

Unpaid Funds Policy – Cookies 2026

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 bank account is required.

The following are guidelines set to remediate outstanding balances due:

PROCEDURES FOR UNPAID FUNDS FROM A PARENT:

1. Troop Leader or Troop Cookie Manager must notify council of unpaid funds via email to productsales@gsfun.org no later than seven (7) business days before the ACH pull*. The **“Unpaid Funds Report” form, copies of the signed product delivery ticket and signed receipts and a copy of Online Parent Permission email confirmation** 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. **This form will apply to one pull and must be resubmitted before the next pull if a family still has an unresolved balance.** Information will not carry over from the first to the final withdrawal.
3. Council will adjust the troop amount owed, to reflect the unpaid parent’s portion. Troops should continue to try to collect payment before end of the program. If successful, deposit funds into the troop account and contact GSJS Product Program Department to arrange another ACH withdrawal **OR** submit payment right away in the form of cash, check, money order or debit/credit card. All card payments will be subject to a 3% convenience fee.
4. After the end of the program, council will contact the parent within 10 business days to start collection if their balance was not paid.

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

****If a troop notifies council after the ACH is submitted to bank or funds have been pulled from troop account: Troop may be held responsible for collecting unpaid amount 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 first ACH pull. Troops will be asked to fix issues and pay in full at the final ACH pull, which is scheduled for April 17, 2026.
2. If a troop requests an adjustment to their final ACH pull due to having unsold inventory at the end of the program, the troop is still responsible for the balance owed to council. Sales plans and repayment plans must be arranged with the council’s Director of Product Programs.
3. If the final ACH pull is unsuccessful or a repayment plan is not arranged by the troop at the end of the program and funds are still owed, the council will start collection process.

TROOP OR FAMILY PAYMENTS AFTER THE FINAL ACH: Payments will be accepted in several ways:

1. Notify council to resubmit another ACH withdrawal attempt.
2. Provide the council with a bank check or money order by mail or in person.
3. Make a payment by credit/debit card either in person or over the phone. All card payments will be subject to a 3% convenience fee.

2026 UNPAID FUNDS REPORT

Report must be submitted to productsales@GSFun.org no later than **7 DAYS**
before **EACH** ACH withdrawal, if applicable. Information will not be carried over.

Troop # _____ Community Name/Number _____

Troop Product Manager/Leader Name _____

Email _____ Phone # _____

☐ **RESPONSIBLE PARTY: PARENT/GUARDIAN**

Internal Use Only: S.F. Case

Parent/Guardian _____

Girl Name: _____

Address: _____ City: _____ Zip: _____

Home # _____ Cell # _____ Work # _____

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

The following supporting documentation must be attached to request a payment adjustment:

- Copy of the Online Parent/Guardian Permission email confirmation
- Signed product delivery ticket(s) and/or signed receipt that parent picked up cookies

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, use reverse side if needed)

Second Contact Attempt Date _____ Time _____ Contact Type: _____

(phone, email, social media etc.)

Conversation Details/Notes: (please provide screenshots if available, use reverse side if needed)

☐ **RESPONSIBLE PARTY: TROOP**

Troop Balance due Council \$ _____ Reduction to ACH Requested \$ _____

Unsold Troop Inventory: _____ pkgs/cases Inventory Value \$ _____

Reason for ACH reduction: _____

Plans for selling and payment plan: _____

Troop Product Manager/Leader Signature: _____ Date _____