

Master Renewal Processes FAQ - Organized by Topic

Membership and Renewal Process

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: Can units pay at the council office and national ACH from the council account?

A: Yes.

3. Q: Will the system allow for partial payments?

A: No, only full payments will be processed.

4. 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.

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

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

6. Q: What happens if someone auto-renews in September, but the unit folds in January?

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

7. Q: Is there an option for an adult to add a NEW position in the Family/Self Pay process?

A: No, leadership is determined by the COR.

8. 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.

9. 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.

10. Q: How does the volunteer see that one of their multiple members has paid elsewhere?

A: The system will indicate it on the roster.

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

A: Membership for that one unit.

Youth Protection Training (YPT) and Compliance

12. Q: How do we handle units with leaders that have expired YPT?

A: If leaders with 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.

13. Q: If a YPT is good on the date of processing but expires before the membership renewal date, will there be a flag or report?

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

14. 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.

15. 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.

16. Q: What happens to a person's membership if their YPT expires, and they are suspended?

A: They do not receive any email reminders.

Unit-Level Processes

17. Q: How does a unit acquire an invoice for outside financial funding?

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.

18. 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 of renewals, drops, or changes when 'Opt-out' is selected.

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

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

20. Q: What should be printed out after a unit is renewed?

A: The Charter Agreement.

21. Q: If a unit leader does not have email, what should they do?

A: Emails are required. They will need to create an email address at least for Scouting business. There are free services such as Gmail.

22. Q: If the unit didn't correct their roster before recharter, do they have to wait for it to drop before fixing 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.

23. Q: What should we do with the Members Without Unit report?

A: These are members that still have active paid membership but do not have a unit. The council/district needs to work with these members to see if they would like to find a new Scout home or start a unit. If they choose not to remain involved in Scouting, they will stay on the report until their membership expires.

Council-Level Responsibilities

24. Q: Will councils receive notifications when a unit renews?

A: Councils are required to approve each unit renewal.

25. Q: Will Council Registered Units use the same process?

A: Council Registered Units can renew using the same process, but Council-paid units must renew manually.

26. Q: How does the council handle Scoutreach units?

A: Scoutreach units will have to renew manually.

27. Q: How will councils handle units paying fees at the council level?

A: The council goes into unit renewal and follows the steps there. This is the same as what a unit does during the renewal process.

28. Q: Can the Council Registrar 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.

System Features and Reporting

29. Q: Where is the Members Without Unit report found?

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

30. Q: Is there a report showing who was paid for during renewal?

A: Yes, there is a summary report that can be printed during the renewal process.

31. Q: Is there a report for members without email?

A: Yes, it is available in Registrar Tools. Units are responsible for reaching out to parents to get emails if missing.

32. Q: Is there a report the council can pull for registrations due for renewal?

A: Yes, Auto Renewal Membership Reports are available.

33. Q: What is the R in the green circle for?

A: The 'R' shows who has renewed.