

## Parent Debt Guideline

- Troop Leader will submit parent debt form by March 24,2023 and include a communication report.
- Troop leader must have contacted girl's parent three times about amount owed to troop
  1. Suggested script: “Hi (recipients name), I hope you're doing well and staying safe. I am reaching out regarding the cookie debt owed to the troop in the amount of (amount) for cookies picked up by (Girl Scout Name). This total needs to be paid in full no later than March 19, 2023. Will you able to submit payment for this amount owed now?”
    - a. **YES:** I can take [insert preferred payment method]. I appreciate your understanding. We just want to make sure the girls can receive their hard-earned incentives from this season. Thank you. Please let me know if you have any questions. I am looking forward to speaking with you again soon.
    - b. **NO:** “Please understand the remaining balance **MUST** be paid in full by March 19,2023 or GSGC will need to take legal measures to report the uncollected balance.
  - ii. Troop Leader should take notes of all communication:
    1. Parent Name
    2. Date
    3. Time
    4. Response (notes, picture or screen shot)
    5. Process of communication (i.e., email, phone call, messenger, letter)
- Council will then notify Fontana and place a warning on account.
- Fontana will attempt to collect the debt for the troop from the parent.
  - First contact by call
    - Second contact follow up email
    - Third contact by Letterhead Formal Letter
  - If contact was unsuccessful by deadline:
    - Amount exceeds \$1,000.00, council will notify local law enforcement and attorney
    - Less than \$1,000.00, account warning is upgraded to hold on rewards
  - If contact is successful, account warning is removed