



eBiz Frequently Asked Questions - Service Unit Members Questions

Q: What are the benefits of Personify eBiz for Service Units?

A: By encouraging troop leaders within their units to use eBiz, service units are ensured of timely and accurate data. Daily update of information is a major benefit of online registration. The only exception is with online registrations; these do have a one-day delay between when a member registers and their information is available. Troop leaders may then provide their service unit with timely updates and corrections. The council staff may also provide a service unit with more timely rosters as needed to perform their volunteer roles more effectively.

Q: What Position Codes should I report during my online re-registration in eBiz?

A: You may report a code or multiple position codes from a drop down list. You will find that the Position Code selection is extensive so we have highlighted these as the primary codes for your reporting consideration:

01 - Leader/Advisor	DA - Council Delegate, Alternate
02 - Assistant Leader/Advisor	SUM - SU Manager
03 - Troop Committee Member	SUPSC - SU Product Sales - Cookies
11 - Service Unit Team Member	SUPSF - SU Product Sales - Fall (QSP)
12 - Trainer	SUTO - SU Troop Organizer
13 - Special Service Adult (SU Adult Recognition)	TRPSC - Troop Product Sales - Cookies
19 - Council Delegate	TRPSF - Troop Product Sales - Fall (QSP)
	SUREG - SU Registrar
	SUT - SU Treasurer
	SUTC - SU Troop Consultant

Q: Will SU Registrars be able to access the entire Service Unit membership?

A: As in the past, SU Registrars will have reports available to them to detail SU member detail. New with online re-registration, the troop leaders will be able to provide a printed roster for their troop. As in the past, SU Registrars may obtain a SU roster from Council staff upon request.

Q: What is the SU registrar role going to be in the future?

A: Various roles will be changing with the implementation of eBiz. At start-up, responsibilities will encompass both paper and online registration processes.

Q: Will there be guidelines for the SU registrar? What reports will the SU registrars have available to them regarding online registration?

A: Yes, we have met with a number of SU registrars to assemble guidelines and a revised job description. We are recommending that the troop leaders provide a troop roster once memberships have been renewed. As well there will be reports available from the council for the SU registrar.

Q: Do the Service Unit Managers receive notification of registrations as they occur?

A: SU registrars will be provide for reporting to the SUM.

Q: Can SU Manager access information for their Service Unit?

A: A view of a complete service unit is not part of the package that GSUSA has provided to the councils. As in the past, SUM and SU registrars may obtain SU rosters form the council staff.

Q: What are the reporting capabilities for the Service Unit in eBiz?

A: Troop leaders will be able to easily print or send a roster of their currently registered members. Remember, eBiz is real-time so communications will be timely and much more accurate as members may immediately make updates to their communication records themselves. Reports will also continue to be available to the SU from your council office.

Q: Why is this being taken away from the SU registrar?

A: We are hopeful that this will make your jobs easier and improve communications with your troop leaders as well as the council. Keep in mind that this is the first of the online suite. In the future, troop leaders will be able to register their troop members in program. They may maintain meeting location online and share this information with you in a much more user friendly manner.

Q: Why are we opening this up to all adults and not just the SU members?

A: Please remember with the new Pathways, adults and girls may participate in Girl Scouting through various means. An adult may wish to become a long term volunteer and work with girls in a troop or serve in a short term capacity as a facilitator or volunteering to serve on a committee. Girls may participate in troops, but may also wish to join for program or summer camp involvement.

Q: Is only the leader able to look at and oversee troop information?

A: Troop leaders will have access to view the members of their troop, to their meeting location information and have the ability to renew registrations for themselves and the troop's members. The leader will also have the means available online to easily share and email information to others as needed.

Q: As a Service Unit Manager, I do not want parents to be able to use eBiz and re-register their daughters. Why are we allowing parents access to eBiz?

A: As the records for each member are their own personal details, members should not be prohibited from viewing this detail. It is theirs to update and to view their participation records. This also allows for timely updates to contact information making it visible to their troop leader and to the council for communication purposes and sharing with the Service Unit.

New Members

Q: I have registered my daughter as a new member online. What troop has she been placed in?

A: As a new member she likely has not been placed in a troop yet. As soon as we place her you will be notified. There is currently no way to view your daughters troop online until placement and notification has been provided.

Q: I just re-registered my daughter online, but the troop leader does not see her in her troop. Why?

A: You may have clicked on the Become a Member link and registered her as a new member instead of renewing her existing membership from My Account. If so, she was registered in the council record, not the troop. If you go to her My Account page and see the new membership expiration date this was the case. Please send a note to registrar@gswny.org with her name, address and family email and the duplicate record will be merged with her existing account.

Spring 2011 Early Bird

Q: Will Early Bird patches be sent out like they were last year?

A: Early Bird patches will be available to pick up from your local Council Service Center. Please see your spring packets for details on availability.

Q: How is the Early Bird patch program being handled if members are re-registering online with eBiz?

A: Please see the instruction and incentive page of the spring registration (roster) packets for details.

Q: Do the Early Bird rosters need to be returned to Council marked that re-registration was completed online?

A: Yes, you will find instructions on the spring registration rosters. There are changes to the Dues Summary that should be used to highlight online registration completion.