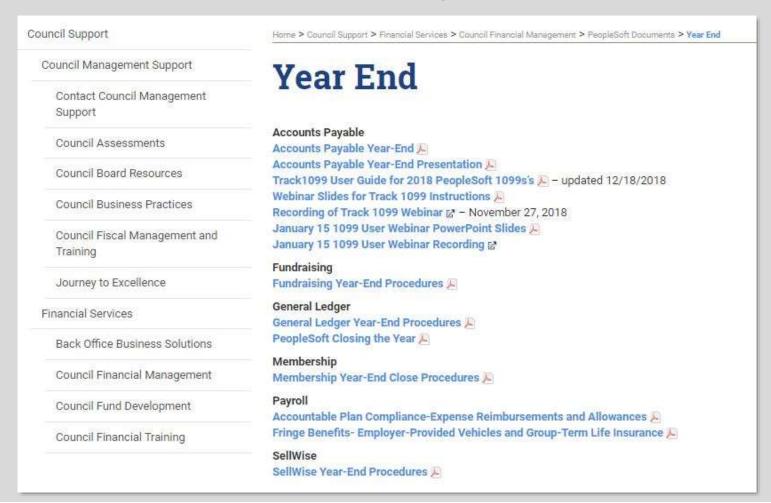
PeopleSoft User Group

September 18, 2019

User Group Agenda

- Year End Preparation
- 1099 process for 2019
- eBILL BSA Invoice Access
- Council User Security Review
- New Functional Expense Report layout for 2019 Audits
- 2020 Budget Building
- IOIPAY and payroll Update

Year End Preparation



Year End Preparation

- Reconciliations of Accounts
 - Custodial
 - Receivables
 - Cash Bank Accounts
 - Accounts Payable
- Summer Camp Inventories
- Time Study
- Update Fixed Assets
 - 1841 account review
- Year End Deferrals (next year events)
- 1099 Vendors and Vouchers

1099 process for 2019

finance-impact/council-fiscal-management/peoplesoft/year-end/

PeopleSoft to TRACK1099 User Guide

Processing your 1099's for 2018

For yearend 2018 we will be providing the TRACK1099 software for your council to use to create, email and e-File 1099's with the IRS. This third-party service has a great reputation and years of history working with not-for-profit organizations. You will still use the PeopleSoft Vendor records and Accounts Payable Vouchers to gather the correct amounts needed to be reported.

The TRACK1099 website is found at www.track1099.com. We have a master account (called a team) set up with them called "TRACK1099BSA" and we will be emailing your council an invitation to join with a link for you to set up your council in the "team". The costs for processing, emailing and e-Filing will be covered by the National Service Center, any additional services you use will be up to you to pay.

Preparing to File 1099's

- I. Vendor Record Setup
- II. Voucher withholding flag and values
- III. Query output for TRACK1099
- IV. Setup you council in TRACK1099
- V. Uploading into TRACK1099 and filing

Vendor Record Setup

If you are using historical vendors that you have filed 1099's within the past the records will not have changed. If you are using a new Vendor or a vendor you have not filed 1099's before you will want to make sure these two items are prepared:

Is the 1099 Withholding Flag turned on?

1099 process for 2019

Track1099™ Sign Up Pricing How It Works Contact Us

ONLINE 1099-MISC E-FILE

IRS approved, W-9, W-2, 1095-C, & More Trusted by 100,000 businesses

Yes, you can still e-file!

Preparation in PeopleSoft just like always

All vendors need setup for 1099 with EIN or SSN

Make sure all vouchers are flagged

Use query to output files

Load into Track1099

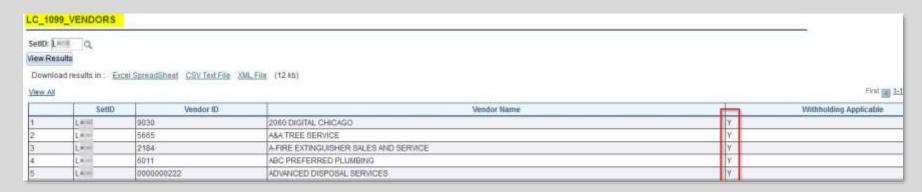
E-file to the IRS

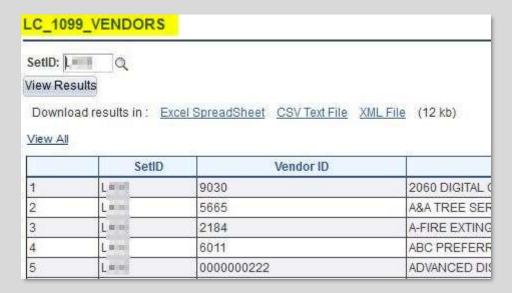
Output to email address or print to mail

