FAQs – Internet Recharter 2.0

Q – Why am I receiving an error message regarding Council ACH payments on the Commissioner Recharter dashboard?

A – This issue is encountered when the councils has not yet set up their ACH. ACH enable the council to receive funds from National.

Q – Why can I not upload zip and other conventional files

A – Zip files are allowed when the "upload documents" button is clicked. Zip files are NOT allowed when adding a new paper application. An earlier issue with uploading zip files was due to a file size limitation. That has since been resolved.

Q – How do I change volunteers listed as multiples or revise payment details from one unit to another?

A –A key3 can select a multiple, click "manage members" then "unmark as multiple."

Q – Why am I seeing a miscellaneous extra fee charged for each of our volunteers?

A – If a council adds an additional fee for their units/volunteers that is not divisible by 12, the system prorates all fees on a monthly basis and the result is a rounding adjustment that occurs in the yearly charge.

Q – How does a scout add Scout Life if they registered online, did not select the feature, and wants to now receive the publication?

A – Request the council registrar to update the records and manually pay the difference

Q – What is the proper way for a youth to register as a multiple, e.g., a current Scouts BSA member and registering in a Venture Crew?

A – To register a youth in both programs, one program would need to be their primary registration and should collect the registration fee. The other program would then go to "Add new member" > "Existing Member" and enter the Scout's information. This will mark the youth as a multiple in that program.

Q – What is the process to address new applications missing signatures?

A – This is an example of a typical deficiency and requires follow-up between the unit and council registrar.

Q – What is the process to register two youth with the same adult partner if one is a Lion and another a Tiger?

A – The unit should have the ability to assign the parent to more than one youth that is a Tiger or Lion when submitting their renewal. Parents of twins is another such example.

Q – How can a currently registered paid adult change their position?

A – The Key 3 and any Key 3 Delegate can change the position of the adult leader or the unit can submit an application to the council registrar to make the change

Q - I have a person in my unit with a red "X" under CBC, but they've had their CBC completed. What does this mean?

A - The column "CBC" is referring to the status of if a current Criminal Background Check Authorization is on file. If an X is displayed, our systems do not detect a current authorization for that member. Please upload a completed CBC authorization for that member.

Q – How do Exploring units handle exceptions they have regarding no Key 3, who to manage charter approval, only two adults needed for Clubs, and CBC exemption?

A – If there are only two adults (leaders) in the Club, the two adults should be registering as a multiple in the open positions in the Club. The Advisor (EA) may also register as the Post Committee Member (PMC) and the Post Committee Chair (PCC) may also register as the Post Committee Member (PMC).

Q – Who approves the charter for Exploring Posts and Clubs?

A – The renewal approval is sent to the Post Committee Chair and Exploring Advisor.

Q – Can you share more about the ACH process?

A – WePay, the payment processor, is the entity with whom E-Check transactions occur. BSA simply receives a confirmation or failure status for the transaction. To begin, click the tiny link at the bottom of the modal which appears and asks you to select your bank. Once clicked, the bank routing and account number will need to be entered. Following this step, a series of microdeposits will be made to the account entered. An email will be sent from WePay to the email entered as the payor information every day for 30 days until confirmation. This email will ask the user to click to a form where they will need to confirm the microdeposit amounts. Once confirmed, the microdeposits will be reverted and the transaction amount – the full recharter amount – will be immediately withdrawn.

Q – My bank denied the chargers for my recharter and now my recharter is locked. How do I resolve?

A –If you bank has denied your payment, an email will be sent to the person who submitted payment alerting them. The unit should request the council to return the charter whichcan now be re-opened, and payment can be resubmitted.

Q – Why does the approval email that is sent to each Key 3 member imply that anyone Key 3 person can approve the charter?

A – The COR is the preferred approver of the charter. However, if there is an issue or the COR prefers, any member of the Key 3, or their designate, is authorized to approve the charter.

Q – The email to my COR was never sent and now my recharter is locked. How do I resend the email?

A – If your email was not sent, you can return the recharter page and a button will become visible. This button will regenerate the email without reopening the recharter.

Q – Scout Life is not able to be changed on the charter, either to add or delete for those multipling.

A – Multiples are not able to toggle on/off since there is no registration fee associated with a multiple.

Q – How do I promote a youth to a participant? How do I promote a participant to an adult?

A – You must click the box next to the individual you would like to promote. Click Manage Members and remove the person from the charter. Then add them as a new member with the "New Paper Application" option. You will upload the new application, CBC (if applicable), and YPT (if applicable). The member id for the individual will remain the same.