

## Unpaid Funds Policy – Fall 2023

It is the policy of Girl Scouts of the Jersey Shore to collaborate 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](mailto:productsales@gsfun.org) no later than seven (7) business days before the ACH pull.\*\* The **“Unpaid Funds Report” form, a copy of the signed parent permission slip, and signed product delivery ticket** 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 ten (10) business days to start collection process.

*In addition, their daughter may not be able to participate in Product Programs in the future until the unpaid balance 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 the GSJS Product Sale Department to pay over the phone via credit/debit card.

### **\*\*If troop notifies council AFTER the ACH 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 (5) business days of any ACH issues after the December 8, 2023 ACH pull for that Product Program.
2. Troops will be required to pay council directly for their amount due by December 15, 2023. This can be done in several ways:
  - a. By depositing the amount due into council's TD Bank account. Troop will be provided council’s bank account information and must submit a copy of the validated bank receipt.
  - b. Provide council with a bank check or money order.
  - c. Make a payment over the phone via credit/debit card.
3. If full payment is not made by December 15, 2023, council will start collection process.

*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.*



# UNPAID FUNDS REPORT

Must be submitted to [productsales@GSFun.org](mailto:productsales@GSFun.org) by  
Fall Product: **December 1, 2023**

Troop # \_\_\_\_\_ Community Name/Number \_\_\_\_\_

Troop Product Manager/Leader Name \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

## Unpaid Funds Information

Internal Use Only:  
S.F. Case # \_\_\_\_\_

Responsible Party:  Parent/Guardian

Parent/Caregiver: \_\_\_\_\_

Girl Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Home # \_\_\_\_\_ Cell # \_\_\_\_\_ Work #: \_\_\_\_\_

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

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

- Signed Parent/Guardian Permission slip
- Signed product delivery ticket that parent picked up nuts/chocolates

Troop Product Manager/Leader Signature: \_\_\_\_\_ Date \_\_\_\_\_

## FALL PROGRAM 2023

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

First Contact Attempt Date \_\_\_\_\_ Time \_\_\_\_\_ Contact Type: \_\_\_\_\_

(phone, email, specify other)

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Second Contact Attempt Date \_\_\_\_\_ Time \_\_\_\_\_ Contact Type: \_\_\_\_\_

(phone, email, specify other)

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

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