

Girl Scout Product Program Uncollected Funds

For difficult collections during the Fall Product Program and Cookie Program. Use this form for family debt, Non-Sufficient Funds (NSF) debt or troop debt. The paperwork turned in must all be original (*keep a copy for your records.*)

Check One:

- ☐ **Family Debt:** When a family is slow to pay or does not pay for the product it is responsible for, the Troop Fall Product Manager/Troop Cookie Manager should contact the family a minimum of three times and then proceed with notifying the Product Program department immediately so the ACH withdrawal can be adjusted accordingly. **The Troop Fall Product Manager/Troop Cookie Manager should then complete the Uncollected Funds Form, and turn it in along with the signed parent/guardian permission slip and the signed receipt(s) for money and/or product.** Without the appropriate documents attached, the debt becomes the responsibility of the Troop Fall Product Manager/Troop Cookie Manager.
- ☐ **NSF Debt:** This occurs when a family or customer check bounces due to insufficient funds, closed account or other reasons. Notify the Product Program department immediately, attempt to make one contact to the individual whose check bounced and then submit an Uncollected Funds Form. **Enclose the bank notice and returned NSF check with this completed form.** Attach any supporting documents (letters, emails, etc.).
- ☐ **Troop Debt:** When a troop is slow to pay, fails to pay, or does not have the necessary funds in the troop bank account, the Product Program department will notify the appropriate Service Area Fall Product Manager/Service Area Cookie Manager and the Community Development Manager/Coordinator. A minimum of three attempts will be made to contact the Troop Fall Product Manager/Troop Cookie Manager. If no collection is possible or no payment arrangement has been made, **the Service Area Fall Product Manager/Service Area Cookie Manager will complete an Uncollected Funds Form and turn it in to the Product Program Department along signed receipts for money and/or product and related paperwork. The Product Program department will retain the Troop Fall Product Manager/Troop Cookie Manager agreements.**

Troop #: _____ Troop Leader's Name: _____

Service Area: _____

Uncollected from: _____ Girl Scout Name (if family debt): _____

Address: _____ City/State/Zip: _____

Phone Number(s): _____ Email: _____

Amount Due: \$ _____ Amount Paid: \$ _____ Bank Fees: \$ _____ Amount Uncollected: \$ _____

Number of Items Ordered: _____ Description of Items: _____

Contact Instructions

Three (3) contacts are required for Family or Troop Debt. One (1) contact is required for NSF Debt. It is recommended that these contacts be attempted at different times in order to maximize chances of contact. A contact can be verbal (via in-person, message or phone) or written (letter or email). A sample written letter can be found on the next page. For each contact, please complete the following:

Contact #1

Date: _____ Time: _____

Individual Making Contact: _____ Individual Contacted: _____

Response/Resolution: _____

Means of Contact: _____ (*If letter/email was sent, please submit a copy with this form*)

Contact #2

Date:_____ Time:_____

Individual Making Contact:_____ Individual Contacted:_____

Response/Resolution:

Means of Contact:_____ (If letter/email was sent, please submit a copy with this form)

Contact #3

Date:_____ Time:_____

Individual Making Contact:_____ Individual Contacted:_____

Response/Resolution:

Means of Contact:_____ (If letter/email was sent, please submit a copy with this form)

Please use extra sheets of paper if additional contacts were made or more detail is needed.

Notification to Girl Scouts of the Northwestern Great Lakes, Inc. (GSNWGL)

Immediate communication to Product Program department is necessary so troop bank accounts can be debited the appropriate amount according to the ACH timeline. Families or Troop Fall Product Manager/Troop Cookie Manager may notify the Product Program department via phone call, email or mail. When submitting Uncollected Funds Forms and all required documentation, please mail to:

Girl Scouts of the Northwestern Great Lakes, Inc.
Attn: Product Program Department
4693 N Lynndale Dr
Appleton, WI 54913

If the family or troop receives partial or full payment after the Uncollected Funds Form is submitted, please contact the Product Program department immediately at productprograms@gsnwgl.org or 888.747.6945.

Date: _____

Dear _____,

Our records indicate you have an outstanding balance of \$_____ due for orders/product you received on _____ as part of our recent product sale.

Before your Girl Scout participated in the program, you signed a permission form assuming full responsibility for product and payment of this account. Payment in full is due by _____ or the account will be turned over to Girl Scouts of the Northwestern Great Lakes, Inc. Once the account is turned over, you may face collections and/or small claims.

If you are unable to make payment immediately, please call to discuss payment arrangements.
If you believe this information is inaccurate or if you have any questions, you may contact me at

_____.

Sincerely,

(Your name)

cc: _____,

_____.