June 18, 2024 Webinar

1. **Q: Is there a way to return someone who was accidentally opted out from the charter?**
   A: Currently, no. We are working on a way to make that option available to councils at some point. For now, you will need to renew them through Invitation manager or Add reg.

2. **Q: What does Opt-Out actually do?**
   A: Opt out means they are not renewing.

3. **Q: What is the email address that the renewal notices are coming from?**
   A: Boy Scouts of America <noreply@scouting.org>

4. **Q: Does opt out stop all renewal e-mails?**
   A: It would because it is saying they are not going to renew their membership.

5. **Q: Lone Scouts will get reminder emails like Unit Scouts?**
   A: Correct

6. **Q: Do reminder emails go to multiple positions, or just paid positions?**
   A: Renewal reminders only go to paid positions.

7. **Q: What does it mean to allow auto approve renewals?**
   A: An approval required by anyone. Upon registration it is automatically approved

8. **Q: Does the registrar still have to post the unit for it to be renewed?**
   A: Not if they pay online. It is posted when they submit.

9. **Q: Can the local council add any text to the National email templates?**
   A: Not at this time.

10. **Q: Who will be able to sign the unit renewal?**
    A: The key 3 can sign.

11. **Q: Can COR Delegate sign?**
    A: Yes

12. **Q: Can a delegate complete the recharter as in the past or just Key 3?**
    A: Yes, they can.

13. **Q: Do councils need to do something in organization manager in regard to auto approvals?**
    A: You just need to set up if auto approvals are allowed at the council/unit levels

14. **Q: Can we add scouts to an online renewal.**
    A: No. Due to unit renewal and membership renewal being separated, they must be registered outside of the renewal process if they are new.

15. **Q: Do units have to go in monthly to renew or opt people out?**
    A: Since membership is now on an annual basis per person, yes. They would need to check back monthly if they are paying for or opting out members.

16. **Q: Can a unit leader see missing parent/child connections in My.Scouting?**
    A: Currently there is not a way.

17. **Q: Can positions be changed during the charter renewal process?**
    A: Yes

18. **Q: Can adults change their primary during renewal?**
    A: Yes

19. **Q: Could an adult member change their unit position without their committee being aware of it?**
    A: No

20. **Q: If the unit didn't correct their roster prior to recharter, do we still have to wait for the unit to completely drop prior to being able to fix it?**
    A: They can make any corrections as they go through the unit renewal. Once the unit is renewed, after it syncs overnight, additional edits can be made in position manager.

21. **Q: If we want to change the end date of all our units, how do we do that?**
    A: Term dates can be edited by the registrar up to 18 months once the unit has posted.

22. **Q: What should we do if a unit leader does not have email?**
    A: Emails are required. They will need to create an email address at least for Scouting business. There are free services such as Gmail.

23. **Q: What happens if they don't have enough adult leadership?**
    A: The unit will need the minimum required adults for the respective unit in order to renew. On the initial screen it will list the adults and a different renewing member can be added to a required position from there if needed.

24. **Q: How do we fix the validation issues? add or remove people or move them around?**
    A: You can move people around through position manager.

25. **Q: For pay at council it only shows the leaders. How can we see the youth?**
    A: There are two tabs, one for youth and one for adults in roster.

26. **Q: Is ACH for the units or person an option? We were originally told it would be.**
    A: ACH is an option for units. Not for a person.

27. **Q: Where will we see the payments?**
    A: You can report on payments processed from your ACH or credit card transaction reports.

28. **Q: Will ACH be made available to individuals for renewal at some point?**
    A: That is not currently being planned.

29. **Q: Is the $1 fee for ACH per member renewal or per transaction?**
    A: The fees are per transaction, not per person.

30. Q: What does a council do if a unit decides to pay at council?
> **A:** The council goes in to unit renewal and follows the steps there. Same as a unit does when they go through it. There is a job aid on the website walking you through the council steps.

31. Q: How does a scholarship affect the payment and renewal process for members?
> **A:** No change in this process, fees will have to be paid at the council.

32. Q: If a unit opts for families to pay their own renewal fees, how do they select someone they don't want renewed in their unit?
> **A:** They would select "Opt out" for that person.

33. Q: There is no pay at council option for individual registration renewals, is that correct?
> **A:** That is not correct, all individuals can renew on their own, and the can print out the details and turn it into the council office

34. Q: In the Family/Self Pay process, is there an option for an adult to add a NEW position?
> **A:** No, leadership is determined by the COR

35. Q: Where does a unit go to change the settings to pay to council?
> **A:** It's not a setting, It's an option selected during the renewal process.

36. Q: If a unit uses the pay online option, how does a local council registrar make any edits or changes to the renewal if needed after the payment?
> **A:** After the payment, and the overnight sync, edits can be made in the same manner as before the process changes were made.

37. Q: What are the options for the council to help units that end up paying for an adult that was paid for in another unit, resulting in that adult being charged twice?
> **A:** The system will not "allow" the same person to be paid for twice. However, as always, if someone does get charged twice for any reason a refund request can be submitted online.

38. Q: If a unit is paying for a select few members, do they pay for them at the time of Unit renewal or when the individual member's annual registration expires?
> **A:** They pay at the time the individual member's annual registration expires.

