

Process to be followed for 'delinquent' money:

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This process applies to any money owed by any individual to a Guiding unit. Using cookie money as the example:

1. Cookie Sign Out Sheets should be used so where the caregiver/Guardian signs for the cookies they are acknowledging that they are responsible for the payment of the cookies.
2. Date the cookie money is due to the unit is set by the unit to allow time to meet the District cookie money deadline. This due date is given to caregivers/ other sellers when they are given the cookies.
3. If the money is not in by the 'due date' the unit Guider will contact* the person owing the money and will give them one week to have the money in.
4. If the money is not in by this date the unit Guider will inform the DC.
5. The DC will contact* the person owing the money and give one more week for the money to be in.
6. If the money is not in on that date the information will be passed on to the AC. The AC will immediately pass this on to the DPC.
7. The DPC will contact* the person owing the money and give an additional 2 weeks.
8. If the money is not in by that date the DPC will pass on the information to the Provincial Commissioner and the Operations Team Lead with a cc to the Provincial Treasurer.
9. The PC/ Ops Team Lead will start the official provincial process which, after a brief period, will involve the collections agency.
10. This process should ensure that information about money owed to a unit will reach the provincial office within one month of the due date.
11. Guiders are not to engage in payment plans with individuals owing money. This can only be done at the Provincial level.

*Note: 'contact' can be by email, phone or in person. Please keep record or copies of all correspondence or discussions as these are helpful if the case has to escalate.

If there is a personal relationship between the person owing the money and the person dealing with the issue, the process can 'skip a step.'

As funds are received at the Provincial Office, they will be deposited to the respective Unit / District or Area UB account with notification being sent to the AC.