

Collection Issues

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1. Should payment concerns arise with a caregiver in the troop, Troop Leaders/Troop Fall Product Chairs are asked to document the situation and first try to resolve the issues themselves.
2. If problems persist, troops are asked to notify their Service Unit Fall Product Chair (SUFPC) as soon as possible.
3. If the matter has not been rectified by the end of the program, Troop Leaders/Fall Product Chairs must submit a *Discrepancy Report*, along with the original signed *Parent/Guardian Permission & Responsibility Agreement*, no later than the due date listed in this guide. The *Discrepancy Report* must contain all pertinent information and detailed documentation of collection attempts (e.g. signed receipts for product/payments, girl order card, emails, dates when caregiver was called for repayment, etc.).
4. It becomes progressively difficult to collect as more time is allowed to pass. Do not wait to submit *Discrepancy Reports*!
5. Note the guideline regarding collecting money from parents/caregivers in order to mitigate risk.
6. GSGLA will contact the caregiver and try to collect the debt. Payment plans and/or promissory notes may be used. Any funds collected will be returned to the troop.