

Member Care & Renewal Webinar
Q & A Report
February 6, 2025

*These Q&A's are not included on the master document.

*Some enhancement requests that came in during the webinar have already been sent on for evaluation and are not included in this Q&A report.

1. Q. Please answer the question regarding why the decision was made for having a COR or COR delegate having the responsibility to make changes to adult positions rather than CC's? This has created a new burden on the new renewal process. Could it become an opportunity for CC's to handle?
 - a. Hi, this change is in the works, we've had the COR rule in place for 4 years but now with renewals we need to review this and this week it was determined this change is needed so it's in the works. Thanks

2. Q. What if your RTP - Registrar Tools Program Link has informed you that you are not authorized to do anything. But it worked yesterday?
 - a. This could be a caching issue. If you use CTRL + Shift + R on your keyboard and it works, then the issue is likely caching, and you may need to clear your cache and cookies. If not, then please submit a ticket and we can check the registration.

3. Q. If it is a NATIONAL database, why can't different Councils work together in the system on renewals? For example, a Scouter has a primary registration in GLAAC (Greater Los Angeles Area Council) and wants to register as a DUAL in Orange County Council. The system wants him to pay fees again when he shouldn't have to. It had to be manually manipulated by a Registrar.
 - a. This was given to us as an enhancement request already. we are looking into what can be done.

4. Q. Will you consider to give an explanation as to why a refund is denied when the SE approves the refund? It is difficult to go back to the volunteer and tell the volunteer that National declined the refund with no further information. I had this on Tuesday when I received messages that 3 refunds were denied.
 - a. Registration fees are nonrefundable as stated during the registration process. There are some cases for consideration that are processed individually.

5. Q. Why did the tickets change requiring us to put in member ID and only one member ID needed. Many times, it is an issue that affects multiple people in multiple units so this now requires us opening multiple tickets for the same issues/
 - a. If you have more people that are having the same issue, you can put them in the description and then we can check them all at the same time.

6. Q. Where do we find the service catalog that Teresa is speaking of?
 - a. Log in to MyBSA and go to support. Or use this link <http://supportcenter.scouting.org>

7. Q. I have had tickets closed because my Scout Executive never got the email to approve and then it asked for me to submit again. Why couldn't I have just resent the original ticket number? I have done this twice and he never got the approval.
 - a. If your SE is not receiving the emails to approve, reach out to Teresa Condon. She will look into it for you.

8. Q. For people who have multiple ID numbers from having been registered in different councils, is there a way to easily identify in their my.Scouting record which Member ID belongs to which council? Parents don't realize they get a new number in their new council and are responding to renewal message from their prior council and then get mad at the current council when we say we can't see a payment for them, or tell them that they've now expired.
 - a. If someone goes to My Profile, it should tell them which council their registration is in. Or Manage Member ID if they have more than one.

9. Q. I have had multiple units who are unable to renew their IH or members who are multiples. I am able to press a few buttons and get it done and since they are already frustrated, but what do we need from them to do this?
 - a. We are aware of an issue with the IHs and we are working on that. If they are running into errors when renewing multiples, please send a ticket with the errors they are getting and we can look into that.

10. Q. I have about 6 tickets put in in the last 2 weeks with the change to the system, I have not gotten acknowledgement of these or ticket numbers
 - a. Send us the ticket numbers and we can check in to them for you.

11. Q. Can we get the credit card servicing fee taken off Massachusetts Scouts, Scouters and Units for recharter? It is a violation of state law and is putting all 7 councils at risk of a lawsuit that we will lose.
 - a. We are working on this.

12. Q. Any time I call, the person just fills out the form to submit the ticket for me and that's it. I stopped calling a long time ago.
 - a. Tier 1 support are tasked with getting all calls documented so the more knowledgeable team members can more efficiently look into your issue for resolution.

13. Q. If we have a more time-sensitive issue, is call or a ticket better to get help quicker?
 - a. If it is time sensitive it is better to call.

14. Q. I filled out the form but it was never made into a ticket. Just resubmitted again today.
 - a. Any time you don't get a confirmation with a ticket number call Member Care or contact Teresa Condon to look at it.

15. Q. Can individuals have the option to renew their own Multiple registrations if one of their units pays for their registration? Currently they can only renew Multiples if they're paying themselves in their Primary
 - a. This is in the works.

