

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

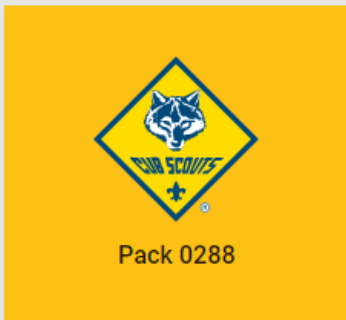
Make changes to Leadership if needed in Position Manager – Have leaders take YPT if needed

E-Sign the Page

Pay and Submit



Pack 0288 St Vincent De Paul Catholic Church F



Pack 0288

Organization Manager

Settings

Unit Renewal

Unit Pin

Unit Dashboard

Roster

Transfer in

Position Manager

Reports

1 Unit Validation

2 Payment

3 Confirmation

Unit Leadership

Chartered Organization Rep.

[View Profile](#)

Cubmaster

[Brandon Morris](#)

Den Leader

[View Profile](#)

Committee Chair

[View Profile](#)

Committee Member

[James Miller](#)

[View Profile](#)

Executive Officer

[View Profile](#)

Edit Positions

Chartered Organization

Organization Name

St Vincent De Paul Catholic Church

Unit Term

Apr 1, 2023 - Mar 31, 2024

Executive Officer

[View Profile](#)

Unit Address

[View Profile](#)
[View Profile](#)

Membership

7

Youth Members

0

Multiple Members

Unit Renewal and Leadership Approval

I, , approve the rechartering of the above-named unit and leadership for the year.

Click here for Pay at the Council Office Option

Next Step: Payment



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”.

The screenshot shows the Organization Manager interface for Troop 0001. The left sidebar contains the following menu items: Organization Manager, Settings (highlighted with a red box), Unit Pin, Unit Dashboard, Roster, Transfer in, Position Manager, and Reports. The main content area is divided into sections: Adult Applications (with a checked checkbox for 'Allow Adult Applications'), Auto Approve Renewals (with a note that the option was set by the council and is not changeable for this unit, and an unchecked checkbox for 'Allow auto approve renewals'), Renewal Payment (highlighted in yellow with a checked checkbox for 'Unit will pay for renewal applications'), and Email Settings (with unchecked checkboxes for 'Include Fees/Fee Explanations' and 'Welcome Emails'). A blue 'SAVE' button is located at the bottom right of the main content area, highlighted with a red box.



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.

The screenshot displays the my.Scouting Organization Manager interface for Pack 0288 St Vincent De Paul Catholic Church. The left sidebar shows the 'Roster' menu item highlighted. The main area shows a table of roster members with columns for Name, Member ID, Role, Gender, Renewal Status, Opt Out, and Expiration Date. Three youth members are selected with checkboxes in the left column. The 'Renew' button in the top toolbar is highlighted with a red box.

<input type="checkbox"/>	Name	Member ID	Role	Gender	Renewal Status	Opt Out	Expiration Date
<input type="checkbox"/>	Veronica Sanchez Mendez		Chartered Organization Rep. Trained Committee Member	F	Expired	<input type="checkbox"/>	03/31/2024
<input checked="" type="checkbox"/>	Kai		Youth Member	M	Expired	<input type="checkbox"/>	03/31/2024
<input checked="" type="checkbox"/>	Jair		Youth Member	M	Expired	<input type="checkbox"/>	03/31/2024
<input checked="" type="checkbox"/>	Setiawan		Youth Member	M	Expired	<input type="checkbox"/>	03/31/2024
<input type="checkbox"/>	Christopher James Keane		Committee Chair	M	Expired	<input type="checkbox"/>	03/31/2024
<input type="checkbox"/>	Finley		Youth Member	M	Expired	<input type="checkbox"/>	03/31/2024
<input type="checkbox"/>	Jan		Committee Member	M	Expired	<input type="checkbox"/>	03/31/2024

