

New Unit and Annual Membership Renewal Process
Frequently Asked Questions – Updated March 4, 2024

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: 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.

3. Q: Will there be a way to promote someone from youth to adult through 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: No. It is currently both or neither, but it is a future enhancement in the works.

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: After the unit renews will they have the "pay at council" option?

A: Yes, they will.

7. Q: Does the COR delegate have access as well?

A: Yes, they will.

8. Q: Do Key 3 Delegates have access to the charter renewal?

A: Yes, Unit Key-3 has access.

9. Q: Can the Key 3 Delegates process/approve the renewals?

A: No, The Delegates do not.

10. Q: If a parent doesn't renew the Scouts membership before March 31, will they get charged the new price on April 1 or will they be charged the old pricing during the grace period?

A: They will be charged the new price which takes effect April 1st.

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

A: Council Registered Units will have to renew manually.

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

A: Both

13. Q: Does unit renewal have the ACH (electronic fund transfer) payment option?

A: No, ACH is not available for the unit renewal \$100 fee.

14. Q: Can units pay at the council office?

A: Yes.

15. 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.

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

A: No, only full payments will be processed.

17. 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.

18. 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 to renew.

19. 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.

20. 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.

21. 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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22. 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.

23. 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.

24. 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.

25. Q: Can units update emails themselves?

A: Yes, in My.Scouting and Scoutbook.

26. Q: Can units make the parent connections?

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

27. Q: How will the sync work for differing unit expiration dates for district/council?

A: The sync will look at membership expiration dates. Not unit expiration dates. The expiration date of all positions will align with the paid position expiration date, regardless if it is a unit or non-unit level position. Once the paid position is renewed, all multiple positions will automatically be renewed as well.

28. 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.

29. 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.

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

A: Yes, there are dropped reports.

31. 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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32. 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.

33. 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.

34. 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.

35. Q: Is the Scout Executive still required to approve any units with less than 5 or more than 100 members?

A: Yes

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

A: Yes

37. Q: Will this new process work for Scoutreach units/individuals?

A: No

38. 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).

39. 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.

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40. 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.

41. 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.

42. 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.

43. 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.

44. 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.

45. 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.

46. 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.

47. 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.

48. 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.

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49. 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.

50. 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.

51. 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.

52. 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.

53. Q: How will the system handle people with multiple registered positions

A: The members will need to determine where they want/need to be paid and all others would be multiples.

54. 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.

55. Q: Will this system tell us if an email is not valid?

A: No. We have no way to determine if an email is valid or not.

56. 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.

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57. Q: Parents who opt out of emails on the Scoutbook level, will that affect them receiving the auto renewal email?

A: No. The process is pulling from the registration record, not Scoutbook.

58. 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.

59. 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.

60. 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: After March 1st the membership renewal will all be on an individual basis, but the unit key-3s will renew the unit only. The person's anniversary date (or expiry date), as it is today, will be the last day of the month.

61. 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.

62. 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.

63. Q: We currently do not accept adult applications online. Will we be required to do so with the new process?

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