16. Q. When a unit attempts to renew someone who is paid in another unit, can the system check for the paid registration elsewhere like it does for Registrars who attempt to renew Multiples?
 - a. We will need to look into this.

17. Q. Is there something different in the works for renewing multiple positions? It's been a huge mess and I believe we will have adults not properly registered in units attending activities and overnights with youth.
 - a. This is in the works.

18. Q. When will discount codes be available to be used with individual renewals?
 - a. This is in the works. No ETA yet.

19. Q. Why can't I expire a registration, specifically a multiple?
 - a. If you are having an issue with expiring, please send a ticket to Member Care and we can take a look at that.

20. Q. Will the monthly emails to the units be cleaned up a bit? There are functional roles and changes of position that appear as members due to renew but they have been renewed and it just causes chaos and more work for us.
 - a. This is something we are always working on. Please send a ticket in with suggestions/issue and we can work on getting it updated

21. Q. Why do emails go out showing individuals that will drop but in fact they are renewed and just one of their function code positions have dropped?
 - a. If you are seeing these, please send a ticket in so we can get that fixed to show accurate information.

22. Q. Is the MTR coming back? My council using more than just the Cubs.
 - a. You can get a similar report in Council Membership Reports the Dashboard. You can drill down to the district. Thanks.

23. Q. I noticed that the change in record report for adults or youth put renewed people in as NEW. I go in each month and have to sort out renewed from actual new youth. The reports are different that the membership dashboard new applicants as well.
 - a. I have seen that but I noticed that each youth I checked was new in 2024 but then the unit renewed which made a separation in the registration. We are working on this so the registration won't split in the middle and should help make this clearer. If you still see these for older Scouts, send a ticket with the Member IDs and we can look into that.

24. Q. Will registrars get access to delete old batches that the unit started and then abandoned. I have several leaders who are technically challenged and the 'initiated' status often causes issues. When I try to delete, i receive an error that I don't have permission.
 - a. This is in the works.

25. Q. Suggestion for later: Is it possible with all the reports offered, especially the payment reports, to have the member id listed in all the reports so that we can combine all the reports into one using a VLOOKUP formula.
 - a. If you have any reports that you think would benefit from showing the Member ID, please submit a ticket and we can look at that as a future enhancement.

26. Q. For renewals, can there be the option for those members who will not renew to indicate so. If there is one already, where is it? I have had a few unit leaders asking this question.
 - a. They have the option to "Opt out" which they can do by going to My Applications > My Renewals > Opt Out

27. Q. It even listed my Council employees as new when I renewed them a month early.
 - a. Please submit a ticket

28. Q. Why are non-required adults and VP, EP and UP without YPT holding up renewals of units. Shouldn't that be held up at their next individual renewal and not the entire Unit renewal?
 - a. Over the last few months, we have tweaked this some. We are continuing to look at it and evaluate each position. Each non required position that you come across that is being validated for YPT, send that information to Lonnah Curry so it can be added to the list to be looked at.

29. Q. For people who use My Renewals in My.Scouting but want to pay at Council, is it possible list all the multiples on the invoice, not just the position they are paying for?
 - a. We can look into this. Please submit a ticket with that request
30. Q. If someone is OPTED-OUT does it just opt them out of that one unit or all units/positions.
 - a. It only opts out that one position in that unit.
31. Q. Is the Re-Charter process going to change again prior to my councils renewal in July? We recharter July 1st
 - a. It is not.
32. Q. Are there directions on how to renew our just dropped units to get them back active?
 - a. There is a job aid for Separated Recharter units that should walk you through the process
33. Q. We need Explorer & Traditional renewal linked together. Council fees also need to be included in online payments
 - a. They should be able to renew all of their registrations. It should also include council fees if your council has them set
34. Q. We have a number of parents that create a my,scouting.org account when they try to renew their child, is there some way to prevent them from doing this?
 - a. The account creation should find them if they provide their name, Date of Birth, and zip so they won't create a new account
35. Q. Is it possible to send out a list of issues that National is aware of and working on? This way many of us aren't submitting tickets for the same thing. The ACH payments for instance. We would be able to tell units to avoid using it if we knew it was a bigger issue. More communication would be helpful.
 - a. We try to include these in Registrar Tools on the dashboard.
36. Q. Is anything going to be put into place to stop youth who have turned 18 from being able to renew as a youth online?
 - a. We can definitely look into this. I am not sure if something is already in place but I will bring this up with the developers.
37. Q. What "paperwork" do we need to renew multiples for members? Can we just do it or do we need the renewal PDF?
 - a. You can just renew it if you know the person is committing to that position for another year.
38. Q. Where are we with merge duplicate my.Scouting accounts?
 - a. This is still a work in progress
39. Q. Regarding Stripe - the adult council program fee payments have not been consistent. It's supposed to be \$65 but most of the time we are only receiving \$64.99. How can this be fixed? I've emailed about it but have had no response.
 - a. We would need an HD ticket with specifics on the \$65 vs \$64.99 issue; this penny issue is new and should be able to be fixed
40. Q. There needs to be a better way to renew registrations for individuals who are trying to do Exploring and traditional units. Individuals who are in both have no way to do this without involving the council.
 - a. We did just put in place a fix that should allow them to renew one and then they will need to go back in and renew the other. But it should all be able to be done from My Renewals now.

