



eBiz Frequently Asked Questions - Leaders Questions

Q: What are the benefits of online registration for troop leaders?

A: Membership re-registration may be completed with ease by the troop leader or by the parent/guardian. Note: the leader will be renewing only the troop's members of record for the current year. Transfers must be sent to the council registrars for completion. She will have instant access to see who is registered to her troop including those re-registered by the parent/guardian. Transfers may be completed as soon as members are re-registered and prior to the start of the new membership year. Your troop roster will be in place for the start of new membership year.

Q: What are the benefits of online troop management for troop leaders?

A: Troop leaders will know who is currently registered in their troop and who is not. Leaders may email parents/guardians, print rosters and update member and meeting information from this page.

Q: Who has access to Personify eBiz online troop management?

A: Access to online troop management is by troop. Only troop leaders with a 01 position code in the database for a specific troop will have access to online troop management for that troop. If a troop leader is leader for more than one troop, she must have a 01 position code on record for each troop to have access to online troop management for each of her troops.

Q: I am a troop leader, do I have to re-register myself online during spring re-registration or may I renew anytime?

A: Once you have created your login, as with any adult a leader may return to the eBiz site at any time. You may re-register or update your account information (i.e. address, phone number, etc) as you wish. However, you will only be able to manage your troop members within the membership year you are a leader of record with the Council.

Q: Does the troop leader still need to send the registration forms with the parent signatures?

A: Yes, please note that the spring rosters have a place for parent/guardian signatures. These signatures provide proof of the parent/guardian permission for their girl to participate in Girl Scouts. They are required regardless if it is the leader or the council renewing the membership.

Q: I am a troop leader and plan to re-register the girls in my troop this fall rather than during spring re-registration time. Will I be able to do this?

A: Yes, but only up until Sept 30th 12:00AM as the current membership year draws to a close. Position codes for a given membership year expire at that time and troop leaders will no longer have visibility to their troop members once this takes place unless their position code is in place and approved for the new membership year.

Q: If I am renewing my troop members' registrations in eBiz, how do I get my updated troop meeting information to the Council?

A: With the push of a button! At the top of the Troop Management screen, you will see your current membership year meeting information displayed. You may enter new information or simply update what is on record for the previous year.

Q: The phone number (address) for a girl on my roster is incorrect. How can I update them?

A: From Troop Management, click on the girl's name from your troop list. From here you will see that you are managing the girl record. Make the desired changes and save.

Q: I have members of my troop who do not want their email address given out. How can I avoid doing that when I send an email to all members of the troop using the Send Email selection?

A: When you use Send Email from the **Action** drop down list, all member emails are added to the bcc: line of the email. This prevents the email recipients from seeing the email addresses of the other recipients. As each recipient only sees their address, they may think that others were left off. It is suggested you include in the body of your note who your audience is (for example: To all Troop xxxxx members) to avoid this confusion.

Q: I am a troop leader and have girls that are transferring into my troop with the new membership year. How do I re-register them into my troop when they were not part of it last year?

A: All re-registrations must be completed by the current year leader and into the current troop. Once re-registered online, a Change of Info/Troop Transfer form should be submitted to the Council. The Add Adult or Add Girl button(s) are not to be used for transfers. Use of these button(s) Creates a (new customer) Profile which will add a person to the council. This would result in a duplicate customer record at the council level. Need help? Please email registrar@gswny.org.

Q: I have new members to add to my troop for the upcoming membership year. May I register them to my troop online?

A: Yes, however please check with your incoming members to make certain they are not already members of the Girl Scouts of Western New York. Adding an adult or girl using Troop Management creates a new customer profile in eBiz. If they are already members of the Council, this creates a duplicate record that will NOT display their membership and program history. We recommend that new members Create a Profile and register themselves online. If you submit a Troop Transfer to the council registrars, we will be happy to transfer them into your troop.

Q: I have a new mom and daughter that I will be adding to my troop when I re-registrar my current troop members online. Can I register them online too?

A: Yes, however you MUST **Add Adult** to your troop first. Adding mom first will link the mom and daughter records so that their relationship is maintained in our council records. This will also retrieve the parent's record when you continue on to **Add Girl**. You may now easily enter that adult as the girl's guardian.

Q: What is to stop a parent from registering her daughter into a troop that is full?