Track1099 process

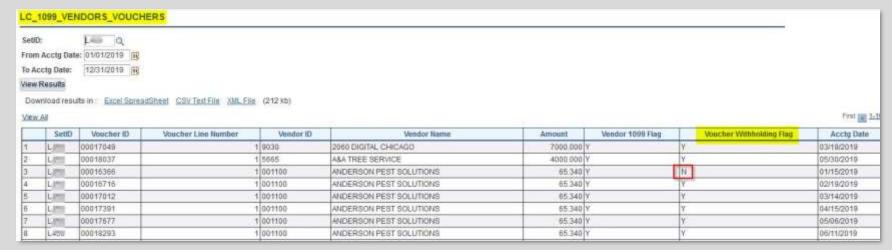
- Prepare 1099 vouchers and vendors in PeopleSoft
- Run the Withholding 1099 Report Job (loads tables)
- Run Query for exporting to Track1099
- Login to Track1099
- Enter Team code (all councils will be given a code to allow for billing)
- Upload payers with a CSV file
- Email Files
- Download files for mailing
- E-File with the IRS
- Fees covered by the National Service Center

Queries to help prepare for 1099



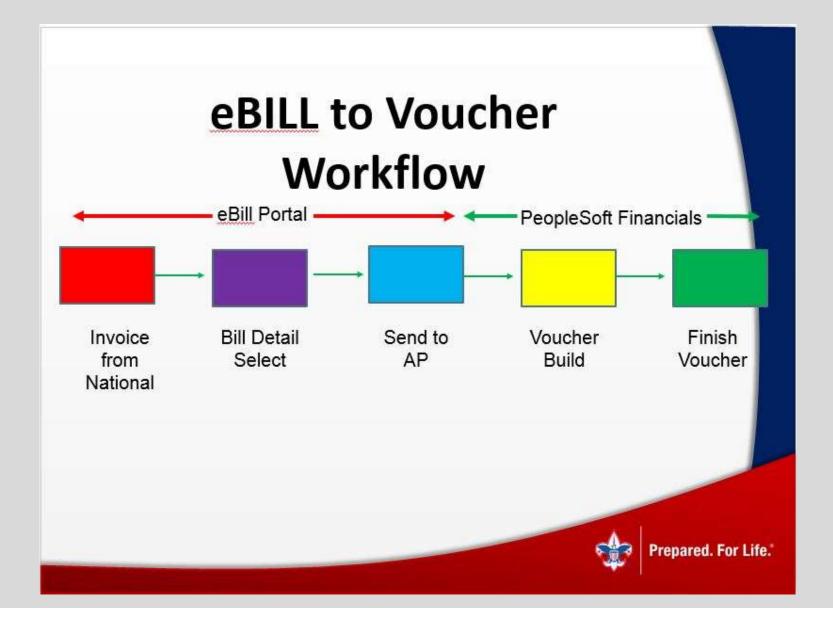


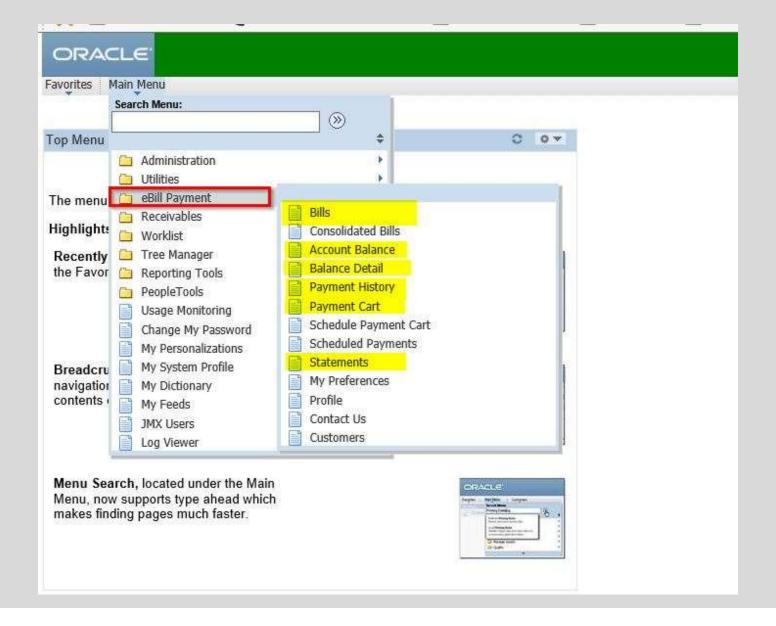
Queries to help prepare for 1099

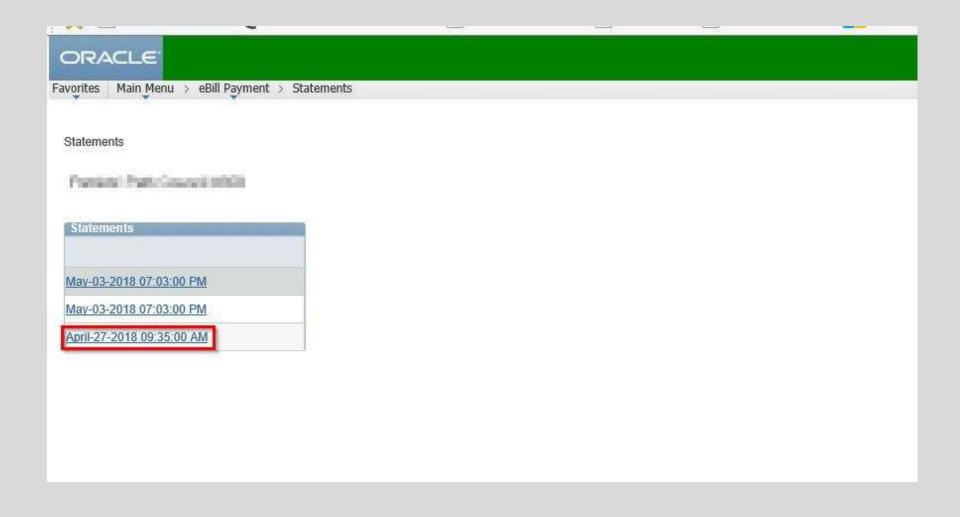




eBILL Pay Function for Accounts Payable









PO BOX 910505 DALLAS, TX 75391-0505

STATEMENT

1 of 1

Patriots' Path Council 8358 1 Testific Road

1 Seddle Road Cedar Knolls , NJ , 07927

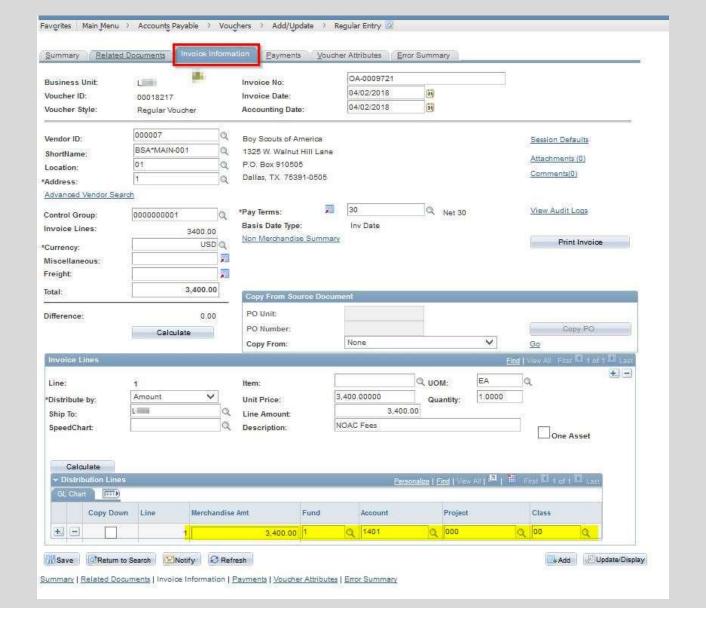
1,054

Statement Number: 428

Statement Date: 2018-04-25 Account Number: 32817801

Due Date	Item ID	Disputed	Sales Order #	Amount Due	Acctg Date	PO Reference
Account: 32	2817801			# Marketon San		
2018-04-05	308DN00502			1,783.00	2018-04-05	
2018-04-05	36A00502			83.94	2018-04-05	
2018-04-05	358LT00502			951.02	2018-04-05	
2018-04-05	358MM00502			19,291.02	2018-04-05	
2018-04-05	≥8PI00502			1,706.32	2018-04-05	
2018-04-05	38RT00502			11,352.64	2018-04-05	
2018-04-05	#8SE00502		Commence	170,04	2018-04-05	
2018-04-05	358VI00502			1 1 - + 404.04	2018-04-05	

Carlot I	Net Countries											
	ou are looking for does not appea		use from Search.									
