

# SPRING RENEWAL

Membership Registration and  
Volunteer Reappointment





# Greetings!



Hello, Girl Scout Leaders!

Believe it or not, we've reached the halfway point in the current membership year. Time sure does fly when you're having fun, right? I have enjoyed seeing and hearing of all the accomplishments, adventures and fun that you and your girls have been having this year! Your troops have helped the community, discovered new passions, gone on adventures and made forever friendships. So, what's next? If your Girl Scouts are anything like mine, they are already dreaming up new adventures for the year ahead!

Spring Membership Renewal is a great way to maintain the momentum and enthusiasm among your troop. As your Girl Scouts are creating their vision boards, badge planning, putting pin dots on a map to explore new places and setting money-earning goals to achieve all they want to do next year, you can focus on getting renewal commitments from members, families and volunteers for the fall. The more preparations you can make in the spring, the more seamless the transition back into the Girl Scout year you will experience in the fall.

The **Spring Membership Renewal Campaign** opens May 1st and goes through June 30th.

You won't want to miss the cost savings and rewards that are available, so check page 5 for full details!

If you have any questions or if you need support throughout the renewal process, don't hesitate to reach out to our Customer Care Team at [customer care@bdgsc.org](mailto:customer care@bdgsc.org) or 304-345-7722.

Get ready to explore the possibilities and make new memories in the 2024-2025 membership year!

Your Girl Scout Sister,

Jess Richards  
Chief Operating Officer  
Girl Scouts of Black Diamond Council

# Spring Renewal Leader Support

Need help with the membership renewal process? No problem! Contact our Customer Care team at 304-345-7722, [CustomerCare@bdgsc.org](mailto:CustomerCare@bdgsc.org) or complete our webform located at [girlscouts.info/ContactForm](https://girlscouts.info/ContactForm).

For additional membership support, your Membership Delivery Manager is also available to assist you! Our 12-person Member Services team can provide both regional and specialty support. For help finding your region and to access our staff directory, visit [girlscouts.info/AboutGSBDC](https://girlscouts.info/AboutGSBDC).

Name	Region	Position
Doug Reinbold	Region 1	Membership Delivery Manager
Tina Chandler	Region 2	Membership Delivery Manager
Andrea Rounds	Region 3	Membership Delivery Manager
Shannon Taylor	Region 4	Membership Delivery Manager
Deb Dowler	Region 5	Membership Delivery Supervisor*
Mendy Hornbeck	Region 6	Membership Delivery Manager
Marissa Fox	Region 7	Membership Delivery Manager
Debby Kemmerling	Region 8	Membership Delivery Manager
Stacie Bolen	Region 9	Membership Delivery Supervisor*
Jackie Law	Region 10	Membership Delivery Manager
Debbie Harless	Region 11	Membership Delivery Manager
Helen Southall	Region 12	Membership Delivery Manager

## Annual Membership Patch

Every girl who registers by June 30 will receive a GSBDC 2024 - 2025 membership patch. See the new design to your right! Please note, slight adjustments may be made to the patch design prior to printing.



# Troop Renewal Instructions

*Beginning April 1, the system will update the member status field to "Time to Renew." Leaders can then renew their memberships, troop participations and renewable volunteer roles for the next membership year, as well as their troop members' memberships.*

## Troop Leader and Household Renewals

1. Log in to your myGS Account at <https://mygs.girlscouts.org>.
2. Click on "My Household."
3. Select "All" to renew a membership, troop affiliation and a volunteer role; or check all that apply:
  - a. Check the membership box to renew a membership (not necessary for Lifetime Members).
  - b. Check the troop box to renew a troop affiliation.
  - c. Check the volunteer position to renew a volunteer role.

If all three boxes are checked, the status for all three will change from "Time to Renew Membership" to "In Cart."

## Troop Renewals

1. Log in to your myGS Account.
2. Select the specific troop number from the menu under "My Troops."
3. Select the girl members to renew.
  - a. Select girls individually or select "All."
  - b. Uncheck any girls not renewing right now.
  - c. Indicate a member who is not returning next year by selecting "Not Returning."
  - d. Hide inactive and not returning members to sort out who is returning.
4. Select the adult members to renew.
  - a. Select adults individually or select "All."
  - b. Uncheck any adults not renewing right now.
  - c. Indicate a member who is not returning next year by selecting "Not Returning."
    - i. If a caregiver changes their mind and wants to renew to the troop, they must contact council for assistance.
    - ii. If the leader changes their mind or makes a mistake, they must also contact council for assistance.
  - d. Hide inactive and not returning members to sort out who is returning.
5. Scroll to the top and click the "Renew" button

## Confirm Member Details

1. Information can be edited on the "Confirm Member Details" screen.
  - a. Information will auto-populate for existing members who are renewing.
  - b. Confirm the girl's parent/guardian information and edit as needed. The caregiver relationship field must also be populated. If it is not, see troubleshooting below.
2. Choose a membership year.
3. Choose payment type.
  - a. Credit Card
    - i. Leaders choose credit card when a troop credit/debit card will be used as the payment method. Payment is processed immediately. The membership status updates, and the girl/adult has secured a spot in the troop for next year.
    - ii. The troop leader will be asked to confirm payment for each troop member individually.
  - b. Apply for Financial Assistance
    - i. Leaders can only select financial assistance for members of their household; they cannot select financial assistance on behalf of troop members.
    - ii. If a parent/guardian requests financial assistance for their girl, her renewal must be completed by the parent/guardian and then approved by the council. Her renewal will remain in pending status until the council approves the requested financial assistance, completing the renewal. Until then, leaders see that the renewal is pending, and an open spot remains in the troop.

iii. Parents/guardians will see that a balance is due on the account. When the council approves the payment, the balance due message disappears, and the member status updates to "Active Member."