A: When a member is re-registering the troop assignment will be into their current membership year troop. A parent may not designate which troop their daughter is to be placed. Troop transfers can be requested once membership is renewed through the council. The form, **Change of Information/Troop Transfer**, can be found on www.gswny.org Adult Forms and Resources page.

Q: I would like to request financial assistance for a girl in my troop. How do I request financial assistance in eBiz?

A: Requests for financial assistance must still be completed and sent using the form in the Adult Forms and Resources Library. Please complete the **Council Opportunity Funds - Request Form Membership Fees** and send with the completed membership form to the Council office. We are unable to process financial assistance through using the eBiz tool.

Q: Will I have access to any reports in eBiz for my troop?

A: You will be able to print a roster of your entire troop or of a portion of the troop (perhaps only those members coming to a program). You will also be able to create an email that you wish to send to all or only select members at the push of a button.

Q: I need my Service Unit number. Who can provide me with that?

A: A complete listing of SU numbers with their names has been added to the eBusiness page on www.gswny.org. [Click here](#) to access it now. Your SU Registrar may also provide this information.

Q: I have renewed my membership and reported that I am a leader. I see that my position code is showing as 14. Why don't I see the 01 leader code showing up?

A: All adult members will have the default position code of 14. Any adult that has self-reported a position will have this position default visible until such time as the Council has approved the codes selected by the customer.

Q: I am a troop leader. Why don't I see a girl in my troop even though mom says she re-registered her?

A: All online renewals place members into the same troop that a girl was registered to last year. If she is transferring into your troop, a troop transfer form must be completed and submitted to the Council registrar to move her into your troop for the new year.

Q: Why does eBiz say that I have not renewed my membership when I sent my paper registration to the Council weeks ago?

A: We probably have not had time to renew your registration due to the volume of renewals received at this time of year. The volume of paper registrations is heaviest during the last month of the spring re-registration period. Sending your paper registration during the earlier weeks of the spring registration period will help in avoiding the higher volume period. Or better yet, renew online and have immediate results.

Q: A girl in my troop is also making a contribution to GSWNY. Can I make the donation on her behalf when I renew her membership?

A: Yes, donation products are available during re-registration online in eBiz. You may select from a drop down list on the payment page. Or a member may also click on the link in eBiz to take them to www.gswny.org donation page.

Q: Why are we opening eBiz up to all adults?

A: Remember that adults may register both themselves and their daughters. Participation in Girl Scouts of Western New York may take several Pathways. Adults and girls may wish to participate in a troop and the Council Membership staff will work with troop leaders to locate a troop that can serve these members. However, members may also choose to volunteer as a Facilitator (trainer), short term volunteer or solely to participate in programs or summer camp.

Q: I do not see some of the other adults on the troop list such as the co-leader and cookie mom.

A: If you know for certain that they self-reported these codes, likely their position codes have not yet been made active (approved). Until that time they will show the default position code of 14.

Q: I see a duplicate line for the new members I just registered in my troop. Why is that?

A: Troop leaders will see a temporary UNPAID (duplicate) line for 24 hours only if the registration was completed successfully. This is a safe guard to make certain the payment has been processed successfully. If the troop leader sees only a single line for their member, the registration process is incomplete and requires additional attention. These member lines will also be removed in 24 hours if the leader does not take action to complete the registration process.

Q: How do I send an email to my troop members in eBiz?

A: Select all or only those members of your troop that you want to email with a check in the box on their name line. From the Action drop down box, select Send Email. All “checked” members’ email addresses will be added to the bcc line (to protect privacy) of the email. Type in a Subject in the line provided. It is recommended that you start your email content with “To all members of troop # “ or “To those members of troop # that are attending...” so the recipients are aware who the audience is for this message.

Q: I pay for troop member renewals from troop funds. Can I re-registrar the members online?

A: Yes, the troop leader may pay for members’ renewals using the troop debit card. An approved 01 leader has access to the Troop Management screen in eBiz. It is from this screen that the leader may renew members’ registrations using the available funds in their troop account. Please inform your parents you plan to complete the renewals in this manner to avoid confusion.

New

Q: Why do I have a Position Code of 14?

A: Adults have a default Position Code of 14 – Member (No Assigned Position). This default remains on the adult membership record unless another position is self-reported in eBiz (or provided to the council on a paper registration form). A self-reported position code will ultimately replace the 14 code once the approval process is completed.

New

Q: I overlooked reporting my Position Code when I renewed my membership. May I do it now?

A: Yes, you may return to eBiz at any time to update your information including your position code.