

TROOP DEBT PROCEDURE 2019

It is the procedure of Girl Scouts of Historic Georgia ('GSHG') to work with all Service Areas to remediate outstanding debt(s) to the troop and/or council. To that end, 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should be communicated to the Product Program Manager *before* the payment is due from the troop to avoid money being withdrawn, via ACH, and a penalty incurred for insufficient funds. Following are guidelines established to remediate outstanding debt.

FOR UNCOLLECTED FUNDS FROM A TROOP

1. Troop leader and/or Cookie 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 or troop will take on that debt and debt will be council's responsibility at end of sale. "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 slip
 - 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 the cupboards or through troop-to-troop transfers until the troop brings their account current. Product Program Manager, Membership Manager, Service Area Cookie Manager and cupboards will be notified. **All delinquent troops will have five (5) business days from ACH pull date as specified in Volunteer Cookie Manual to correct this issue and pay in full.**
 3. Council will notify troops via email within five (5) business days of any 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. Product Program Manager, Membership Manager, Service Area Cookie Manager and cupboards will be notified.
 4. If final payment is unsuccessful, troop will be notified via a phone call and email from the council. Troops will be given five (5) business days to pay off debt or sign a council conditioned payment plan. Product Program Manager, Membership Manager, Service Area Cookie Manager and cupboards will be notified. Service Area Product Program Manager will complete a Delinquent Form on the troop.
 5. On day 6 following the first delinquency contact, if no payment is received, troops will receive an email and/or letter from the Product Program Manager, with a copy to the SAM and SACM, requesting full payment or a signed payment plan within ten (10) business days.
 6. On day 16 following the first delinquency contact, if no payment is received, troops will receive a certified letter from the Director of Product Program requesting full payment within fifteen (15) business days or submit a signed payment plan.
 7. On day 30 following the first delinquency contact, if no payment has been received nor a troop Promissory Note been signed, a certified letter 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 Sale until payment is resolved.*
 9. Adults/girls who have any outstanding debt to the council are not permitted to participate in the council Product Program and/or Cookie Sale 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 policy as stated in *Volunteer Cookie Manual*. Cookie Managers handing money for deposit to Leaders/Treasurers are responsible for securing a signed receipt from both parties; otherwise, Cookie Manager will be responsible for money not account for at the time.

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

Troop Leader and Cookie Manager Acknowledgement:

By: _____
TROOP LEADER

Date: _____

Print: _____

Troop: _____

By: _____
COOKIE MANAGER

Date: _____

Print: _____