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**Lessons Learned from**

**2024 Membership Subscription Process**

**UNIT LEADERS**

* Information about paying your annual membership subscription is published on the Girlguiding website and shows all the main steps in the process. It i**s important to read this in detail** and to note deadline dates.

<https://www.girlguiding.org.uk/making-guiding-happen/running-your-unit/finance-insurance-and-property/subscriptions/paying-your-subscriptions/>

* Ensure GO is up to date and you have made any amendments necessary if your numbers have changed during 2024. **Everyone appearing on an invoice will have to be paid for.**
* If you plan to pay with a unit debit card in 2025 make sure that you allow enough time to put all the necessary arrangements in place with your bank if you have not already done so.
* Check your funds and ensure that you will be able to pay the invoice when it arrives. If it seems you may have a problem please speak to your district commissioner straight away**. All** **invoices will have to be paid.**
* When the trial invoices are available on 21 January make sure they are checked very carefully. There is a window of opportunity of approximately four weeks to do this, until 17 February.
* Check the trial invoices on a number of occasions as names may be added during the process as other units and areas review their invoices and move people around.
* Even if a unit is closed there may be an invoice if someone is still registered as a leader in that unit – so ensure **all** invoices and units are checked.
* When ending a role for someone who has left Girlguiding, do check that **all** their roles have been ended otherwise they will still be on GO and will appear on an invoice!
* Remember that members can be transferred between units on GO – it is not necessary to remove them and then add them again in their new unit.
* Be aware that once the trial invoice period ends on 17 February **no changes whatsoever can be made to the numbers** and payment will be due for **everyone** appearing on an invoice. Backdating end dates does not work!
* The official invoices will be available shortly after the end of the trial period, on 18 February. Ensure that you are ready to make the payments, as you only have until 28 March to do this. Make sure that your unit cheque book is to hand and has not been sent away with the 2024 accounts being reviewed or if paying by debit card, check that it is working.
* Check the amount carefully before making the payment – any overpayment **will not** be refunded by Girlguiding – they will look on it as an extra donation!
* Check that you are able to see how to download the invoice on your device. If you are unable to print off the invoices please ask your district or division commissioner or the county treasurer, all of whom will be able to help.
* Remember to print off receipts for unit records.

**DIVISION AND DISTRICT COMMISSIONERS**

* Check with your units before the subscriptions process starts to ensure that they have been keeping GO up to date, and have taken account of any change in numbers during 2024.
* Ensure that your units have budgeted for the membership subscription payment. If any appear not to have sufficient funds discuss the options with them.
* Trial Invoices - you should keep a check on who has viewed invoices during the trial period and follow up any units where this has not been done.
* Make sure that everyone is aware that, once the trial invoice period ends, **no changes whatsoever can be made to the numbers** and payment will be due for **everyone** appearing on an invoice. Backdating end dates does not work!
* The official invoices will be available on 18 February. Ensure that units, districts and divisions are ready to make the payments, as they only have until 28 March to do this. Make sure that a unit/district/division cheque book is available and is not away with the 2024 accounts being reviewed.
* You should keep a check on membership subscription payment reports on a regular basis and follow up with units where payments are not being processed well before the final deadline of 28 March.
* Make sure that everyone knows that payments received by Girlguiding after the deadline will not be banked and will be destroyed. The main contact will be e-mailed and advised to make a payment directly to county – please contact the county treasurer [treasurer@girlguidingnorfolk.org.uk](mailto:treasurer@girlguidingnorfolk.org.uk) for bank details or the address to which a cheque should be sent. The cheque **must** be made payable to **NORFOLK GUIDE ASSOCIATION.**

**MEMBERSHIP SUBSCRIPTION PROCESS CHECKLIST**

**FOR UNIT LEADERS**

Read the information about paying your subscription on the Girlguiding website

Note Note deadline dates and changes from the previous year

Ensure GO is up to date

Check that you have enough money to pay the expected invoice

Check your trial invoice

Make any changes necessary

Check your trial invoice for a second time

Check that **all** roles have been ended for any leader who has left

Check there is no invoice for a closed unit

Check your trial invoice for a final time just before the end of the trial period

Make sure your unit cheque book or debit card and signatories are available

Download your final invoice as soon as it becomes available

Check the sum due and the payment deadline date

Pay your invoice before the deadline date

Print a receipt for your unit records