41. Q. Is there a reason why the UP is the same price as youth? I've had several parents / UP ask why they are paying the higher price when they are over 18. Can this be considered?
 - a. I will share this with leadership to see if anything can be changed there.
42. Q. Error messages need to be more visual. Most of the time the error message only displays for two seconds and I don't realize it was there.
 - a. Thank you for the suggestion! We can look into that
43. Q. One of my biggest issues with renewal is that when the parent is listed in the relationship tab - using the correct membership number but the parent gets the error 'you don't have permission to renew'
 - a. If they have another Member ID and it's listed as primary in the Manage Member ID section, that can cause this issue. Changing it to the one that is listed in the relationship tab should fix that.
44. Q. There needs to be an official walkthrough of the recharter/membership process on YouTube from the official BSA channel.
 - a. We have that information on our website now. [Scouting.org/renewals](https://scouting.org/renewals).
45. Q. Why does the system change the term of registration when someone changes position. This should be a priority to fix.
 - a. It shouldn't change the term. But it may look like it does since it will split the 12 months. If you see someone losing or gaining time, please send a ticket with that information so we can look into this further.
46. Q. Where can units get a receipt for their Unit renewal when paying online with a credit card?
 - a. This is a work in progress.
47. Q. A unit turned in a transfer application for a youth that did not renew in their old unit. Am I supposed to renew them first and then transfer them or just register them in the new unit?
 - a. You can register them in the new unit.
48. Q. When will the universal member ID happen?
 - a. This is being worked, It is in phase two now in Blackbaud
49. Q. Missing USA codes in the phone number section... does this effect the online renewals???
 - a. It can effect a few things in the system and is good to correct when found but it shouldn't keep a registration from being created.
50. Q. You mentioned real pictures and not animals for security. Is there a plan to make pictures mandatory or still optional?
 - a. We are going to begin requesting all adults post a photo of their face, and we will begin to ramp up a safety initiative that would provide a visual way of identifying adult leaders at events and camps.
51. Q. When parents are doing an electronic transfer between councils, can some message be put on the screen in Big, Red Capital letters that says TRANSFER YOUR SCOUT FIRST so parents stop severing the electronic relationship between themselves and their scout(s) and then can't transfer their scout?
 - a. We can look into this. Please submit a ticket with your suggestions for improvement.

52. Q. Please remind me: If an adult is changing positions in a unit, should they renew the old position first and then change positions or can they change positions to meet unit renewal requirements and then renew their new position? Same with AOL bridging up to the troop from the pack
- a. This should be fixed so if they have already renewed in one position and then change, the renewal should follow them now.
53. Q. When can we get our unit membership report back? The report that showed Membership by unit. Youth and Adults
- a. This request has been passed on for consideration.
54. Q. Has the view for the youth been fixed? The expiration date was cut off and no scroll over option when renewing at council.
- a. We are working on the roster view; over the last few months, more columns were added, and now it's just a little too wide, so this is in the works to get fixed.
55. Q. CLEAR steps on the renewal process for membership and units would be appreciated.
- a. There are detailed job aids and videos found on scouting.org/renewals.
56. Q. Lots of our members tend to be "computer challenged." They don't understand concepts like toolbars and dropdown menus. They need to be able to see it done.
- a. There are detailed job aids and videos found on scouting.org/renewals.