39. Q: Can councils opt to have all renewals paid online?
> **A:** Yes, but the unit would have to help support and send links to all without working email addresses

40. Q: Is there a way to keep the parents from paying if the unit wishes to pay?
> **A:** No, but the system will not let the same person be paid for twice.

41. Q: Do families have to agree to saving their card info?
> **A:** Yes, but the BSA does not store it, the bank does.

42. Q: Can the Council fee be added to the renewal system for collection?
> **A:** Yes, you will need to enter them in Registrar Tools and then the next day they will be included

43. Q: Is there something that should be printed out after the unit is renewed to go into their unit file?
> **A:** The Charter Agreement

44. : When an individual renews does the emails to renew stop?
> **A:** They should stop when renewed.

45. Q: If a person is suspended, do they get any email reminders?
> **A:** No

46. Q: Can renewal notices for council employees that the council pays for be turned off?
> **A:** Not at this time.

47. Q: Can the paper copies be printed from the council or just by the unit?
> **A:** Just at the unit, they need to select who is getting renewed before the paper copy can be printed

48. What if they don't have a my.scouting.org account?
> **A:** The link is generic so when they get to the My.Scouting page they just create an account

49. Q: If child one expires in September and child two expires in November, would the parent be able to pay for both at the same time?
> **A:** If they paid for child 1 during the lapse period and child 2 before it expires, yes. 60 days before and 60 days after expiration.

50. Q: Org Manager for District levels is not available
> **A:** Org Manager is available to the district Key-3, but most of the feature are found on the "Roster" tool you have.

51. Q: Is Scout Life combined for each member in the same family, or the family as a whole?
> **A:** It will auto apply to every member. But they can remove it as they are checking out.

52. Q: Will renewal default to include Scout Life, even if they don't have it currently?.
> **A:** Yes, it will.

53. Q: How does the volunteer see that one of their multiple members has paid elsewhere?
> **A:** The system will indicate it on the roster.

54. Q: How are multiples across councils handled?
> **A:** Since each council is a separate entity, we cannot reach across council boundaries. The process has not changed and you would have to verify with the home council that the individual does have a paid membership so you can multiple them.

55. **Q: If the unit renews members, does it allow them to renew all of a member's positions (including multiple in other units) or is it just the membership for that one unit?**
    A: Membership for that one unit.

56. **Q: Will a unit see a volunteer's other positions when renewing them?**
    A: The Unit only sees the registration for their unit.

57. **Q: How will a multiple registration be verified if the primary position hasn't been paid?**
    A: The primary position has to be paid first.

58. **Q: Will Scoutreach units and members be able to renew online?**
    A: No, ScoutReach remains a manual process at the council office.

59. **Q: Will there be a volunteer-facing version of this ppt/training available?**
    A: The webinar is being recorded and will be posted to the website. The website is public facing, and any materials can be used for training. A slide deck will be available as well.

60. **Q: If a unit is having issues with renewal. is there a way we can view what they have done and help them finish?**
    A: No, there is not, but you can just complete it, it is not frozen, The only issue will be leader and YPT validation

61. **How about those that will be turning 18 during the "Renewal" time frame?**
    A: It will depend on the age at the time the renewal is processed. If they are 18 all adult polices must be followed.

62. **Q: Is there a check box anywhere to track Charter Agreements? Or is it the Council's responsibility to track that?**
    A: Council needs to track it.

63. **Q: How are we handling Annual Charter Agreements?**
    A: The process has not changed. The paper form needs to be completed at least 90 days prior to the renewal date.

64. **Q: Does the report that tells you who has renewed include those members who have been renewed by the council?**
    A: Yes, it does.

65. **Q: Is there a report the unit can run that shows who they paid for during renewal?**
    A: Yes, there is a summary report that can be printed during the renewal process.

66. **Q: What needs to be done with the Members Without Unit report?**
    A: These are members that still have active paid membership but do not have a unit. Council/district needs to work with these members to see if they would like to find a new Scout home or perhaps start a unit on their own. They can decide that they are not going to be involved in Scouting at this time and they will continue to be on the report until their membership expires.

67. Q: Does the Member Opt-Out Report allow them to select a reason for leaving?
  A: It currently does not.

68. Q: What is the status of adding Discount Codes to the Member Renewal process?
  A: Discount codes for <u>NEW</u> registrations is a project to be worked on this fall

69. Q: For participants that are registered that aren't linked to a unit. How will this work to transfer the person into an existing unit?
  A: If they are members without a unit you can transfer them into a unit

70. Q: What is the renewal process for MB counselors?
  A: If they are in a paid position, they will get an auto renewal email. If they are still in the "old" nonpaid MBC position, you will need to send them information on reregistering as a paid MBC. You can send the link from Invitation manager.

71. Q: Is there a way to remove the council fee for Merit Badge Counselor?
  A: Currently online, the option for council fees can be initiated by program. But not by position.

72. Q: If a member joins in August. When is their renewal date?
  A: If effective date is August 1, expiration is July 31.

73. Q: What does the R in the green circle indicate?
  A: The "R" shows who has renewed

74. Q: Can a council select some units for manual renewal and others for the online version?
  A: No, the council can select who renews manually but there is not a way to "Turn it off". The council will need to communicate their plan

75. Q: Do we still need to have a roster in the unit folder?
  A: Not if they registered/renewed online. Anything added through a paper app is still required to be kept in the unit folder.