	n ID to see item detail information	L										
dance t	The state of the s	100	The strangers	11-12-11-11	-	Alexandra I	LOTTE STATE OF	Deduction	A CONTRACT			1 - 11 - 1 - 1
ect	Hem ID	Line	Voucher States Voucheregrandripay	Caretomer ID 328178071	Invoice Date		Status Upon	Flag	In Dispute	In Collection	Due Date+	Hem Balance Currency 1,706.32 USBJ
D	7100502		Vouchered/Shortpay	32617801			Open				04/05/2018	404.04 USD
D	HE00502		Vouchered/Shortpay	32817801			Open				04/05/2018	170.04 USD
	3A90502		Vouchered/Shortpay	32817801		Invoice	Open		п		04/05/2018	83.94 USD
	min XN90502		Vouchered/Shortpay	32817801		Invoice	Open	- 10	п		04/05/2018	1,783.00 USD
	4/400502		Vouctiered/Shortpay	32817801		Invoice	Open	- 11	0	- 10	04/05/2018	19,291.02 USD
	T00502		Vouchered/Shortpay	32817801		Invoice	Open		Ш	101	04/05/2018	961.02 USD
n	ED:0000332		Vouchered	32817801	03/15/2018	Debit Memo	Open	100	82	- 11	04/14/2018	1,787.63 USD
	0x064200002990616			32817801	03/28/2018	Invoice	Open	- 11		В	04/27/2018	550.00 USD
D	NS-0048654			32517801	04/01/2018	Dobt Memo	Open	(80)	.0		05/01/2018	7,468.10 USD
	LF-0004582			32817801	04/01/2018	Debit Memo	Open	100	п	- 111	05/01/2018	531.25 USD
D	CH-9115417			32817801	04/01/2018	Debit Memo	Open	m	П	III	05/01/2016	950 00 USD
D	CB-0026562			32817801	04/01/2018	Debit Memo	Open	ttt	п	百	05/01/2018	659 05 USD
	GL-0038686			32817801	04/01/2018	Debit Memo	Open	81	0		05/01/2018	17,545.31 USD
	OA-9009721			32817801	04/02/2018	Debit Memo	Open		п		05/02/2018	3,400,00 USD
elect All	Deselect All											



