

Renewals – Issues and Reminders

8/8/24

REMINDERS:

- Units must approve/not approve the member renewals paid by families. Instructions below:

Check to see if you have any member renewals that are awaiting approval. Go to Organization Manager > Roster. Scroll down to Membership Renewals and expand to view. Click on Approve or Do Not Approve as applicable. (Note: Adults must be approved by COR or COR Delegate. Youth can be approved by any Key 3 or Delegate.)

Membership Renewal Orders								
Search								
Name	Order ID	Status	Updated	Position	YPT Expiration	Paid	Approved	Delete
Mat...	51770	Pending Approval	07/05/2024	Committee Member	08/26/2025	Yes	<input type="radio"/> APPROVE <input checked="" type="radio"/> DO NOT APPROVE	
War...	58525	Pending Approval	07/16/2024	Youth Member	N/A	Yes	<input type="radio"/> APPROVE <input checked="" type="radio"/> DO NOT APPROVE	

- If you haven't already, be sure to forward the Unit Checklist to your commissioners.

KNOWN ISSUES FOR NATIONAL TO CORRECT:

- The pay at council option is still not available for units when they are renewing members. They can pay via credit card or ACH. The workaround to pay at council is shown on pages 29-31 of the Membership & Unit Renewal Process in the renewal packets.
- Key 3 Delegates are not currently receiving the monthly renewal notification emails. (Key 3 are receiving it now.)
- The monthly renewal notification emails do not currently show the member renewals awaiting notification. Units will need to check this manually as detailed above.

COMMON ISSUES AND QUESTIONS:

- Parent cannot renew the youth or receives an error message - This is typically because the parent's my.scouting.org account is not linked to the youth. Please forward these calls/emails to Registration.

- Renewal is listed in Membership Renewal Orders but is not paid – If the family starts the online process, they will need to finish it online. They can log back in to [my.scouting](#) > My Application > My Renewals to either finish paying or withdraw the renewal. Alternatively, the unit can pay for the member by initiating the renewal process through Organization Manager.
- We've received reports that youth are falling off of Scoutbook after their expiration date, even within the 60-day lapse period. Units or families can still process the renewals during this lapse period.