

Unpaid Funds Policy – Fall 2020

It is the policy of Girl Scouts of the Jersey Shore to work with all Communities, troops, and parents to remediate outstanding balances due to the troop and/or council. To that end, anticipation of delinquent payment and communication to the Product Programs department at GSJS before the Automatic Clearing House (ACH) pull from the troop is required.

The following are guidelines set to remediate outstanding balances due:

Procedures for Unpaid Funds from a Parent:

1. Troop Leader/Community Product Sales Manager and or TPSM must notify council of unpaid funds via email to productsales@gsfun.org no later than two business days before the ACH pull*. The **“Unpaid Funds Collection” form, a copy of the signed parent permission slip, and signed pick up receipt** are required as support documentation, as well as list of attempts that troop made to communicate with parent on unpaid funds. Council cannot pursue the parent without the proper signed documentation.
2. Council will adjust the troop amount owed, to reflect the unpaid parent’s portion.
3. Once notified, council will contact the parent within 10 business days to start collection.

In addition, their daughter may not be able to participate in Product Programs in the future, until the unpaid fund is paid in full, and they will be marked as ineligible and unable to participate as a volunteer in any capacity.

Payments will be accepted via bank check, money order, or a scheduled time with GSJS Product Sale Department to pay over the phone via credit/debit card.

***If troop notifies council AFTER the ACH pull and funds have been pulled from troop account:** Troop may be held responsible for collecting payment from the parent/guardian to reimburse the troop funds.

Procedures for Unpaid Funds from a Troop:

1. Council will notify troops via email within five business days of any ACH issues after the ACH pull for that Product Program. Troops will be asked to fix issues and pay in full at the adjustment ACH pull, which is scheduled for December 7, 2020.
2. If second/adjustment pull is unsuccessful and funds are still owed, the council will start collection process.

In addition, their daughter may not be able to participate in Product Programs in the future, until the unpaid fund is paid in full, and they will be marked as ineligible and unable to participate as a volunteer in any capacity.

Payments will be accepted via bank check, money order, or a scheduled time with GSJS Product Sale department to pay over the phone via credit/debit card.



UNPAID FUNDS COLLECTION FORM

**Must be submitted to productsales@gsfun.org by
Fall Product: November 30, 2020**

Troop # _____ Community Name/Number _____

Troop Product Manager/Leader Name _____ Phone # _____

Email _____

Unpaid Funds Information

Responsible Party: Parent/Guardian

Parent/Guardian _____

Girl Name: _____

Address: _____ City: _____ Zip: _____

Home # _____ Cell # _____ Work #: _____

Original Amount Due \$ _____ Payments Made to Date \$ _____ Current Due \$ _____

- Signed Parent/Guardian Permission slip must be attached**
- Signed receipt that parent picked up nuts/chocolates**

Troop Product Manager/Leader Signature: _____ Date _____

Fall Program 20 _____

Internal Use Only:
 In S.F. Case# _____

Please provide communication notes below and any other background information on back

First Contact Attempt Date _____ Time _____ Contact Type: _____
(phone, email, social media etc.)

Conversation Details/Notes: (please provide screenshots if available)

Second Contact Attempt Date _____ Time _____ Contact Type: _____
(phone, email, social media etc.)

Conversation Details/Notes: (please provide screenshots if available)