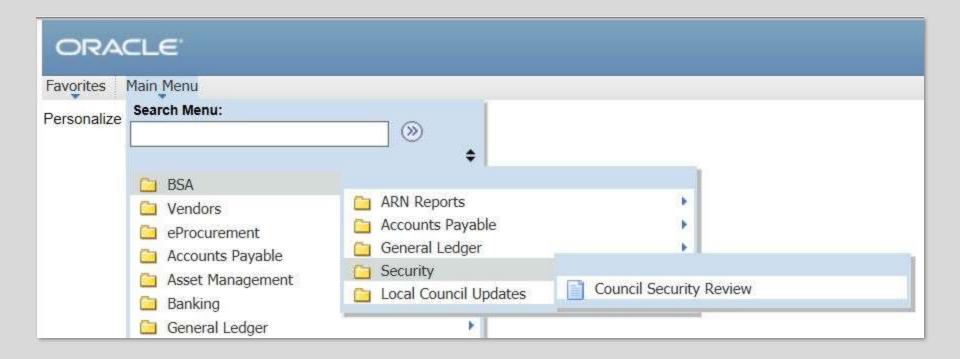
Questions?

ebillpayment@scouting.org

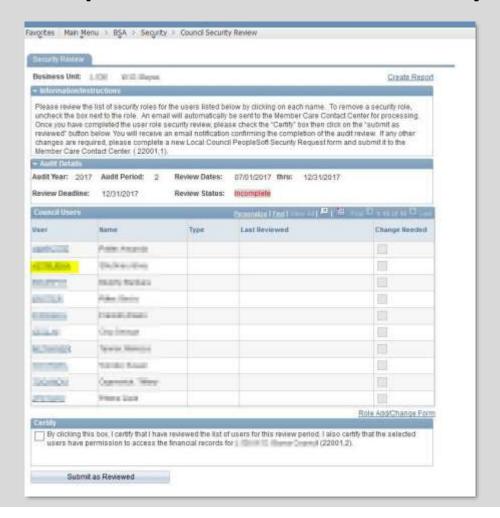
PeopleSoft User Security

The Scout Executive's Role

PeopleSoft User Security



PeopleSoft User Security



FASB Revised Functional Expense Report

Current Functional Expense Report

Rainbow Countil : 8 300				В	oy Scouts	of America	
	Statemen	t of Functional	Expenses				
	Allo	ocated by Funct	ion				
	Period En	ding: December	31, 2018				
Funds 1-3		10.					
FASB18	1	Sup	oort Services		7		
	Program	Management	Fundraising	Total Support	Total Ex	penses	
Expenses	Services	& General		Services	2018	2017	
Employee compensation:							
Salaries	461,366	54,692	41,901	96,592	557,958	521,607	
Employee benefits	61,000	9,034	6,921	15,955	76,954	72,410	
Payroll taxes	41,091	4,389	3,362	7,751	48,843	46,357	
Employee related	(5)	~	953	3	22	(5)	
Total Employee Compensation	563,457	68,114	52,184	120,298	683,756	640,374	
Other expenses:							
Professional fees	5,642	9,861	7,706	17,566	23,208	20,097	
Program and other Supplies	117,859	853	3,215	4,068	121,927	280,261	
Telephone and communications	5,916	783	600	1,383	7,299	9,924	
Postage and shipping	5,554	769	1,945	2,714	8,268	6,754	

Current Functional Expense Report

115		Er	d of Report				
* Per	centage figures after combining alloc	cated and unallocated	expenses				
	Time study percentages	78.10	12.40	9.50			
% of T	otal expenses by function *	84.11%	8.59%	7.30%	15.89%	100.00%	
Total t	functional expenses	940,013	96,039	81,542	177,581	1,117,594	1,214,857
Depre	ciation expense	38,039	1,449	1,110	2,560	40,599	33,497
Expens	ses before depreciation	901,975	94,589	80,432	175,021	1,076,996	1,181,359
Total	other expenses	338,517	26,475	28,248	54,723	393,240	540,985
О	ther	6,557	989	757	1,746	8,303	15,638
In	surance	34,245	2,287	1,752	4,039	38,284	40,237
In	terest	573	91	70	161	734	5,454
R	ecognition and awards	14,808	444	4,236	4,681	19,489	17,058

