

New Unit and Annual Membership Renewal Process
Frequently Asked Questions – Updated June 12, 2024

February 27, 2024 Webinar

- 1. Q: How does yearly renewal/auto renewal work if a family needs fee assistance?**
A: They would be handled as before, either the parent pays the unit, and the unit pays, or the parent pays the council, and the council pays.
- 2. Q: We are struggling for units to renew (the \$100) if there are leaders that have expired YPT. Only the COR can change positions. How do we navigate this?**
A: If leaders that have expired YPT are holding the unit up, you can suspend those adults to let the unit go through. Then unsuspend them once they have renewed their YPT
- 3. Q: Will there be a way to promote someone from youth to adult in this new process?**
A: Youth to adult process will not change, but it is a future enhancement in the works.
- 4. Q: Would it be possible to allow units to auto renew ONLY youth or ONLY adults?**
A: Yes updated 6.10.24
- 5. Q: How do you (council or unit) remove aged out youth who won't return?**
A: They will move to the “Members without Unit” report and will drop off as they naturally expire. Neither the council nor the unit has the ability to “remove” them.
- 6. Q: Will the council receive notification when a unit renews?**
A: Councils will have a report they can monitor.
- 7. Q: After the unit renews will they have the "pay at council" option?**
A: Yes, they will.
- 8. Q: Does the COR delegate have access as well?**
A: Yes, they will.
- 9. Q: Will charter agreement forms still be needed?**
A: Yes
- 10. Q: Will Council Registered Units use the same process?**
A: Council Registered Units will have to renew manually.
- 11. Q: How do we handle Scoutreach units?**
A: Scoutreach units will have renew manually.
- 12. Q: Do units need the charter agreement before renewing online?**
A: As long as both steps are completed, it doesn't matter which sequence they are completed in. However, each council has it at their discretion to require one before the other.

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13. Q: How will the system make sure adults are in compliance with the state law on CBC's?
A: Since requirements can vary by state, it is up to each council to make sure they are staying within compliance of the requirements of their state.

14. Q: Who will have the pay at council option, unit or members?
A: Both

15. Q: Are there any plans for an all-digital charter agreement form process in the future?
A: Not at this time

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16. Q: Who at the council is responsible for setting the Auto Approval Renewals selections?
A: The Scout Executive or a Council K-3 delegate has access to Organization Manager and can make this selection.

17. Q: Do Key 3 Delegates have access to the charter renewal?
A: Yes, Unit Key-3 do have access.

18. Q: Can the Key 3 Delegates process/approve the renewals?
A: No, The Delegates do not.

19. Q: Will the membership validations change?
A: No

20. Q: Does unit renewal have the ACH payment option?
A: No, ACH is not available for the unit renewal \$100 fee.

21. Q: How does a unit acquire an invoice to submit for processing of outside financial funding they have secured?
A: Complete the renewal process and print the payment screen showing how much has been paid or print out the detailed report found in Registrar Tools.

22. Q: Can units pay at the council office and national ACH from the council account?
A: Yes.

23. Q: Can a unit designate which families they will be paying for while others are family pay?
A: Yes. The unit can designate who they are paying for.

24. Q: Will the system allow for partial payments?
A: No, only full payments will be processed.

25. Q: Can council collect a "per family" fee vs a "per individual" fee?
A: No, not at this time.

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26. Q: Can the unit pay a portion and the family pay a portion?

A: Only one payment can be made in the system per person renewing. So one combined payment would have to be made in the system and the split managed outside of the system between the unit and the family.

27. Q: Can we have/use discount codes during the renewal process?

A: Not at this time, this will be studied as a future enhancement.

28. Q: If a YPT is good on the date of processing, but expires before the membership renewal date, will there be a flag and/or report to allow councils to continue to closely monitor YPT?

A: YPT will report as it does today, all adults are required to have current YPT on the day of processing to renew.

29. Q: Our council requires YPT to be taken annually. Will we be able to set up auto renewal and have the system verify that YPT is valid for the entire year?

A: The system will not have that functionality.

