

Reporting Outstanding Debt

How to Report Outstanding Debt

The outstanding debt process protects the troop from financial liability. If a parent misses the set troop payment deadline, you should make a reasonable attempt to communicate with the parent.

Keep records of any communication attempts – date and time you left a voicemail or spoke on the phone, and copies of any letters, emails, texts, or social media messages.

Troop product coordinators should follow these steps:

- 1. Contact the parent.** Give the total amount due and last possible payment date (must be before **November 1**). It's also a good idea to make your service unit coordinator aware.
- 2. Complete an Outstanding Debt Collection form** by **November 8** at 4pm to turn in to council. This is a firm deadline and cannot be extended for any reason.

Attach the following items to your Outstanding Debt form submission:

- Copies of the signed Parent Agreement forms
- All receipts for products and money received
- Copies of any communications with the parent regarding debt

Protecting your troop from debt:

- Troop volunteers should never cover the debts of parents who fail to pay.
- If an Outstanding Debt Collection form is submitted by the **November 8** deadline, the council will not deduct the amount owed by the parent from the troop bank account.
- The troop is responsible for any bank account overdraft fees if the Outstanding Debt Collection form is not submitted by **November 8** at 4pm.
- The troop will not receive proceeds for unpaid products.
- Parents who pay debt quickly or make payment arrangements may not face any repercussions.
- All money due for Fall Product, minus any amount turned in for Outstanding Debt, must be in the troop bank account for the **November 13** ACH pull.
- Council will run an ACH draft on the bank account on **November 13**, that will deduct any money owed, minus Outstanding Debt. Troop proceeds will be left in the bank account. Banks process at different speeds, so we cannot give an exact date that your ACH will be processed.
- If the ACH fails due to insufficient funds in the troop bank account, the amount owed will be considered troop outstanding debt to the council. The troop product coordinators who signed the Troop Agreement form will receive an email alerting them to the issue with necessary steps to resolve the issue. If those instructions are not followed, appropriate next steps for outstanding debt will be taken. (ACH return fee is \$35.00)
- Rewards cannot be given to a parent that has an outstanding debt or a troop that fails to pay what is owed the council. Council will hold rewards until debt is resolved.

