



Revenue Collection Process

From time to time there may be situations where you are unable to get funds owing from the parents/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 you are requesting money you must have the commitment to pay and the date due needs to be established.
 - a. As an example: Susie's parent, 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. In the case of cookies, they sign the Cookie Record Form (AB.15), which "signs out" the cookies and documents your agreement. In other cases you would use your camp information form, or, uniform order sheet.
2. When the due date comes and they have not paid or made alternate arrangements (i.e. pay on the 30th instead of 25th) then 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). It is ok to call the person but you should keep a record of any phone calls. If they text you then you can take a screen shot and then print the text off.
3. If they have not responded 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 then you need to advise your District Commissioner and ask for assistance. You need to send her a copy of your documentation and any other pertinent information.
5. The District Commissioner will then attempt a call to 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. If the DC is unable to get payment or able to contact the individual, she will forward all the information including her attempt(s) documentation to the Area Commissioner.
6. The Area Commissioner will send a letter (see sample C) to the individual with a copy to the District Commissioner. She will request the payment of the funds within a set time frame. If the funds are not paid and are \$120 or over, then the

AC will forward all relevant attachments along with the Collections Request Form (see attached) to the provincial office at adminmanager@albertagirlguides.com .

7. This will be compiled and forwarded to the Collection Agency. Please keep in mind that if they are successful in collecting they will take 35% off the amount collected. It does take them time to get the funds so you will need to be patient. If the bill is not paid after 45 days, it will go onto the debtors credit bureau report as a debt to GGC. If the debtor comes to you to pay, it is imperative that you advise the Alberta Council office as we need to notify the Collection Agency. We will deposit the funds and write you another cheque for the amount after the collection fee. If the funds are collected and paid to the Agency, they will be forwarding us a cheque and we will send the amount to you from Alberta Council.

Tips to minimize large amounts of outstanding funds

- When signing out cookies, keep the number of cases small. When they sell the cookies they have, they 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, then the balance due in a month or so (up to you on how long), but for parents, larger amounts all at once may be difficult to manage.
- Be receptive to making arrangements such as paying for the event/camp over the course of time.

*****Important to note** – the collection process is not for missing money such as theft or misappropriation. There are other processes to deal with that and if you suspect that there is a case of that you need to advise your District Commissioner. Example would be: 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 are there cookies left you don't know about? It could be that she put the funds in another spot because 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 Alberta 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: