

Unpaid Funds Policy – Fall 2025

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 the 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 and a copy of the signed product delivery ticket** are required as support documentation, as well as list of attempts that the troop made to communicate with parent on unpaid funds. The council cannot pursue the parent without the proper signed documentation.
2. The council will adjust the troop amount owed, to reflect the unpaid parent's portion.
3. Once notified, the council will contact the parent within 10 business days to start collection.
4. If a troop is successful collecting a girl's balance after the ACH withdrawal is submitted, contact GSJS and submit payment right away in the form of cash, check, money order or debit/credit card.**

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 by paying 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.***

*****All card payments will be subject to a 3% convenience fee.***

Procedures for Unpaid Funds from a Troop:

1. Council will notify troops via email within five business days of any ACH issues after the December 12, 2025, ACH pull for the Fall Program.
2. Troops will be required to pay the council directly for their amount due by December 19, 2025. This can be done in several ways:
 - a. Notify council to resubmit a second ACH withdrawal attempt.
 - b. Provide the council with a bank check or money order by mail or in person.
 - c. 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.
3. If full payment is not made by December 19, 2025, 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.



UNPAID FUNDS REPORT

Must be submitted to productsales@GSFun.org
no later than December 5, 2025

Troop # _____ Community Name/Number _____

Troop Product Manager/Leader Name _____ Phone # _____

Email _____

Unpaid Funds Information

Responsible Party: ☐ Parent/Guardian

Internal Use Only:

SF Case # _____

Parent/Guardian _____

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 (only if paper form was used)
- Signed delivery ticket that parent picked up nuts/chocolates

Troop Product Manager/Leader Signature: _____ Date _____

FALL PROGRAM 2025

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: _____
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