Bullion County (CIE)						Boy Scouts	of America
		Statement of F					
	78		by Function	lo, commonosti			
10000000	- 6	Period Ending: [December 3	1, 2018			
Funds 1-3					10		
FASB19		- Y2	70	93	10		
	Program	Management F				Total Ex	
Expenses	Services	& General	0	Cost of Sales	nefits to Dong	2018	2017
Employee compensation:	TO CHARLEST CO.	500,5000	9660000			The Contract of the Contract o	
Salaries	461,366	54,692	41,901].	557,958	521,607
Employee benefits	61,000	9,034	6,921			76,954	72,410
Payroll taxes	41,091	4,389	3,362			48,843	46,357
Employee related	10 To		300			10000000000	200000000000000000000000000000000000000
Total Employee Compensation	563,457	68,114	52,184	3	2 3	683,756	640,374
Other expenses:							
Professional fees	5,642	9,861	7,706			23,208	20,097
Program and other Supplies	117,859	853	3,215			121,927	280,261
Telephone and communications	5,916	783	600	- 3	- 1	7,299	9,924
Postage and shipping	5,554	769	1,945			8,268	6,754
Occupancy	71,364	2,053	1,573			74,990	49,673
Rental and maintenance of equipmer	14,067	1,405	1.077			16,549	10,919
Publications and media		200					1885110
Travel	37,337	4,834	3,703			45,873	65,915
Conferences and meetings	17,571	2,106	1,613			21,290	17,357
Specific assistance to individuals	7,025					7,025	1,697
Recognition and awards	14,808	444	4,236			19,489	17,058
Cost of products sold & unit commis			1,444	371,973		371,973	333,036
Cost of goods sold - supplies	181,123			No. of Contract of		181,123	118,860
Cost of direct benefit to donors					34,305	34,305	30,473
Interest	573	91	. 70		(ZNAZ-ZZA	734	5,454
Insurance	34,245	2,287	1,752			38,284	40,237
Depreciation and amortization	38,039	1,449	1,110			40,599	33,497
Other	6,557	989	757			8,303	15,638
Total other expenses	557,679	27,925	29,358	371,973	34,305	1,021,241	1,056,852
Total functional expenses	1,121,137	96,039	81,542	371,973	34,305	1,704,997	1,697,226
Expenses included with revenue		20	- 4	30 3	207 5	70 85	10 101 3
on the statement of activities:							
Cost of products sold & Unit Commi:	ssions			(371,973)		(371,973)	(333,036)
Cost of goods sold - supplies	(181,123)			(011,010)		(181,123)	(118,860
Cost of globas sold - supplies Cost of direct benefit to donors	(101,120)				(34,305)	(34,305)	(30,473)
Total expenses included in the		4	***	- 3	(04,000)	(34,303)	(30,413
expense section on the statement of activities	940,013	96,039	81,542	2	2	1,117.594	1,214,857
Statement of dottates	- 1-1-1-19					W	16, TO C. 156, T. T. C.



- 1,117,594 1,214,857 d. For Life.™

New Functional Expense Report

Reinling Council - F363						Boy Scouts o	f Americ
		Statement of F	unctional Ex	pense			
		Allocated	by Function	ļ.			
	1	Period Ending: [December 31	, 2018			
Funds 1-3							
FASB19							
	Program	Management	Fundraising	Product Sales	Cost of Direct	Total Exp	enses
Expenses	Services	& General		Cost of Sales	Benefits to Donors	2018	2017
Employee compensation:				N			
Salaries	461,366	54,692	41,901			557,958	521,60
Employee benefits	61,000	9,034	6,921			76,954	72,41
Payroll taxes	41,091	4,389	3,362			48,843	46,35
Employee related	3-	7 5	-			-	9
Total Employee Compensation	563,457	68,114	52,184		<u> </u>	683,756	640,37
Other expenses:							
Professional fees	5,642	9,861	7,706			23,208	20,09
Program and other Supplies	117,859	853	3,215			121,927	280,26
Telephone and communications	5,916	783	600			7,299	9,92
Postage and shipping	5,554	769	1,945			8,268	6,75

New Functional Expense Report

Recognition and awards	14,808	444	4,236			19,489	17,058
Cost of products sold & unit commissions				371,973	(1)	371,973	333,036
Cost of goods sold - supplies	181,123			-		181,123	118,860
Cost of direct benefit to donors					34,305	34,305	30,473
Interest	573	91	70			734	5,454
SWANN-STEEN	A	0.007	4 750			20.004	40.007

