



PARENT DEBT PROCEDURE 2023-24

It is the procedure of Girl Scouts of Historic Georgia ('GSHG') to work with all Service Units to resolve outstanding debt to the troop and/or council. If a delinquent payment is anticipated, this should be communicated to the Product Program Manager *before* the payment is due from the troop to avoid money being withdrawn, via Automated Clearing House (ACH), and a penalty incurred for insufficient funds. The following are guidelines established to settle outstanding debt.

FOR UNCOLLECTED FUNDS FROM A PARENT

- 1. The Troop Leader/Service Unit Product Manager and/or SUM must notify Council of uncollected funds for the first 1/2 ACH pull via email (to Director of Product Program and/or Product Program Manager) per the date specified in the *Volunteer Product Manual*.

The following supporting documentation must be provided:

- a. Delinquent Account Form
 - b. Copies of **all** receipts for products/payments
 - c. A copy of the signed parent permission form
 - d. Any correspondence
- 2. Upon receipt of documentation, the council will adjust the troop amount due to reflect the unpaid parent's portion.
 - 3. Once notification has been received, Council will contact the parent.
 - a. **1st notice:** Parent will be contacted by phone as well as email informing them that they have **ten (10)** business days to pay in full.*
 - b. **2nd notice:** After ten (10) business days, a second letter will be sent to the parent informing them they have **fifteen (15)** business days in which to respond with their payment in full.* A copy of the letter will be sent to the SUM/SU Product Manager and Troop Leader.

All efforts will be made to offer the parent payment options. * **No additional cookies will be swapped or checked out by parent until the delinquent amount is paid to the Product Manager.** Once paid, parents requesting more cookies must pay for any remaining inventory before additional cookie orders are filled.

The parent is responsible for obtaining a receipt for any cookies picked up and any payments made. *Parent should not take cookies or submit money without a receipt.*

- 4. **3rd notice**, certified letter, will be sent to the parent if no response has been received after **fifteen (15)** business days following the 2nd notice. The Council will continue to offer the parent payment options.*
- 5. A **Final Notice** will be issued if there is still no response following the 3rd notice, and thirty-five (35) business days of attempted debt resolution. The parent will be informed that GSHG is filing "Theft by Taking" or "Theft by Conversion" charges against them with the appropriate court of law.
- 6. **Girl(s) will not receive rewards/incentives for any sales until outstanding debt to the Council is paid in full.** Debt paid after Product Program Credits expire will result in credits being forfeited.
- 7. Adults/girls who have any outstanding debt to the Council are not permitted to participate in the Council product program or other fund-raising activities until such debt is resolved.
- 8. Any adult who has an outstanding debt to the Council is not a certified member in good standing of GSHG and, therefore, may not officially represent the Council in the community, Council, or beyond. In addition, she/he cannot handle troop, community, or Council funds or products.

*Payments will be accepted via certified check, money order, credit/debit cards or cash.

Parent Acknowledgement

Date: _____

By: _____

Troop: _____

Print: _____

Daughter: _____