

TROOP 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should be communicated to the Product Program Manager *before* the payment is due from the troop to avoid money being withdrawn, via Automated Clearing House (ACH), and a penalty incurred for insufficient funds.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 TROOP

1. Troop leader and/or Product Manager will comply with timeline specified in Debt Procedure for Parent(s). All paperwork is required at first ACH pull. If parent is late with first ½ payment, Troop Product Manager will solely take on that debt. **All** paperwork is required for the final ACH pull. If the parent is late Troop Product Manager will solely take on that debt. If paperwork is turned in on time for the first and second ACH pulls, debt will be council's responsibility at end of sale - not the Product Manager's. **All** paperwork is required at end of sale for parent debt that hasn't been paid for remaining balance.

The following support documentation must be provided:

- a. Delinquent Account Form
 - b. Copies of **all** receipts for cookies/payments
 - c. A copy of the signed parent permission form
 - d. Debt Procedure for Parent(s) Form
 - e. Any correspondence
2. Troops that cannot make their **full initial payment** (not including delinquent parents) will be denied access to eBudde and no additional cookies for the troop can be ordered through cupboards or troop-to-troop transfers until the troop brings its account current. The Product Program Manager, Membership Manager, Service Unit Product Manager, and cupboards will be notified. All delinquent troops will have **ten (10)** business days from ACH pull date as specified in *Volunteer Product Manual* to correct this issue and pay in full.
 3. The council will notify troops via email within **five (5)** business days of any **Non-Sufficient Funds (NSF)** issues after the troop's first 1/2 payment. All delinquent troops will have **five (5)** business days from notification by council to correct this issue and pay in full or troop will be denied access to eBudde and no additional cookies for the troop can be ordered through the cupboards or through troop-to-troop transfers until the troop brings account current. The Product Program Manager, Membership Manager, Service Unit Product Manager, and cupboards will be notified.
 4. If final payment is unsuccessful, troops will be notified via phone call and email from the Council. Troops will receive their **1st Notice** email/letter and have **ten (10)** business days to pay off their debt or sign a Council conditioned payment plan. Product Program Manager, Membership Manager, Service Unit Product Manager, and cupboards will be notified. Service Unit Product Manager will complete a Delinquent Form on the troop.
 5. If no payment is received by the 11th business day, troops will receive a **2nd Notice** email/letter from the Product Program Manager requesting full payment or a signed payment plan within **fifteen (15)** business days. A copy of this email/letter will be sent to the troop's SUPM and SUM.
 6. Failure to pay fifteen (15) business days after receiving a second notice will result in a 3rd Notice, a certified letter, sent to the troop. The troop will have **ten (10)** days to respond with payment in full or sign a council conditioned payment plan.
 7. Following 35 days of repeated non contact and non-filing of a signed council Promissory note, a **Final Notice** will be issued stating that GSHG will be filing "Theft by Taking" or "Theft by Conversion" charges with the appropriate court of law.
 8. Troops will not receive rewards or be allowed to participate in any upcoming Product Program and/or Cookie Program until payment is resolved. *Debt paid after Product Program Credits expire will result in credits being forfeited. (continued)

TROOP DEBT PROCEDURE 2023-24 (CONTINUED)

9. Adults/girls who have any outstanding debt to the Council are not permitted to participate in the Fall Product Program and/or the Cookie Program, or other fund-raising activities until such debt is resolved.
10. 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.
11. Money handling must be done in accordance with the policy as stated in the *Volunteer Product Manual*. Product Managers handing money for deposit to Leaders/Treasurers are responsible for securing a signed receipt from both parties; otherwise, Product Manager will be responsible for money not accounted for at the time. Product Manager is solely responsible for filling out receipts for any transactions with parents. If Product Manager does not comply with receipts, Product Manager is solely responsible for that debt.
12. Product Managers are required to follow GSHG Product Program Manager's direction with regards to pre-paid parents. If the Product Manager gives cookies to a parent noted as **pre-pay-only** without collecting the money first, Product Manager will be solely responsible for debt if parent does not pay.
13. Product Manager will be required to ensure product sale proceeds are in the troop checking account. Any amount of troop proceed money missing needs to be explained to Membership Support Manager. If adequate explanation is not provided within **fifteen (15)** business days, the Product Manager is solely responsible for that debt and amount owed to troop will be added to charges.

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

Troop Leader and Product Manager Acknowledgement:

By: _____
TROOP LEADER

Date: _____

Print: _____

Troop: _____

By: _____
PRODUCT MANAGER

Date: _____

Print: _____