New Functional Expense Report

557,679	27,925	29,358	371,973	34,305	1,021,241	1,056,852
1,121,137	96,039	81,542	371,973	34,305	1,704,997	1,697,226
			(371,973)	1	(371,973)	(333,036)
(181,123)					(181,123)	(118,860)
4.000 0.000				(34,305)	(34,305)	(30,473)
940,013	96,039	81,542 eport		848	1,117,594	1,214,857
84.11%	8.59%	7.30%	2		84.11%	
78.10	12.40	9.50				
	1,121,137 (181,123) 940,013	1,121,137 96,039 (181,123) 940,013 96,039 End of R	1,121,137 96,039 81,542 (181,123) 940,013 96,039 81,542 End of Report 84.11% 8.59% 7.30%	1,121,137 96,039 81,542 371,973 (371,973) (181,123) 96,039 81,542 End of Report 84.11% 8.59% 7.30%	1,121,137 96,039 81,542 371,973 34,305 (371,973) (181,123) (34,305) 940,013 96,039 81,542 End of Report End of Report 84.11% 8.59% 7.30%	1,121,137 96,039 81,542 371,973 34,305 1,704,997 (371,973) (371,973) (181,123) (34,305) (34,3

2020 Budget Building

Actual Spreadsheet

LC_ACTUAL_SPREADSHEET_FIS_YR - Actual Spreadsheet-Fis Year Business_Unit: 2017 Year: View Results View All

	Unit	Fund	Account	Project	Class	Account Descr	Project Descr	JAN	FEB	MAR	APR	MAY	JUN
201	Laille	1	8103	017	20	Supplies-Program	Merit Badge University	0.000	32.220	0.000	0.000	0.000	0.000
202	Lan	1	8103	031	20	Supplies-Program	Great Yukon Race	354.710	0.000	0.000	0.000	0.000	0.000
203	Land	1	8103	040	20	Supplies-Program	Spring Camporee	0.000	0.000	0.000	0.000	288.790	0.000
204	Low	1	8103	040	99	Supplies-Program	Spring Camporee	0.000	0.000	0.000	308.600	0.000	0.000
205	Late	1	8103	042	20	Supplies-Program	National Jamboree	0.000	0.000	0.000	0.000	2316.270	-2316.270
206	Law	1	8103	042	99	Supplies-Program	National Jamboree	0.000	0.000	0.000	0.000	0.000	0.000
207	Late	1	8103	050	99	Supplies-Program	FOS	0.000	399.960	0.000	0.000	154.550	0.000
208	LEATE	1	8103	070	20	Supplies-Program	Brick Campaign	0.000	0.000	0.000	0.000	0.000	120.000
209	Late	1	8103	078	20	Supplies-Program	Spring Ox Roast	0.000	0.000	0.000	0.000	3790.000	0.000
210	Larra	1	8103	078	99	Supplies-Program	Spring Ox Roast	0.000	0.000	0.000	0.000	-3790.000	0.000
211		1	8103	122	20	Sunnlies_Program	Piernont Scout_O_Pama	0.000	0.000	150.000	0.000	0.000	0.000

Starting Your Budget

LC_	BUD	GE I_	SPREAL	DSHEE	I_FIS	YR - Budget Sp	readsheet - Fis Y	ear					
Bus Yea		_Unit:	2017	Q.									
Viev	Resu	ults											
Do	wnloa	d result	sin: <u>Ex</u>	cel Sprea	dShee	t CSV Text File XIV	IL File (152 kb)						
View	/ All												
	Unit	Fund	Account	Project	Class	Account Description	Project Description	JAN	FEB	MAR	APR	MAY	JUN
1	L	1	4001	000	90	Contributions-FOS	Council General	-5000.000	-8000.000	-19000.000	-32000.000	-54000.000	-10000.000
2	Litera	1	4069	000	90	Prov for Unc-FOS	Council General	-250.000	-400.000	-950.000	-1600.000	-2700.000	-500.000
3	Line	1	4071	000	90	Contributions- Project Sales	Council General	0.000	0.000	0.000	0.000	0.000	-3000.000
4	Line	1	4201	000	90	Contributions-SE- Sponsorships	Council General	0.000	0.000	0.000	0.000	0.000	0.000
5	Line	1	4201	046	90	Contributions-SE- Sponsorships	60th anniversary celebration	-400.000	-400.000	-400.000	-700.000	-1142.000	-1500.000
6	Line	1	4201	401	90	Contributions-SE- Sponsorships	DCD	0.000	0.000	0.000	0.000	-12500.000	-12500.000
7	Les	1	4201	402	90	Contributions-SE- Sponsorships	Wine	0.000	0.000	0.000	0.000	0.000	0.000
8	L	1	4202	078	90	Contributions-SE- Participants	Spring Ox Roast	0.000	0.000	0.000	0.000	-10000.000	0.000
9	L	1	4202	079	90	Contributions-SE- Participants	Fall Ox Roast	0.000	0.000	0.000	0.000	0.000	0.000
10	L	1	4202	084	90	Contributions-SE- Participants	SHOOTING CLAY EVENT	0.000	0.000	0.000	0.000	0.000	0.000
11	L	1	4231	049	90	Contributions-SE- Other	Gala Luncheon	0.000	0.000	0.000	0.000	-10000.000	0.000

