

Caregiver Not Paid Process (Unit and District Treasurer Steps):

Steps involved in collecting payment from caregivers.

Please note that this collection process applies only to the caregivers of a registered youth member.

1. The district treasurer starts this process after being alerted by the unit guider or unit treasurer and will use:
 - Caregiver Not Paid Form
 - Letter Template #1
 - Letter Template #2
2. The district treasurer compiles all documentation surrounding payment collection:
 - Record of caregiver signature and date cases received
 - Record of Discussions – email, phone, face-to-face
 - NSF cheques – if applicable
3. The district treasurer sends Payment Collection Letter #1 to caregiver (copy of letter sent must be saved at the district level)
4. If no payment is received or response given in 10 days then,
5. The district treasurer sends Payment Collection Letter #2 to caregiver by registered mail (copy of letter sent must be saved). The district treasurer must also provide proof of delivery or copy of returned envelope to the provincial reviewer when forwarding all documentation.
6. If no payment is received or response given in 10 days then,
7. Forward all required documentation to the designated provincial reviewer, (bc-treasurer@girlguides.ca), this includes the completed Caregiver Not Paid Procedure Form and copies of both letters, as well as parent signature confirming that cases were taken.
8. Once the provincial reviewer, has received files from the district treasurer, all documentation is reviewed to determine if approval for reimbursement is to be given.
9. If approval is given by provincial council – funds are returned to the unit's account through a provincial support fund (this is a provincial expense and will cover area, district and unit).

- After reimbursement is given, all documentation is sent to the finance compliance department, cookieparentnotpaid@girlguides.ca for continued follow-up with the families
 - If payment is received through finance compliance, a transfer of the payment will be made so that funds are returned to the provincial support fund where reimbursement was given
10. If approval is not given by provincial council – unit is notified by the provincial reviewer that they do not qualify for reimbursement. Documentation can still be shared with finance compliance in hopes the family will submit payment. If payment is made, the finance compliance team will transfer payment into unit's account

Caregiver Not Paid Process (Office Steps):

Once the documentation is received, the designated provincial reviewer will review the contents to determine if the unit qualifies for reimbursement.

Once it has been determined if a unit can receive reimbursement, the treasurer will forward it to cookieparentnotpaid@girlguides.ca and the National Cookie Team will work with the province to develop a spreadsheet of the unit transfer(s) that is then forward to the unified banking for processing. Province will support areas, district and units in the process.

Once the reimbursement has been completed, all documentation is given to the Finance Compliance Team for continued follow-up.

What determines the unit is eligible for reimbursement:

- All required documentation is submitted to the designated provincial reviewer by the specified deadline of the current campaign (deadline is set by provinces and should be communicated in GuidePost)
- Documentation includes – Copy of both letters, copy of caregiver's signature when cookies were taken, Caregiver Not Paid form and copy of receipt showing registered letter sent (including tracking number)

**Note – to receive a summary of the registered letter tracking, please complete the following steps:

- Visit canadapost.ca
- Enter the tracking number provided by the Guider (this is found either on the receipt from sending the registered letter or on the form completed by the Guider)
- Print tracking results/Save image on computer

What determines the unit is not eligible for reimbursement:

- Missing pieces of the required documentation
- Documentation submitted past the specified deadline

- Cases were taken by youth not registered

If a Unit is Eligible Message

Dear (Guider Name), and District Treasurer (Name)

Thank you again for forwarding me your caregiver not paid documentation.

I have reviewed your file and we will be reimbursing your unit for the amount outstanding on (Date) (Amount being reimbursed) and will continue follow up with the family through the finance compliance department.

Please let me know if you have any questions.

Sincerely,
BC Treasurer

If a Unit is Not Eligible Message

Dear (Guider Name), and District Treasurer (Name)

Thank you again for providing me with your caregiver not paid documentation.

Because we did not (Indicate if documentation was missing or if it was submitted past the deadline), unfortunately your unit will not be eligible for reimbursement based on the requirements for our Caregiver Not Paid process.

Although we are unable to provide your unit with the reimbursement, our Finance Compliance department will be following up with the family regarding the outstanding amount (outstanding amount) in hopes that payment will be submitted.

If payment is submitted to Finance Compliance, they will send you notice and will deposit the payment directly into your unit's account.

Please let me know if you have any questions or require any additional information.

Sincerely,
BC Treasurer

If a Unit is missing Key Details Message - submitted before the deadline

Dear (Guider Name)

Thank you for sending in your caregiver-not-paid form. Before your file can be reviewed, I will need to receive the following documentation as required per the process:

(Specify which documentation)

Please let me know if you have any questions.

Sincerely,
District Treasurer

Parent Not Paid – Parent Has Moved

If the 1st letter comes back as moved or return to sender, the following steps need to be taken:

1. Try to find Caregiver's new mailing address
2. If no forwarding address can be found the 2nd Letter will need to be sent to the caregiver via e-mail. When sending this e-mail please ensure that the following has been completed
 - Provincial designated reviewer is copied (cc) on e-mail
 - E-mail is sent with high importance (If e-mail provider provides this option)
 - E-mail is sent with a "Request a Read Receipt" (If e-mail provider provides this option)