30. Q: Would setting the system to not allow units to auto renew prevent units from bypassing the council's requirement of annual YPT? Would that be the best way to handle it?

A: The council setting to allow a unit to "Auto accept" the renewal does not turn off any auto renewal feature, the members can still renew

31. Q: How would the council drop an adult when their YPT expires to remain compliant with YPT requirements?

A: Suspend their membership until their YPT is renewed.

32. Q: Does the council get the opportunity to review an auto renewal before it is posted? Or does it automatically post when the auto renewal is processed?

A: For unit registration, the renewal is posted, and the council does not get a chance to review. All non-unit renewals are reviewed by the council.

33. Q: Where does the unit upload a new application?

A: There is no place for a council to upload a paper application, they would turn it into the council when the person joins.

34. Q: If a unit has not been allowing online applications, do they need to turn that on before anyone can renew online?

A: No, those settings are only for online applications.

35. Q: Can the auto renewal for youth and adults be separated?

A: Yes. Reports are coded by position. Notifications to the Key 3 are separated by youth and adult already.

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36. Q: Will there be a report available for the 50% loss or no change validation points?

A: There will not be.

37. Q: Will this process catch charter organizations that have multiple units?

A: No, monitoring COR's will remain manual at this time.

38. Q: Does the member or the parent get the email for a UP, VP or EP?

A: 18 or older gets the email. 17 or younger the parent gets the email.

39. Q: Should registrars put the parent email in the email address field for all youth?

A: The reminders will go to the parent email address in the parent email field.

40. Q: Will there be any reporting options on bounce back or failed emails?

A: No. We do not have any way to track or report on that at this time.

41. Q: Is there an option to stop parent emails for council paid membership?

A: Council Paid units will not be getting emails sent to the members.

42. Q: Is there an option to receive the reminders via text in addition to email?

A: Currently that is not an option.

43. Q: Can units update emails themselves?

A: Yes, in My.Scouting and Scoutbook.

44. Q: Can units make the parent connections?

A: Yes, we expect many units to be part of the renewal of their members.

45. Q: Can we make validating email addresses part of the process moving forward?

A: Currently no. We can look at it as a possible future enhancement.

46. Q: How does someone keep a multiple position from renewing if they don't want to continue that position?

A: At renewal they can "turn off" any multiples and they will not renew.

47. Q: Will it be possible to align all members of a family to one renewal date?

A: No. Registration terms are a set 12-month term from the date of registration.

48. Q: If someone auto renews in September, but the unit folds in January, what happens to their membership?

A: The membership is still valid for the 12-month term. The member will move to the Member without Unit report. The council should monitor that report and reconnect members with viable units where possible.

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49. Q: Can a youth be removed from a unit without expiring or suspending them and move them to the Member without Unit report?

A: No. The unit must expire leaving a valid membership term before they will be moved to the Member without Unit report.

50. Q: Where is the Members without Unit report found?

A: Registrar Tools>Reports>Organization Manager Tool Reports>Members Without Unit Report

51. Q: Will a unit that does not meet the lapse date be removed from the system?

A: As is the case today, once a lapse expired without renewing the unit drops, but there will be the same 12-month S/R period for a unit to come back.

52. Q: Does it affect voting if members are expiring at different times?

A: If a person is registered in the position required for the role at the time of the council or district meeting, then it does not have any effect.

53. Q: If a parent does not have a My.Scouting account?

A: If the parent does not have a My.Scouting account they will need to create one and then click the renewal link again where they will be prompted to log in.

54. Q: How does the unit know they need to fill a position if a leader opts out?

A: Unit Key-3 will get reports monthly if renewals, drops or “Opt-out” is changed.

55. Q: Do the new processes have any impact on the requirement of five (5) paid members?

A: It is still a requirement to have 5 paid members. However, if there is a situation where there are not 5, such as using multiples or transfers, it is an error for the unit but a warning for the council. The registrar can override it.