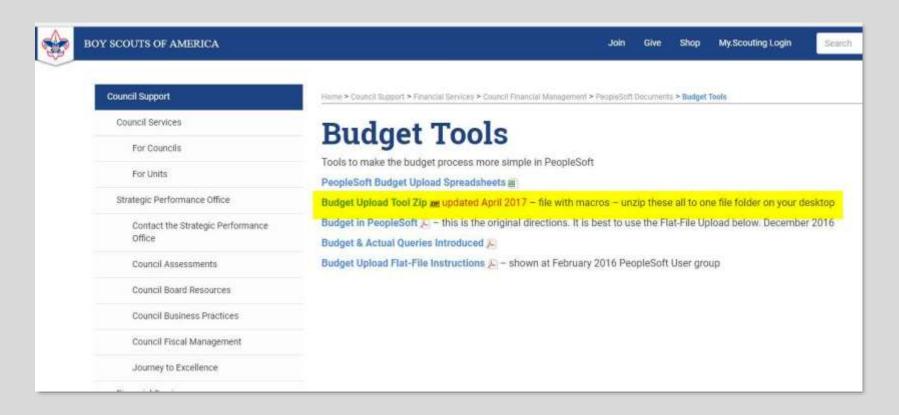
Budget Report

6	.0	· ·		D	PI.	-1	4	N	-
met a	ineer o	Some Constall #848						Boy Scouts	of America
			Detailed	Budget Anal	ysis for: 725 S	SUMC -			
					cember 31, 20				
Proje	ct: 725	- Scout Summer Camp		-					
where the Property		und - Unrestricted	Actual	s	Actuals	Budget		Future Budgets	
Accoun	Contract of the Contract of th	the state of the s			2017	2017			2020
t	Projec	ct Project Name / Account Name	2015	2016	2017	2017	2018	2019	2020
		all and a second		-8-170		C-MARTHAGO A			
	725	Scout Summer Camp	109,210	92,595	127,206	105,000	0.00		*
6701		Camp-Fees	109,210	92,595	127,206	105,000		34	34
	725	Scout Summer Camp	2,877	30	(to)	3,500	:+:	:*:	15
6703	12000	Camp-Sale of Meals	2,877	30	86	3,500	34		194
	725	Scout Summer Camp	21,115	1,635	((*))	20,000	3.83		
6711		Camp-Sales of Goods-Nontax	21,115	1,635		20,000	-		(2
	725	Scout Summer Camp	(13,927)	(3,213)	2.5	(13,000)	(*)		
6712	A STATE OF THE PARTY OF THE PAR	Camp-Cost of Goods Sold	(13,927)	(3,213)	9	(13,000)	32	32	(¥
	725	Scout Summer Camp	(565)	(580)	(790)	(600)			
6748		Camp-Refunds	(565)	(580)	(790)	(600)			
	725	Scout Summer Camp		(3,200)	(3,200)	(2,000)	3.00		
6749		Camp-Discounted Fees		(3,200)	(3,200)	(2,000)			- 2
Campir	ng Rever	nue Less Cost of Goods and Disco	118,710	87,267	123,216	112,900			
TO	TAL REV	ENUE	118,710	87,267	123,216	112,900			
	TOTAL	SUPPORT AND REVENUE	118,710	87,267	123,216	112,900		24	
	725	Scout Summer Camp	46,323	47,760	44,267	49,000			
7009		Temporary Camp Salaries	46,323	47,760	44,267	49,000	\$ <u>2</u>	94	
Total S	alaries		46,323	47,760	44,267	49,000			19
TOT	AL EMP	LOYEE COMPENSATION	46,323	47,760	44,267	49,000	3-	- 3	- 32
-	725	Scout Summer Camp	1,594	1,808	-	2,000	0.0	0.61	-
8010		Other Professional Services	1,594	1,808		2,000			
Total P	rofessio	nal Fees	1,594	1,808		2,000		-	
	725	Scout Summer Camp	14,664	16,915	20,164	5,000		1.00	1.0
8103		Supplies-Program	14,664	16,915	20,164	5,000	S.		4
	725	Scout Summer Camp	29,253	29,511	36,261	31,500		: +::	100
8104	D LID	Supplier-Food and Commissa	20 252	29 511	26 261	21 500	-		

www.scouting.org/financeimpact



Always start with a fresh set of tools



Budget Upload Tools

_20	70424 (1) > Budget	20170424					
	Name	Туре	Compressed size	Password	Size	Ratio	Date modified
	JRNL1_LC	Microsoft Excel 97-2003 Worksheet	305 KB	No	2,459 KB	88%	4/24/2017 10:39 AM
	JrnlLog	Microsoft Excel 97-2003 Worksheet	6 KB	No	9 KB	30%	4/6/2017 2:26 PM
	I IRNLMCRO	Microsoft Excel Add-In	155 KB	No	420 KB	64%	4/24/2017 10:39 AM

