

New Annual Membership Renewal Process Frequently Asked Questions

- 1. Q:** Do Key 3 Delegates have access to the charter renewal?
A: Yes, Unit Key-3 do have access.
- 2. Q:** Can the Key 3 Delegates process/approve the renewals?
A: No, The Delegates do not.
- 3. Q:** How do we process a youth that gets additional financial assistance from the council?
A: These would need to be a manual renewal within Registrar Tools as all funds are within the council control, and the payment for national fees would come from the council.
- 4. Q:** Can units pay at the council office and national ACH from the council account?
A: Yes.
- 5. 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.
- 6. Q:** Will the system allow for partial payments?
A: No, only full payments will be processed.
- 7. 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.
- 8. Q:** Is there an option for the council to collect a “per family” fee vs a “per individual” fee?
A: No, currently there is not.
- 9. Q:** Can we have/use discount codes during the renewal process?
A: Not at this time, this will be studied as a future enhancement.
- 10. 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 will require to have current YPT to renew.
- 11. 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.
- 12. 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.
- 13. 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.



New Annual Membership Renewal Process Frequently Asked Questions

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

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

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

A: If the member is 18 or older, they get the email. If they are 17 or younger the parent gets the email.

16. 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.

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

A: Currently that is not an option.

18. Q: Can units update emails themselves?

A: Yes, in My.Scouting and Scoutbook.

19. Q: Can units make the parent connections?

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

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

A: Currently that is not an option, but we can look at it as a possible future enhancement.

21. Q: Will the alignment look at renewals across all councils/national? How will that be addressed?

A: Yes, all multiples tied to the paid Member ID number will be aligned to the renewal of the paid position.

22. 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.

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

A: Not currently. Registration terms are a set 12-month term from the date of registration.

24. Q: Will the council be notified of members that may drop after the alignment process?

A: Yes, there are dropped reports.

25. 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.

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

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

27. Q: If a parent does not have a My.Scouting account, will they be directed to the screen to create one, and then to the renewal screen? Or do they need to know how to navigate to the renewal screen after creating an account and getting logged in?

A: If the parent does not have a My.Scouting account they will need to create a login and then click the link again.



New Annual Membership Renewal Process Frequently Asked Questions

28. Q: If a leader opts out of a unit, how does the unit know they need to fill a position?

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

29. 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).

30. 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.

31. 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.

32. 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.

33. 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).

34. 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 about which members are due to renew that month.

35. 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.

36. Q: How will I be able to manage Scouts with financial assistance (the council pays a portion of their fees)?

A: Subsidized membership fees would be a pay at the council process, as it is today.

37. 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.

38. Q: Can a family or unit choose to pay at the council?

A: Yes, Individual membership renewal and fees are paid to the unit or local council office.

39. Q: Will Units have the option to pay for their members?

A: Units will be able to choose to pay renewals for all members, this option will block the online payment by the parent.



New Annual Membership Renewal Process Frequently Asked Questions

40. 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. If the parent pays, the unit would be locked out, and if the unit pays the parent is locked out.

41. Q: If a Scout is with a different council and their units all expire and renew October 1, 2023, the scout paid full fees. Now in November 2023 they transfer to a different council, the new councils' units expire December 2023. 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. Effective March 1, 2024, member renewal will not be affected by the unit renewal date moving forward.

42. Q: Regarding units with Dec, Jan, Feb recharterers. What happens if a unit doesn't recharter prior to lapse period? Will everyone on the unit roster need to reapply?

A: If the unit drops the members will drop too, those who joined after August 1st will become "members without unit" status and as always, a dropped unit can "S/R" during the remainder of the year to renew.

43. Q: If a unit expires with current members whose registration expires after the unit, what happens to their membership?

A: They will still remain members under the category of "Members Without Unit". The council should monitor that report to align the members with new units where possible.

44. 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.

45. 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.

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

A: Each council has control of their membership so the person will need to renew in each council.

47. 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.



New Annual Membership Renewal Process Frequently Asked Questions

- 48. 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 starting in March. So yes, the multiple position will have the same expiration date as the paid position.
- 49. 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.
- 50. 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, so the first email would be around 12/1 for a 1/31 renewal.
- 51. 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.)
- 52. 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.
- 53. 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).
- 54. Q:** Will there be a report that the Council Admin can pull to see who has registration due?
- A:** Yes, Auto Renewal Membership – Reports.
- 55. 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.