56. Q: Will councils continue to register District/Board/MBC positions on a council level?

A: Yes

57. Q: Will District/Board/MBC (non-unit) positions receive auto renewal notifications?

A: Yes

58. Q: If we have a council paid unit (not Scoutreach) paying a reduced fee, how do we know when they need to renew?

A: Council Paid units will renew on their Expiry date like all other units. The Registrar should run a unit renewal report each month and these will begin showing on the report two months out. The leadership of all units, regardless if council paid or not will still receive the renewal emails.

59. Q: Is anything different for Exploring or does it all work the same way?

A: Clubs and Post are included in this change.

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60. Q: Are units able to unilaterally remove leaders who may be preventing them from being validated?

A: Yes, the unit can choose not to renew a member (opt-out).

61. Q: Does the unit have the option to opt out a member even if it's set to family renewal instead of unit renewal?

A: Yes, the unit can choose not to renew a member (opt-out). The unit can also select which members they are renewing, as well as change the Scout's Life subscription settings for each person.

62. Q: Will units be able to mix and match individual online renewal and unit-controlled renewal? Or is it all members renew online, or all members are renewed by the unit?

A: Yes, the unit can choose not to renew a member (opt-out). The unit can also select which members they are renewing, as well as change the Scout's Life subscription settings for each person.

63. Q: Will the Council Registrar have access to renew a Unit or Family if needed?

A: Yes, unit renewal tracking will be very similar to today, and a manual renewal option will still be available in Registrar Tools.

64. Q: Can we manually transfer youth/adults to be "Unitless" when a unit clearly states they are no longer desired in the unit?

A: No, A unit needs to drop for someone's status to change to "member without unit".

65. Q: Can units still do a paper charter?

A: Yes, a paper unit renewal can still be accepted, and Individual membership renewal fees can still be paid to the unit or local council office.

66. Q: Does the COR/CUR/IH need to approve renewals as part of the unit renewal?

A: Yes, but units can change the settings in Organization manager and allow for auto approve, it's a unit option.

67. Q: How will we know if someone is prepaid?

A: Council / District will have access to reporting in My.Scouting for members that are due to renew, members renewed, and members dropped (opt-out).

68. Q: For Unit Pay, will the notification to the Unit Key 3 each month also go to the Key 3 delegates?

A: Yes, Unit Key 3s are notified each month which members are due to renew.

69. Q: Is there a limit to the number of Key 3 delegates each unit may have?

A: Each unit can have up to 3 delegates.

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70. Q: Is it possible for units to pay for their leaders but have the youth renewals be handled directly through National?

A: Yes, using the Roster tab, the unit selects which members they are renewing.

71. Q: If a unit chooses to pay, do the families still get the email to renew?

A: Yes. Families or individuals will still get the renewal email. The unit will need to communicate how they are handling renewals. The system will not allow anyone to double pay.

72. Q: If a Scout is with a different council and their units all expire in October, then in the transfer to a different council where units expire in December,. will this scout have to pay annual registration fees again for another 12 months?

A: No. Membership is for a 12-month term. The Scout would transfer to the new council/unit and his annual fees paid will be reflected in the new unit.

73. Q: If a family doesn't renew on time or chooses not to renew, when and how is Unit Leadership notified?

A: Each members' Renewal status will be shown on the unit roster. Units will have access to reporting in My.Scouting for members that are due to renew, members renewed, and members dropped (opt-out) and the unit Key-3 will get a monthly email recap.

74. Q: Do the councils have the option to choose the unit renewal dates?

A: Councils have the ability to adjust the unit renewal date from 6-18 months. Registrars will be able to do this by using Registrar Tools and adjusting the unit expiry date within the 6-18-month range, this does not change any membership renewals, and the \$100 recharter fee is not changed either.

75. Q: Will Units be able to align members to their charter renewal 12-month period?

A: No. Membership terms are 12-month terms from the date they become members. Membership renewal is no longer tied to the unit renewal.

76. Q: What if the youth/adult has a primary position in a different council?

A: Councils have control of their membership. The person will need to renew in each council

77. Q: What if there is a scout registered as a crew member but also in a troop?

A: The youth position in the crew should be the paid position, with the adult position in the troop being a multiple position. This qualifies the members to attend any camps or events where youth registration is a requirement or allows them to work on any youth awards.