Gathering Worksheet

Name	Date modified	Туре	Size
JRNL1_LC	10/15/2018 1:56 PM	Microsoft Excel 97-2003 Worksheet	2,459 KB
JrnlLog	10/15/2018 1:56 PM	Microsoft Excel 97-2003 Worksheet	9 KB
III JRNLMCRO	10/15/2018 1:56 PM	Microsoft Excel Add-In	420 KB
Journal_Upload_and_Budget_Upload_Gat	10/15/2018 1:56 PM	Microsoft Excel Worksheet	5,323 KB

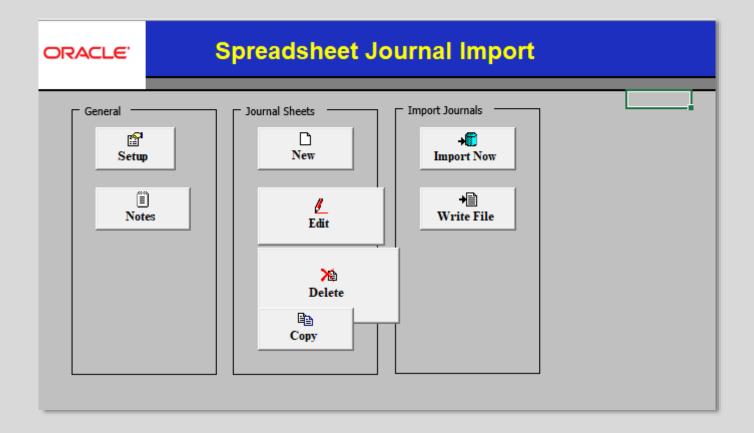
Gathering Worksheet

A	А	В	С	D	Ε	F	G	н	Į į	Ji					
1				/Paste y	our Data	here beg	inning with Cel	I C4 across the	months you are	enterin					
2	He	Header		Header		GL Ac	count		Periods						
3	Bus Unit	Ledger	Fund	Account	Project	Class	Jan	Feb	Mar	Apr					
4	LEW	BUDGET	1	3630	841	00	878	-	8 7 5						
5	LIE	BUDGET	1	4001	280	90	(20,833.33)	(20,833.33)	(20,833.33)	(20,83					
6	LIME	BUDGET	1	4001	831	90	(27,976.00)	(27,976.00)	(27,976.00)	(27,97					
7	LIM	BUDGET	1	4069	280	90	1,875.00	1,875.00	1,875.00	1,87					
8	LEW	BUDGET	1	4069	831	90	2,517.84	2,517.84	2,517.84	2,51					
9	LIE	BUDGET	1	4071	000	90	1941	4	(4)						
10	LIME	BUDGET	1	4201	801	90	9 7 5		8 7 5						
11	LIM	BUDGET	1	4201	802	90	548	4	(4)						
12	1 10 100	BLIDGET	1	4201	803	90									

Make Sure to Follow Directions

L114	PeopleSoft Bi	usiness Unit	t (usually	L999 - Cou	ıncil Numb	er)										
USD	Currency (USI	(USD unless otherwise directed by user)														
Data Pr	eparation S	teps:														
	Step 1	Gather your data for journal upload. This can be to either ACTUALS of BUDGET ledger as indicated by the tabs below.														
	Step 2	Organize your data in the order of colums as in the selected "Master" tab below. The order is important. Arranged your data in that order.														
	Step 3	Copy your data from your source and 'PAST SPECIAL - VALUES" only into the selected "MASTER" sheet for either Actuals or Budget.														
	Step 1	After all th	ne budget	data you	wish to loa	d is placed	into the N	laster Tab.	Count the	number o	f lines in y	our data b	elow.			
	Step 2	Open you	r import fi	le JRNL1.l	.C.xls - Set	up your He	eader for y	our Busine	ss Unit inc	luding the	date that i	s in the pe	riod wher	e you want	to post this	entr
	Step 3	Add the number of rows in the JRNL1.LC.xls file that will match your data rows. This is done by clicking the button shown at the right here and entering the number of rows to add +														
	Step 4	Start with														
		Then add Row numbers in the upload template so they match your data and there is a row number in the grey portion for each									ach row of	your data.				

Spreadsheet Journal Import



Journal Upload Pitfalls

- Formatting of cells from cut and paste
- Typo on the chartfield numbers
 X-XXXX-XXX-XX
- Journal Date using the incorrect date for budget journals
 Each month budget needs to be that correct month of the budget
- Incorrect number of lines of data

Mark Logemann

Assistant Chief Scout Executive
National Director of Support Services

IOIPay and Payroll Software

Future Scheduled Webinar

November 13, 2019

10:00AM & 2:00PM

Central

Member Care Contact Center

- Needs User Guide
- Best practices
- Accounting calls have a special queue
- Three care members rotate on calls
- Reviewing how calls will be handled next year
- For assistance, please contact the Member Care Contact Center through the online Support Center site in MyBSA or at (855) 707-2644

Feedback Time

- Questions
- Best practices
- Needs
- Requests for future user group topics email michael.creagh@scouting.org