

Unpaid Funds Policy

It is the policy of Girl Scouts Heart of New Jersey to work with all Service Units, 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 GSHNJ 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/SU Fall Product/Cookie Manager and/or SUM must notify council of unpaid funds via email to ProductPrograms@gshnj.org no later than five business days before the ACH pull*. The **“Unpaid Funds Collection” form, a copy of the signed parent permission slip, and signed pick up receipt** 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 10 business days to start collection:
1st Business Day: Email notifying the parent they have 5 business days to pay in full or initiate a council sanctioned payment plan.

6th Business Day: Failure to pay within 5 business days, a phone call notifying the parent they have 5 business days to pay in full or initiate a council sanctioned payment plan.

12th Business Day: Failure to pay within 5 business days after 2nd notice, an unmarked AND certified letter will be sent, requesting a payment in full within 10 business days.

The parent will be informed if payment is not received by date provided, their unpaid funds will be referred to a collection agency, if under \$200. If over \$200, criminal theft charges may be filed. 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.

23rd Business Day: Failure to pay within 10 business days after 3rd attempt, if the amount is over \$200, criminal theft charges may be placed on the parent with local authorities. If the amount is under \$200, parent may be referred to a collection agency.

4. Once payment is paid either in by portion or in full, parent, troop and SUFPPM or SUCM will be notified of payment.

Payments will be accepted via bank check, money order, or a scheduled time with GSHNJ finance department to pay over the phone via credit/debit card.

***If troop notifies council AFTER final ACH pull and funds have been pulled from troop account:** Troop will need to contact local police to file a criminal theft charge as a troop theft with proof of communication to parent.

Procedures for Unpaid Funds from a Troop:

1. Council will notify troops via email within ten business days of any ACH issues after the first ACH pull for that Product Program. Troops will be asked to fix issues and pay in full at the next ACH pull. If this is after the final ACH pull, please refer to #2 for next steps.
2. If 2nd pull is unsuccessful and funds are still owed the following steps will be followed:

1st Business Day: Email notifying the troop leader that they have 5 business days to pay in full or initiate a council sanctioned payment plan. SUFPPM or SUCMs will be sent a notification email as well.

6th Business Day: Failure to pay within 5 business days, a phone call notifying the troop leader that they have 5 business days to pay in full or initiate a council sanctioned payment plan.

12th Business Day: Failure to pay within 5 business days after 2nd notice, an unmarked AND certified letter will be sent, requesting a payment in full within 10 business days.

The troop will be informed if payment is not received by date provided, their unpaid funds will be referred to a collection agency, if under \$200. If over \$200, criminal theft charges may be filed. 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.

23rd Business Day: Failure to pay within 10 business days after 3rd attempt, if the amount is over \$200, criminal theft charges may be placed on the leader(s) with local authorities. If the amount is under \$200, troop may be referred to a collection agency.

3. Once payment is paid either in by portion or in full, troop and SUFPPM or SUCM will be notified of payment.

Payments will be accepted via bank check, money order, or a scheduled time with GSHNJ finance department to pay over the phone via credit/debit card.

Council Sanctioned Payment Plan

Parent or troops that express interest in a council sanctioned payment plan will receive the following payment option:

60% balance due – DUE 30 days after agreement on plan is made

50% of remaining balance due – DUE 60 days after agreement on plan is made

Remaining balance due – DUE 90 days after agreement on plan is made

If any of these agreed upon payments are not met, the parent OR troop faces all actions in reference to the 23rd Business Day of unpaid funds.

Payments will be accepted via bank check, money order, or a scheduled time with GSHNJ finance department to pay over the phone via credit/debit card.