

Known Issues for Troops in Personify eBiz

- **Member records appear twice** during the online renewal period. This way you can see who is currently registered and who is registered for next year.
- **Adult Position Codes are all set to 14 (Member - No Assigned Position) upon registration for each membership year.** Therefore, during the online renewal period, a troop leader will have a 01 position code for the current membership year and a 14 position code for the next membership year. For the 2011-12 membership year, 01 position codes will be renewed automatically on 10/1/11 for all 01 leaders who have renewed their annual membership by August 15, 2011.
- **Troop leaders cannot download troop rosters into Excel.** There's no "download" feature, but you can cut and paste the list into Excel. Since it's an HTML table it will paste in correctly, though it may skip rows.
- **Troop leaders cannot add attachments to emails sent through the troop hub.** The email function online does not support attachments. Hyperlinks to other websites or hyperlinks to files for people in the same network will work.

When it comes to Troop Leaders emailing from home PC's, hyperlinks to someone's desktop or a leaders files on their computers will not work and does not work now with Outlook.

- **Troop Leader can initially RENEW, then the button disappears.** When a leader starts on the **My Account** page she has a RENEW button on the left hand side. Once she goes into the Troop Management page, the process for renewal is simplified by the use of the Action dropdown. She can select any/all (including herself) members of the troop for renewal and go through the process one time for all (including herself).
- **Girl School and Grade cannot be changed after membership is renewed.** We can change it in the back office. Please complete a Troop Change Form.
- **Adult Employer cannot be changed after membership is renewed.** We can change it in the back office. You should email ebiz@gsep.org and include the adult's name, troop number, and the name of the employer.
- **Membership cards list the current year expiration date.** They will show the next year's expiration after 10/1, when the new Girl Scout year begins.
- **Changes may not show up until the next morning.** The information from your transaction will update on your record after settlement of the daily transactions, which occurs overnight.
- **Some members' "member since" is incorrect.** Please ignore this field. It's a standard field in Personify, which is an off-the-shelf product, that we don't use. Having the field removed for Girl Scouts would be a costly customization.
- **Some members MUST use paper forms:**
- Payment Type: Cash*, Check*, Adventure Credits and Financial Aid**

- * **Cash and checks** may be deposited to troop bank accounts, then troop leaders may renew or add members through the Troop Hub.
 - **Financial Aid** Form should be submitted to the Council valong with the Registration Form.
- **Membership Type:** Lifetime