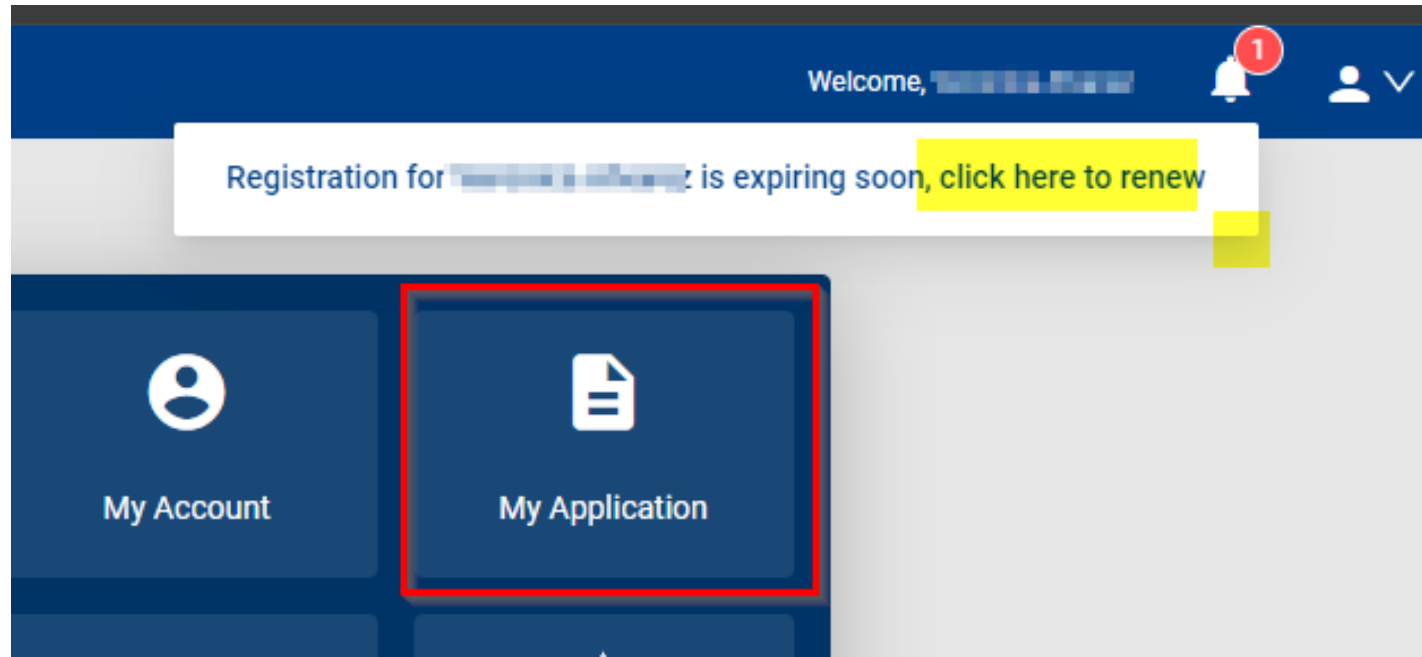


Member Renewal

<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





The screenshot shows the 'my.Scouting My Applications' interface. At the top, there is a navigation bar with 'my.Scouting' and 'My Applications' (highlighted with a red box). A 'Welcome, [Name]' message and a notification bell icon are on the right. Below the navigation bar, there are tabs for 'MEMBERSHIPS', 'TRANSFER / MULTIPLE APPLICATIONS', 'MY APPLICATIONS', and 'MY RENEWALS'. A dropdown menu shows '2024'. The main section is titled 'MY RENEWALS' and includes a 'FILTER CLOSED' toggle. A table with columns 'Personal Information', 'Expiration Date', and 'Application Status' displays a single entry for a 'Chartered Organization Rep.' with an expiration date of '31 March 2024' and a status of 'Registration is soon to expire'. A yellow warning box above the table states: 'Multiple Positions are not displayed in this section, Click Start Renewal to see the full list of positions you can renew'. At the bottom of the table entry, there are two buttons: 'OPT OUT AUTO RENEWAL' and 'Start Renewal' (highlighted with a red box). The footer contains social media icons for Facebook, Twitter, Instagram, Pinterest, and YouTube, along with 'Contact' and 'Terms & Conditions' links.



Scout Life Magazine

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

The screenshot shows a checkout interface with a progress bar at the top. The progress bar has two steps: 'Member Information' (completed, indicated by a checkmark) and 'Payment/Checkout' (current step, indicated by the number 2). Below the progress bar is a 'Summary' section with a table of fees. The 'Scout Life Magazine' item is highlighted with a red box. Below the summary is a 'Payment Details' section with a 'CARD INFORMATION' subsection. The 'Cardholder Name' field is visible.

Summary	
 BSA Adult Registration (Trad.) <small>Valid until March 2025.</small>	\$60.00
 Council Fee <small>Valid until March 2025.</small>	\$18.00
 Administrative Fee	\$2.79
<input checked="" type="checkbox"/> Scout Life Magazine  <small>Valid until March 2025.</small>	\$15.00
TOTAL AMOUNT DUE	\$95.79

Payment Details

CARD INFORMATION

* Cardholder Name:



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
- \geq 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!!!

