

Q. How will new registrations be handled?

A. New registrations will be entered by the troop leader. If there is no troop for them yet, SU registrars may enter them or send registrations forms to the council office.

Q. Will troop leaders be contacted by council initially to inform them of the process?

A. Leaders and SU registrars will receive step-by-step instructions on the process and your registrar liaison will be available to help with any questions. The instructions went out with the spring re-registration packets to each troop leader.

Q. When will troop leaders be receiving the instructions for re-registering their members and/or adding new members to their troops?

A. This information will go to SU registrars AND troop leaders on April 1, 2010.

Q. Will there be a training session for SU registrars to ensure we can answer any questions troop leaders have?

A. A training tutorial for online registration is available on the GSOSW website.

Q. What will be done about a troop leader that doesn't get her troop registered online by the deadline?

A. Troop leaders may re-register their troops until 8:59 p.m. Sept. 17, 2011, however, anyone that does not re-register before the June 15th deadline, will not qualify for the spring re-registration incentives.

Q. What does a troop do if they currently do not have a troop debit card?

A. Troops that do not have debit cards at this time can either use a personal debit/credit card; they can order a troop debit card; they can submit individual registration forms with a dues summary; or they can ask parents to do online registration for the girls and adults individually.

Q. By "individually registered girls" do you mean Juliettes, or girls waiting to be placed, or both?

A. "Individually registered girls" is the term that Girl Scouts of the USA has elected to use for girls that choose to remain individual Girl Scouts and girls waiting to be placed into troops.

Q. Is a Bank of America debit card required?

A. No, any VISA or MasterCard debit card/credit card will work.

Q. What if someone is apprehensive about safety of using a debit card/credit card with our online registration system?

A. We are using a secure website that encrypts the information submitted. If an individual is still uncomfortable with this, the option of paper registration forms and a dues summary is always available.

Q. **Will online registration be available in Spanish?**

A. This is not an option we have available at this time.

Q. **How will we handle registrations that are being paid by Cookie Credits or membership dues financial assistance?**

A. These will be sent to the SU registrar and into the closest service center, accompanied by the appropriate paperwork.

Q. **Will leaders be able to opt out of online registration?**

A. No one will be required to complete their registrations via the online system. Anyone that does not wish to participate in online registration will need to provide hard copy registration forms for each person registering and a Dues Summary.

Q. **Will the SU registrars be responsible for making sure leaders get their online registration done?**

A. Troop leaders will be responsible for meeting the timelines for the online registration process. At the close of the spring re-registration period, (June 15), a report will be run that will be used to determine SU incentives. Anyone who has not re-registered at that time will still be able to register online, but will not qualify for the spring re-registration incentives.

Q. **If new girls can be added by the leaders at this time, are they registering for 2011? 2012? Or both membership years?**

A. Troop leaders can register for 2011 **and** 2012 membership years. They will need to complete the registration for 2011 **before** registering for 2012. Once the 2011 registrations have been completed, process the payment and then proceed with 2012 registrations.

Q. **How will Family Partnership giving be handled?**

A. You can now make Family Partnership donations when you re-register/register online. We are continuing to emphasize donations at registration. If every family donated \$1 per month (\$12 total), we would meet our council's goals. Parents will receive a thank you letter (can be used for tax purposes) from our fund development team.

Family Partnership

Girl Scouts OSW spends over \$300 a year to serve each Girl Scout. Our financial assistance program ensures all girls can participate and we supplement the cost of camps and activities for everyone. If every family donated \$1 per month (\$12 total), we would meet our council's goals. To make this even easier, you can now donate online when you register/re-register. Any contribution will make a difference!

Q. **Has a decision been made on how often an adult must pass a background check?**

A. As a general rule, background checks should be done every three years; there are some cases when it is requested more frequently.

Q. **How will you ensure uniformity in data entry, schools, abbreviations, etc? Does the system still need to be updated on age, grade, years in Girl Scouting? Since there will be no paper back-up, how will we know if info is correct?**

A. Responsibilities for SU registrars and council registrars are shifting from data entry to data verification. Troop leaders will provide the information and it will be up to SU registrars and employed staff to verify and edit this information.

- Q. **How much access will troop leaders have to Personify in obtaining all their own information? What will the role of the SU registrar look like going forward?**
- A. Troop leaders will have troop management capabilities in Personify. The leader can go into her troop at any time and correct addresses and phone numbers.
- Q. **If troops are doing online registration, will there be any form of paper documentation?**
- A. An associate registrar will generate a report each day that lists everyone who registers each day. Troop leaders will need to keep a copy of their online registration receipt for their records.
- Q. **Do we know what incentives will be available for spring re-reg?**
- A. Exciting spring re-registration incentives (minimum troop criteria in *Council Volunteer Policies and Procedures* of five girls and two adults must be met to qualify for troop incentives). Service units will be eligible to receive a re-registration incentive again this year. To qualify for incentives registrations must be received (not post marked) in a service center by 5:00 p.m. June 15, 2011 or completed online by 5:00 p.m. June 15, 2011.
- ❖ The first 100 troops meeting the deadline and completing spring re-registration online will receive two 100th Anniversary totes.
 - ❖ Each troop or individually registered girl re-registering online and meeting the deadline will receive a “first time-online” patch for each girl registered.
 - ❖ Each troop meeting the deadline will receive a \$5.00 off coupon redeemable at any GSOSW store. Coupons will be valid through September 30, 2011.
 - ❖ Each service unit will be given a coupon for a percentage off of a one night GSOSW property rental of their choice. The percentage will be equal to the percentage of re-registration completed by each service unit meeting the deadline. Coupons will be valid for one rental starting October 1, 2011 through September 30, 2012.