

Subject: Treasurer Survey results

Dear [first name], Treasurer [Unit Name], [Community name]

We know it is summer, but don't worry - this isn't about anything you have to do! It's just a short newsletter to let you know that we really do read the comments on the surveys - and we thank the hundreds of you who responded to us. We thought that you would like to know some of the findings.

P.S. - If you aren't the treasurer any more, please make sure that you have submitted the [Centralized Banking Authorization Set Up](#) form to submit the changes to your Unit Admin - we pull the email listings from IMIS so if nothing has been changed there - sorry, but you get the email.

Reporting: You asked for better reporting, additional reports, a download capability etc. The developer has been asked to look at this and see what can be done.

Purchase Cards: Many people assumed that if they had the money in the bank then they should be able to use all of it. These are Credit Cards and they work the same as your own card, except you aren't paying the bill.

- Each card has a credit limit that defaults to \$300. You can ask for a limit increase, either for the entire year or just for a short period of time. The cards are paid off on the 6th of each month so if your credit limit is \$500, that is all you can put on the card until it is paid - regardless of how much money you have in your account.
- And because these are credit cards issued by a bank, you need to contact the bank if you need your PIN reset or if there is an issue with the card.
- We also know that Visa Cards are not accepted everywhere - but you can get a cash advance, either ongoing throughout the year or for specific occasions. Check out the [Quick Tips](#) for instructions.

Receipts: Yes you can scan your deposit slips and receipts and send them in. Use your phone or camera if you don't have a scanner - it just needs to be readable. Ensure that the transaction number is on each receipt. HOWEVER - the originals also need to be sent to your Unit Admin, at least twice a year. If you have already submitted scanned receipts, just put a note on them that scanned images were previously submitted.

Help: The Unit Banking email and phones (noted below) are manned by volunteers and are answered as soon as possible.

- The [Centralized Banking website](#) has all of the documentation, forms, Quick Tips etc, and there is always your Unit Admin.
- Unfortunately we can't do a direct link from within the web banking but the Help email and phone are now noted in the banner box across the top of the main screen.
- We know that the Centralized Banking website is confusing and it is being re-vamped to make it easier to find things.
- And finally, each Community has a volunteer member of our group assigned to it - and she is there to help you.

Passwords: The initial password is assigned by Finance but you should change it to something that you remember (the password change option is under the Configuration tab). Passwords that need to be reset are done manually, during normal business hours - it isn't an automated process.

We are also working on new Quick Tips for Deposit Slips, what to put under which allocation category, and transfers.

We do have plans to create You Tube training videos - and actually had one partially done last year - but we needed to get permission to use a specific product compatible with the GGC website. We will revisit this project this year.

Finally, please remember that the banking is not an online system like your own banking. It is created from files processed overnight and sent by the bank to GGC Ontario. These are then uploaded to the accounting systems, which is why you have the delays of 1-3 days before your transactions show up. It would be nice for everything to be immediate - but you'd have to sell an awful lot of cookies to fund that development!

You can get help by emailing unitbanking.help@guidesontario.org or calling 1-877-857-3053 ext. 2500 or 416-926-2351 ext. 2500.

Have a great summer. We have exciting news to tell you about next month so stay tuned!

Yours in Guiding,
Lyn Lunsted
Chair, Unit Finances Specialty Community