

Information for Credit Card Services during the Cookie Season

GSMIDTN does not recommend or suggest any credit card processing service. GSMIDTN does not offer any credit card processing service.

Please note that any credit card fees CANNOT be passed onto the consumer, the troop is responsible for all credit card processing fees.

Please forward to troop leaders and Service Unit Managers about the changes to Venmo and PayPal's user agreement. It affects how troops use Venmo and PayPal for cookie booths. Due to these changes, **Girl Scouts of Middle Tennessee discourages the use of PayPal and Venmo during cookie booth sales.**

Venmo

Recently, Venmo changed its user agreement to state that purchases need to be made between people who are known to each other. While we understand the desire to use Venmo and PayPal as ways to accept payments at cookie booths, doing so could violate the terms and conditions for Venmo and PayPal accounts, resulting in a forfeiture of those funds. Under "Opening a Venmo Account" of the Venmo User Agreement states, **"Except for authorized merchant and Venmo Mastercard® payments, personal accounts may not be used to conduct business, commercial or merchant transactions with other personal accounts, which includes paying or accepting payment from other personal accounts held by users you do not personally know for goods or services (for example, concert tickets, electronic equipment, sneakers, a watch, or other merchandise)."** (see <https://venmo.com/legal/us-user-agreement/>)

PayPal

In paragraph one of the PayPal User Agreement in the Opening an Account section, it states, **"[I]f you plan to use your PayPal account primarily to sell things, you should consider a business account. You can convert your PayPal account from a personal account to a business account should circumstances change."** Additionally, it says, "If you use your PayPal account to receive payments for the sale of goods or services or accept donations, you must:

- **Pay any applicable fees for receiving the funds.**
- **Not ask your buyer to send you money using the "send money to a friend or family member." If you do so, PayPal may remove your PayPal account's ability to accept payments from friends or family members."**

In 2019, one troop using PayPal almost did not receive their cookie money taken via PayPal because the company believed the sales to be in violation of their user agreement and decided not to release the funds. It took a lot of time to convince PayPal to ultimately release the funds, which caused the troop to miss their ACH

payment and forfeit their bonuses. PayPal was ready to refund all of the money in those cookie transactions back to the purchasers, and the troop would have missed over \$1,500 worth of cookie money.

We strongly caution troop leaders to read the user agreements for PayPal and Venmo and to remember that ultimately they are responsible for the funds associated with their transaction, and that Girl Scouts of Middle Tennessee is held harmless from any disputes, claims, charge backs, reversals, or fraudulent activity resulting in the use of these services. Additionally, disputes can only be resolved by the account user and Venmo or Paypal.

Square

In addition Square has increased their fees for 2019. Please remember that credit card processing fees CANNOT be passed onto the consumer. Those are paid for by the troop and NOT the customer.

Square fees that are posted on their website:

Per swipe, dip, or tap are 2.6% + 10 cents

Virtual terminal and keyed-in transaction are 3.5% + 15 cents

Square may have the referral option at <https://squareup.com/help/us/en/article/5209-square-s-referral-program> DO YOUR RESEARCH so you are making the best decision for your troop.