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78. Q: Current Scouter takes on an additional position, will both positions have the same expiration date?

A: All multiple positions will align with the paid position. So yes, the multiple position will have the same expiration date as the paid position.

79. Q: Will multiple position expiration dates also align with the paid position expiration date for Non-Unit members?

A: Multiple positions following the paid position will be across the board for all unit and non-unit positions.

80. Q: When you auto renew a merit badge counselor, will their current list of approved merit badges also renew?

A: Yes

81. Q: What is the process for the IH to recharter since they won't be paying fees?

A: Unit Renewal will be simplified and streamlined. The unit will validate the leadership and YPT requirements, validate the membership requirements, and pay the Unit Charter fee. This can all be done from one screen in My.Scouting by one of the unit Key-3 leaders.

82. Q: What happens if we do not have an email for that parent?

A: There is a report in Registrar Tools for missing emails. It is the unit's responsibility to reach out to the parents to get them to renew. There are also reminders in My.Scouting and in Scoutbook. So, if an email is not available, there are still those mechanisms in place. The unit can also have the parent provide an email when they reach out to them.

83. Q: Will parent that have opted out of Scoutbook emails still get auto renewals?

A: Yes. The process is pulling from the registration record, not Scoutbook.

84. Q: Who gets notified that it is time to renew and when do the notifications start and how often does it follow up with reminders?

A: Council / District will have access to reporting in My.Scouting for members that are due to renew, members renewed, and members dropped (opt-out). Email reminders will be sent beginning 60 days before the renewal date with a link to Renew or Opt-Out. Emails will go 60, 30, 15, and 7 days before, and then 24 hours before and if needed 7 days after renewal date. Unit Key-3 will also get a monthly recap email.

85. Q: Will the email renewal notices begin sending 60 days prior to the expiration date (last day of the month) or from the expiration month (first day of the month)?

A: The renewal process is 60 days. The first email would be around 12/1 for a 1/31 renewal

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86. Q: Will councils have the ability to initiate a renewal email if an individual's email address is updated?

A: No. But there is a series of emails so any edits will be picked up in the next email (30 days or 15 days etc.)

87. Q: What happens if someone is no longer approved in a leadership role when it comes to the unit renewal?

A: The unit will not post until all the required leadership positions are assigned and the leaders have all had clear Criminal Background Checks returned.

88. Q: What happens to units that lose one or more key positions mid-year?

A: As it is today, the unit cannot renew without the required adult leadership. They will need to add the leader before they can renew.

89. Q: How will individual leader expiration dates play into the verification of minimum leadership of the unit?

A: It is all based on the status on the day the unit validates and renews, the unit will not be posted until all the required leadership positions are assigned and the leaders have all had clear Criminal Background Checks returned.

90. Q: For Unit renewals, will the key 3 recharter the unit and the leaders, similar to the current recharter process, or will all adults and scouts renew themselves with email notices?

A: The membership renewal will all be on an individual basis, but the unit key-3s will renew the unit only. The person or expiry date will be remain the last day of the month.

91. Q: Are people automatically renewed in their current position(s) when payment is received?

A: Yes, but they can also change to a position they are multiplied in as needed.

92. Q: Is anyone required to review those registrations periodically (as council registrars do now when processing non-unit registrations & renewals)?

A: Yes, Councils should monitor all non-unit renewals.

93. Q: What access will District Executives have to help monitor, guide, and influence this process?

A: Council / District will have access to reporting in My.Scouting for members that are due to renew, members renewed, and members dropped (opt-out).

94. Q: Will there be a report that the Council Admin can pull to see who has registration due?

A: Yes, Auto Renewal Membership – Reports

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95. Q: How will units track renewal by individuals ?

A: Units will have access to reporting in My.Scouting for members that are due to renew, members renewed, and members dropped (opt-out). Also, the unit Key-3 will get a monthly email recap.

96. Q: We do not accept adult apps online. Will we be required to moving forward?

A: No, the manual application and renewal will still be an option.

97. Q: Can the council be provided the reason when someone chooses to not renew?

A: Not at this time. But this could be a future enhancement to be considered.