

Case Types

Case Types	Case Subtypes	Definition
Troop Support/ Girl Program <i>(Troop Support & Program)</i>	<ul style="list-style-type: none"> • Higher Awards (Gold Award, Silver, Bronze) • Outdoor Program/Camp • Program Grade Level(s) 	Cases in this category should include inquiries about upcoming program activities for girls (but not registration questions) or questions about girl program for troops and resources available. If it deals with girl program, it goes here.
Service Area Support <i>(Adult Learning & Troop Support)</i>	<ul style="list-style-type: none"> • Volunteer Onboarding & Support 	Cases in this category should include inquiries about adult learning and training events (but not registration questions), questions about the onboarding process, and resources available to support adults.
Product Sales	<ul style="list-style-type: none"> • Cookies • Fall Product Sales 	All questions—from troop leaders, parents and the public—about cookies and fall product go here.
Registration/ Reservations <i>(Customer Care, Adult Learning, Program & Inside Sales)</i>	<ul style="list-style-type: none"> • Adult Learning Opportunities • Camp • Facility Rental • Program Events • Membership 	This is where all the registration questions go—if anyone does not know how to register, wants more information on the registration process or has a registration issue, it goes in this category.
Recruitment <i>(Outside Sales)</i>		Inquiries about recruitment events from potential members are here.
Shop <i>(Retail)</i>	<ul style="list-style-type: none"> • Online • Retail 	Any questions for the shop (outside of shop hours or inquiries about an item being in stock) are in this category.
Giving/Sponsorships	<ul style="list-style-type: none"> • Fund Development 	This category is for donors (current and prospective).
General	<ul style="list-style-type: none"> • Governance • Finance • Public Relations/Marketing • Customer Care • IT Support • Human Resources 	Cases in this category fall into the subtypes listed here. Inquiries about governance, finance, public relations, customer care, IT support or human resources go here. Sensitive issues or volunteer conflict cases go here.
Other		This category is for anything that does not fall into the other categories. Please keep the use of this category at a minimum.

Note: Case Type and Case Subtype are not required fields in Volunteer Systems, but please pick a Case Type when entering a case. (Your case might not fall into a Case Subtype, so the Case Subtype is not required if the case does not fall into any of the subtypes.)