

Collecting Overdue Money
Girl Guides of Canada-Guides du Canada
Saskatchewan Council

Purpose:

All Units and Councils depend on the timely submission of monies due in order to meet their responsibilities and obligations to Girl Guides of Canada – Guides du Canada.

In recognition that all Treasurers, Unit Guiders, Commissioners, and Councils, including the Provincial Council, have frequently been waiting considerable periods of time for payments to be made and, in some instances, for payments that are never made, the Provincial Council of Saskatchewan has zero tolerance for missing, misappropriated, or non-remitted outstanding payments that must be paid by a designated date.

To achieve compliance with the above and to ensure improvement in the timely submission of payments, the Provincial Council has determined that collection action will be initiated where personal contact from the next level Commissioner does not resolve the situation.

How to document each step:

Before collection action is required, the Guider will ensure that the following steps are completed:

1. Establish set deadlines when payments are due and communicate these to the level concerned (parents, units, districts, divisions, areas) in writing. Keep a copy of this written communication.
2. Keep a written record, from the beginning, of who owes what amount for what (e.g. Jane Doe owes \$96.00 for 2 cases of spring cookies).
3. Keep track on this same written record when payments are made to you on those amounts. Take note of the amount paid and the date on which it was paid (e.g. Jane Doe paid \$96.00 on April 20, 2008).
4. Your written record may be most convenient in a table format, as below:

Spring Cookies
Payments due April 30, 2008 (see April 1, 2008 newsletter)

Name	# of cases	Amount due	Amount paid	Date paid
Jane Doe	2	\$96.00		

Spring Cookies
Payments due April 30, 2008 (see April 1, 2008 newsletter)

Name	# of cases	Amount due	Amount paid	Date paid
Jane Doe	2	\$96.00	\$96.00	April 20, 2008

If a payment is not made by the deadline, collection action is required.

In a situation where collection action is required, the Guider will ensure that the following steps are completed:

1. Establish a file (notebook, binder, or similar record) for each issue.
2. In the file, include a list of the people involved in the issue. Record the name, position in the Organization, relationship to the issue, address, and contact numbers. If a name is identified in any way with the issue (even if someone was contacted for advice), the name should be recorded on this list.
3. Include a copy of your written record showing what amount is owed by whom and that it has not been paid.
4. Include a copy of the written communication that established the deadline when the payment was due (e.g. newsletter, email, minutes of meeting, directive from Councils).
5. Include your written notes of what happened at the deadline time (e.g. no communication, excuses given).

In a situation where collection action is required, the Commissioner will ensure that the following steps are completed:

6. Include your written notes of what steps in the procedure (and any others) were taken after the deadline date.
7. Include your written notes of any reasons given for the non-payment.
8. Include copies of any telephone notes requesting payment after the deadline, and copies of any demand letters sent. Include your written notes as to the result of any phone calls or letters.

Procedures:

1. If payment has not been made by the deadline, the Guider will immediately contact her Commissioner and provide her Commissioner with a copy of her file.
2. The Commissioner will immediately contact the person responsible and advise them that the money is due and that you expect payment immediately. Keep detailed notes of the date and time of your call and any conversation or message left, and with whom. Include these notes in your file.
3. If payment has not been made at one week following the deadline, the Commissioner will contact, in writing, the person responsible for payment using Sample Letter #1. Keep a copy of the letter sent and a written note of the date the letter was mailed and from where (e.g. location of mailbox or post office).
4. If payment has not been made at two weeks following the deadline, the Commissioner will send a formal registered letter to the person responsible for payment using Sample Letter #2, demanding payment within no more than two weeks. Keep a copy of the letter sent and the registered mail receipt. Track the letter to ensure that it has been received and print a copy of proof of receipt (can be done online through Canada Post).

5. Accept partial payments, but continue to maintain the same deadline. Stick to the deadlines that are established in this procedure.
6. If payment has not been made at four weeks following the deadline, the Commissioner will review her file with her Area Commissioner, and provide her Area Commissioner with a copy of her file.
7. The Area Commissioner will immediately advise the Provincial Commissioner of the collection action taken and the results.
8. The Area Commissioner and Provincial Commissioner will determine whether the collection action will be followed through in Small Claims Court. If they choose to follow through in Small Claims Court, the National Office will be immediately advised and kept up to date on the court action.
9. The Commissioner who began the collection action should be prepared to be a witness in Small Claims Court. It is therefore important that the record of the issue is as complete as possible and that there is a clear outline of actions that have been taken to obtain payment.

The need to take this action should not be deemed to be harsh or punitive. Instead, it should be regarded as being fiscally responsible for funds that belong to the membership of the Girl Guides of Canada – Guides du Canada. All levels of Guiding depend on each other for the resources to deliver “great Guiding” and where there are lapses in payments due, the entire membership feels the effect.

Thank you to Girl Guides of Canada-Guides du Canada Newfoundland and Labrador Council and British Columbia Council for their materials on which we based this policy.

People involved in the issue

Name	Position in GGC	Relationship to Issue	Address	Phone number(s)

Communications with the person who owes money

Date	Type (written, telephone, in person)	Location (address, phone number)	Content of communication	If written, copy enclosed

Sample Letter #1 (regular mail)

Your address and phone number

Date

Address of addressee

Dear _____:

The due date for _____ (e.g. cookie) money to be delivered to the (Unit, District, Division, Area) was _____ (date).

As of today's date, you have not remitted the \$_____ (the amount due to your Unit/Council) due for the _____ (e.g. cookie) money.

In order that we may in turn meet our deadline, would you please take care of this matter immediately by remitting the amount due to me at the above address (or other designated person and address). If there is a problem please call me. I can be reached at _____ or at _____.

Yours truly,

Name

Position in Guiding

Keep a copy for your file along with a note of the date sent.

Sample Letter #2 (registered mail)

Your address and phone number

Date

Address of addressee

Dear _____:

It is with some concern that I am writing to you again with regard to your outstanding _____ (e.g. cookie) payment. I contacted you by telephone on _____ (date of call), and a letter was sent to you on _____ (date), reminding you that your payment was past due and should be made immediately.

I remind you that all Girl Guide monies are considered public funds and as such have to be accounted for at all times.

Payment of \$_____ (amount due) is to be remitted to me immediately by cash, certified cheque, or money order made payable to Girl Guides of Canada _____ (name of Council).

Failure to make payment within 14 days from the date of this letter may require that I take further action, including legal action.

Yours truly,

Name

Position in Guiding

Keep a copy for your file along with the registered mail receipt.