

From time to time there may be situations where you are unable to get funds owing from the caregivers / girls. This could be camp fees, event fees, uniform cost for items ordered on their behalf and cookies. It is typically with cookies that we find this situation.

Here are some steps to take to manage the situation.

1. When requesting money, the commitment to pay and the due date needs to be established.
 - a. As an example: Susie's caregivers, Mrs. Spark signs out 4 cases of cookies @\$60 per case due. You need to give her a reasonable date to return the funds. This is up to your discretion but you would take into consideration when the cookie funds are due to your district and when you need your cookie funds to be deposited into the bank in order to clear.
2. When the due date comes and payment or alternate arrangements have not been made (i.e. pay on the 30th instead of 25th), a gentle reminder should be sent by email or paper copy (trackable). It is important to keep a copy of this reminder. (see sample A below). It is acceptable to call the person but maintain a record of any phone calls. If the person sends a text, take a screen shot and print the text off.
3. If there is no response with payment to your reminder, send one more request with a final request for the funds. (see sample B)
4. If there is no response or the funds have not been remitted, advise your District Commissioner and ask for assistance. Send her a copy of all documentation and any other pertinent information.
5. The District Commissioner will then attempt to contact the individual owing the funds. She will advise them she is following up on the funds that are now past due and ask when they can be paid. This should include a deadline to respond, see sample C.
6. If the funds are not paid by the deadline given the District Commissioner will forward all relevant attachments to the Provincial Operations Lead at elaine.cullingham@girlguides.ca.

7. The information will be compiled and forwarded to the Collection Agency. Please keep in mind that if the Collection Agency is successful in collecting, they will take a percentage of the amount collected. This does take time; be patient. If the bill is not paid after 45 days, it will go onto the debtor's credit bureau report as a debt to GGC. If the debtor comes to you to pay, it is imperative that you advise the Manitoba Council office as the Collection Agency must be notified.

Tips to minimize large amounts of outstanding funds

- When signing out cookies, keep the number of cases small. When all cookies are sold, the individual can come with money and sign out more.
- In the case of uniform orders, ask for a cheque up front.
- If the camp is going to be expensive, ask for a small deposit; the balance being due in a month or so (up to you on how long). Larger payments at one time may be difficult to manage for some caregivers.
- Be receptive to making arrangements such as paying for the event / camp over the course of time.

*****Important to Note** – This collection process is not for missing money such as theft or misappropriation. If you suspect that this is the case, advise your District Commissioner. Examples would be: an individual supervises a cookie day at a public venue, the amount in the cash box at the end of the day should be \$650 including the float and there is only \$450. You would ask the individual if she knows where the \$200 is or whether there are cookies left you don't know about? It could be that she put the funds in another spot because the cash box was overflowing and forgot to give to you. But it could be other things as well that would require investigation.

We need to be diligent in ensuring our finances are in good shape but sometimes things happen. If you aren't sure what to do, ask! The only *bad* question is the one never asked.

Sample A

Hello Mrs. Spark

This is just a reminder that Susie's cookie money was due tonight. You had signed out 4 cases of cookies so the amount due is \$240. Please make arrangements to get me the money before Friday (insert date) as I need to deposit the funds. If you have any questions, please let me know.

Sample B

Hello Mrs. Spark,

As I reminded you last Monday, the cookie money in the amount of \$240.00 was due on (insert date). I need you to contact me ASAP to make arrangements to pay this amount. If I don't hear from you by our Spark Meeting on Monday evening (date) I will need to forward this on for further collection action.

Sample C

Dear Mrs. Spark:

RE: Cookie Funds in the amount of \$240.00 due to 1st Winnipeg Sparks

I am writing today to request payment in full of the above amount. You signed out four cases of cookies on (insert date) with a due date of (insert date). Despite repeated follow up by the Unit Guider Mary Guider, and the *** District Commissioner Carol Commish, we have not received these funds. You have not communicated with either of these members as to a reason for non-payment.

Please contact me no later than (date one week in the future) to discuss a resolution to the situation. Girl Guides of Canada, Guides du Canada has zero tolerance for financial mismanagement and if I do not hear from you I will turn this over for further collection action.

I can be reached at: