Volunteer Toolkit (VTK) Finance Tab FAQs

Troops will use the Volunteer Toolkit (VTK) Finance Tab to submit their Annual Troop Finance Report (TFR). We’ve put together a list of frequently asked questions to help you get started. In addition to reading this document, also review the information in the VTK Finance Tab Step by Step Instructions. If you still have questions, contact our Member Services team via email info@gsnorcal.org or call 800-447-4475, ext. 0 between 9am and 5pm Monday through Friday.

How do I access the VTK Finance tab?
Go to our website, www.gsnorcal.org and click the MyGS link at the top of the webpage. Log in using your username and password. Select Account in the top right-hand corner. Then, select Volunteer Toolkit from the left side menu. Finally, select the Finance tab to the far right.

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?
Only troop leaders and troop treasurers, with a current background check and current Girl Scout membership, who are assigned the troop leader or troop treasure role will be able to complete the Finance tab fields.

What is the troop treasurer’s role in completing the Troop Finance Report (TFR)?
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, together they can decide how they will complete the VTK Finance tab, they can do it together or one person can take on the task.

What if I need help accessing the VTK?
If you are a troop leader or troop treasurer who is having trouble accessing the VTK or seeing the VTK Finance tab, contact our member services team by emailing info@gsnorcal.org or calling 800-447-4475 ext. 0, M-F 9am –5pm.

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.

Why are we using the VTK Finance tab to submit our TFR?
Our rollout of the VTK Finance tab was moved up out of concern for the health and well-being for our volunteers and staff during the COVID-19 Pandemic. Launching the VTK Finance tab will provide an easy and secure way for troops to submit their Annual Troop Finance Report electronically to GSNorCal. This electronic process will be the new and ongoing method for reporting the annual troop/group finances to GSNorCal in 2020 and in all subsequent years.
How is the Finance tab used?
This will be the ongoing way troop leaders will submit their annual Troop Finance Report to GSNorCal. 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. Moving forward, troops and parents will also be able to access finance reports from previous years, if they were submitted via the Finance tab.

What information will I need to submit?
You will submit all the same information and Income and Expense categories that you are used to submitting on your Troop Finance Report, the only difference is that you will submit your troop’s financial information and April bank statement online in the VTK Finance tab.

What is included in the VTK Finance Tab?
The VTK Finance tab will meet your troop’s annual financial reporting needs. Here is what you’ll be able to do:

- Access instructions and links to helpful council financial documents
- Enter your troop’s income and expenses in detailed categories
- View your troop’s finance summary (automatically calculated)
- Add detailed notes on your troop’s finances
- Timestamp and autosave information, so multiple troop leaders/troop treasurers can work on the financial report and see who last saved the information
- Add your troop’s bank account information, including the bank name, branch, last four digits of the account number, and all authorized signers for the troop’s checking account
- Preview before submitting the troop financial report
- Indicate your troop’s status for the next year (returning, merging, disbanding, or unsure)
- Indicate your service unit name and number.
- Attach any documents you are required to send (April bank statement and supporting documentation)

Who gets to see/view my troop’s Finance Tab?
Once you submit your troop’s finance report, parents and troop support adults will have a read-only view of your income, expenses, and financial summary. Troop leaders and troop treasurers will be able to see and complete the Troop Finance Report fields.

When is the Troop Finance Report due to GSNorCal?
In 2021, we are extending the due date to May 31st due to the COVID-19 pandemic. Normally the Troop Finance Report is due by May 15th 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 May 31st?
Please complete and submit the Finance tab information for your troop finances from May 1st of the previous year through April 30 of the current year. Next year, your troop Finance tab entry will begin May 1st and go through April 30th 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.
Can I submit my finance report via paper form and mail or turn it in in-person?
No, Troop Finance Reports that are due after May 2020 and all subsequent years will be submitted via the VTK Finance tab. If you have questions or need assistance, email info@gsnorcal.org.

How can I submit my April bank statement?
When you submit the Troop Finance Report online through the VTK Finance tab, you will be asked to upload your April 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.

What if I submitted my troop’s financial information too early/by accident or forgot to attach my bank statement?
You will only be able to submit your troop financial information in the VTK Finance tab once for each membership year! It is important that you have all your income and expense totals ready to enter and that your ending balance matches your April Bank statement BEFORE you enter your final financials and submit your report to GSNorCal. If you need assistance, email info@gsnorcal.org so we can help you.

What if my ending balance is not balancing my April bank statement?
Your troop’s ending balance should match your April bank statement unless you have outstanding checks or deposits that have not cleared your bank or petty cash on hand. If your April 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?
No. Our offices are closed due to the COVID-19 pandemic. We are happy to help! Email info@gsnorcal.org and we can assist you over the phone or set up a virtual meeting to walk you through the steps.

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 info@gsnorcal.org. Troops that do not make a reasonable attempt to submit the Troop Finance Report in a timely manner face closure of their troop bank account and troop disbandment.

What can I do to prepare to complete the VTK Finance Tab?
- **Verify your VTK access.** It is important for troop leaders to verify they have the proper access to manage the Volunteer Toolkit. Follow the steps above under “How do I access the VTK Finance tab?” If you aren’t sure if you have the right permission or need assistance, please contact our member services team via email at info@gsnorcal.org or call 800-447-4475 ext. 0, M-F 9am-5pm.
- **Gather financial documentation and reconcile troop financials.** Troop treasurer’s, troop leaders, and other bank account signers should work together to gather all troop income and expense documentation which means gathering all receipts, reconciling your check register, and totaling income and expense categories. We recommend that troops use the Troop Finance Tracking Sheet to assist you in calculating your troop income and expenses which will make it easy for you to enter your troop financials into the VTK Finance tab for submission.
- **Download a copy of your April bank statement.** Save a copy to your local computer or device for easy uploading as an attachment to your VTK Finance tab submission.
- **Learn more** by completing the VTK Finance Tab: Completing Your Annual Troop Finance Report online training module and reviewing the VTK Finance Tab Step by Step Instructions.