Membership & Unit Renewal Process

Wednesday, May 8, 2024
4:00PM – 5:00PM
Renewal Process

- Unit & Membership Renewal Webpage
  https://www.scouting.org/resources/unit-and-membership-renewal/
  - Helpful information such as:
    - Orientation Video
    - Infographics
    - Job Aids
    - Webinar Presentation Recordings
    - Presentation Slides
Renewal Process

- Unit & Membership Renewal Webpage (Cont.)
  - Helpful information such as:
    - Frequently Asked Questions
      - Unit Leader FAQ
      - Master FAQ
    - Updated Regularly
Unit Renewal

https://www.scouting.org/resources/unit-and-membership-renewal/
Unit Renewal

- Unit renewals become available in the system two months prior to renewal.

- Validation requirements that are still applicable to a unit renewing
  - Unit must have required number of leadership positions
  - Leaders must have current youth protection training
  - Leaders must be at least 18 years old
  - Leaders must have completed CBC authorizations
  - SSN for adult unless SSN exemption process has been followed
Unit Renewal (cont.)

- Issues discovered once units started to use the new system
  - Most issues have been resolved. Those include but not limited to:
    - Units/members renewing but their status is not updating
    - Renewed units not reflecting on reports
    - Payment or ACH errors
- Functionality to edit a term date from 6-18 months for a unit has been restored
Unit Renewal AFTER March 1, 2024

>> Auto-Renewal Process <<

Youth and adult leader membership fees will be separated from the unit charter.

**Auto-Renewal**
Individual membership renewal and fees are paid automatically by the individual

**Manual Renewal**
Individual membership renewal and fees are paid to the unit or local council office.

**Unit Paid Renewals**
Individual membership renewal and fees are paid by the unit

Login at My.Scouting.org and go to Organization Manager (Unit Leader, committee chair, chartered organization representative, or designee have access)

Click on “Unit Renewal” on the menu.

Validate Information

Make changes to Leadership if needed in Position Manager – Have leaders take YPT if needed

E-Sign the Page

Pay and Submit
I, [Your Name], approve the rechartering of the above-named unit and leadership for the year.
If a unit chooses to make membership renewal payments, one of the unit “Key-3” will need to go to Organization Manager, and in the “settings” tab, there’s an option to select the “Renewal Payment”, this will allow the unit to process renewals. This needs to be checked if the unit chooses to make membership renewal payments. Then they need to click “Save”.
In Organization Manager there is a new roster feature, it will be live within that 60 day window to renew registration and the process is very simple, the unit checks the boxes on the far left hand side of those people they want to renew and then click the renew button up in that Gray header at the top of the roster bar. In our sample we've selected 3 youth.
Member Renewal

https://www.scouting.org/resources/unit-and-membership-renewal/
- Reminder emails to renew will start two months out, as well as a notice found in My.Scouting and in Scoutbook+.

- In My.Scouting, select “My applications” to see which positions are up for renewal.
In this example the adult has one registration as the chartered org Rep so all they need to do is click on the start renewal button and that will bring up any other registration details that need to be reviewed.
Scout Life Magazine

Scout Life Magazine is a default when you check out. Simply uncheck the box if that is not the preference.
Member Renewal

- Reminder emails will go to anyone in a paid position. This does mean that anyone in a multiple or non-paid position will not receive a renewal notification from the system via email.
- Sync process completed on March 4th to align multiple and paid positions
  - A new sync process has been requested to sync merit badge counselors and other non-paid positions with the corresponding paid position.
Member Renewal (cont.)

- Individual registration resolved recently:
  - Automatic backdating. If someone was previously registered, dropped and then renewed, the system was backdating their new effective date to the original expiration date. That is no longer happening.
  - Youth can now be backdated up to 90 days. Adults cannot be backdated.
Some Keys to Success

- Correct e-mails!
- Add @scouting.org to their safe sender list
- > 3-5 business day delay in acceptance of adult registrations
  - May not apply Friday afternoon & then go camping
  - Beware of impact on new units, camp staffs, & unit renewals
- 2-month lapse (grace) period
  - E.g., if joined Aug. 1., expire on July 31, then lapse Sept 30
Some Keys to Success

▪ Unit communication w/ its members
  • Esp. if the unit pays for member renewals
    ❖ System will only block members if the unit has paid

▪ Council determines if units will have the ability to turn on auto renewal. If council allows it, then the unit decides whether to turn on auto renewal for their unit.
  • All credit/debit cards: 3% admin fee
Reports Available to Councils

- Missing Parent/Guardian Relationship Report
- Members Who Have Renewed Report
- Non-Renewed Membership Report
- Pre-Posted Non-Unit Renewal Report
- Unit Renewal Status Report
- Youth Aged Out Report
Reports Available to Councils

- Missing Email Address Report
- Members Due to Renew Report
- Member Without Unit Report
- Member Opt-Out Report
  - Call them to:
    - Ask why they opted out; and
    - Invite them to re-join; or
    - Ask if they would like to learn about other unit(s)
Your Input is Important!!!

- Your input is allowing us to fix issues and make improvements in the new renewal processes. Please continue to send in Member Care tickets so we can continue to support and improve the renewal experience for all.
Thank you!!!