4. Next participant (repeat the steps above until all adults and girls are completed). If the parent/guardian information is lost after clicking "Next Participant," see trouble shooting tips below.

5. Click "Review Cart" to submit member details and continue with the transaction.

## Review Cart

1. Review cart.
2. Edit, if necessary.
3. Check to accept the Girl Scout Promise and Law.
4. Click "Add Payment Details" button.

## Payment Details

1. Review payment details.
2. Click the "Submit Payment" button to complete renewal.
3. Wait for the "Renewing Payment Confirmation."
4. Click the "Manage My Account" button. (Give the system a few minutes to update.)
5. Verify membership renewals. (The end dates should be updated to September 30 of the new membership year.)

## Troubleshooting

If the system does not let you submit member details, ensure that the caregiver relationship field is populated. If the caregiver relationship field is blank, enter the caregiver's relationship.

If after confirming member details, the caregiver contact information was lost, do not click the "I am the Caregiver" box. Instead, remove that participant, and finish renewing any girls already in the cart.

Once you've renewed the first batch of troop members, log out of your account. Then, log back in. This resets the caregiver information, and you'll be able to finish renewing any remaining members of your troop.

If you have any questions or need help with renewal, please contact our Customer Care team at (304) 345-7722.

## Volunteer Renewal Instructions

In order to be reappointed by the start of the new school year, all requirements must be met by June 30. Requirements are:

- Complete End of the Year reports for your troop(s) (End of the Year and Finance Report). Find the reports on the Volunteer Resources page on our website, or complete your End of the Year paperwork through the Volunteer Toolkit.
- Attach a matching troop bank statement.
- Have paid in full all amounts due from the Fall Product and Cookie Programs.
- Renew your Girl Scout Membership for the 2023-2024 membership year. Log in to your member profile.

## Things to Remember...

- Criminal background check must be completed every three years.
- Compliance with training policy, as outlined in your position description, is expected.
- Satisfactory performance last membership year is required to be reappointed.
- Delinquent accounts must be paid or payment plans must be established and in good standing.
- Start prepping your volunteers to take over key positions in Cookie and Fall Product Programs so you can lighten your load for next year!
- For parents registering girls, all they have to do is renew the membership by May 30 and they will automatically receive it at the discounted rate.

# Spring Rewards Chart

Are you ready for another awesome year of Girl Scouting? Renew by the following dates to become eligible for exciting rewards!

Incentive Offer	Girl Member Incentive	Troop Leader Incentive	Service Unit Incentive
\$10 Girl Scout Membership Discount	Renew girl membership by May 30 to receive this discount. See Page 4 for troop and individual registration instructions.		
Free “Embrace the Possibilities” Girl Scout tee	Free for girls when you register within the first 10 days of the renewal campaign! Registrations must be in by 11:59 pm on May 10.		
\$25 Troop Leader Membership Rebate		Renew a Troop Leader or Assistant Troop Leader and complete all troop renewal paperwork by June 30 to receive this benefit. *See full requirements below for more info.	
Annual Membership Patch (Pictured on Page 3)	Free with renewal by June 30.		

\* Troops must renew 60% of the girls in their troop, renew at least one Troop Leader or Assistant Troop Leader and submit their End of Year Troop Paperwork and Troop Finance Report by June 30 to qualify for the Troop Leader Membership Rebate.

## Girl Membership Discount Instructions

We are so excited to be able to offer a \$10 spring membership renewal discount between May 1 and May 30!

This year, the process is easy! All you have to do is renew your girls and they will automatically receive the \$10 discount until 11:59 p.m. on May 30. Easy peasy!

## Exploring the Outdoors

We at Girl Scouts of Black Diamond Council are hard at work planning exciting opportunities for the years ahead. Be sure to stay connected with us for the most up-to-date information regarding camp and programming activities.

From NEW sleepover camps, to prepping for GIRLFest 2025, the future is looking bright for our Girl Scouts. Rally your Girl Scout Squad and register for your next adventure at <https://girlscouts.info/gsevents>.





# Quarterly Quests

Hey, volunteer! Ready for adventure?

Join our four-part Quarterly Quest to receive educational opportunities that span across all aspects of troop functions and adventures. These quests will aim to provide knowledge and thoughtful discussion on upcoming topics that align with our Girl Scout year.

To kick off our journey, we will have educational opportunities that cover Girl Scouting in the outdoors, troop trips and camping, troop administration and management, plus so much more!

Watch for our quarterly training guide in June 2024 so you can plan for the trainings and support we'll be providing throughout the 2025 membership year.

For assistance with any questions or to get involved, contact Membership Support Specialist Lila Mangus at [lila.mangus@bdgsc.org](mailto:lila.mangus@bdgsc.org).

## Join Our Quest

girlscouts  
of black diamond

Ready for adventure? Join our four-part Quarterly Quest to receive educational opportunities that span across all aspects of troop functions and adventures. These quests will aim to provide knowledge and thoughtful discussion on upcoming topics that align with our Girl Scout year.

To kick off our journey, we will have educational opportunities that cover the following topics in gsLearn:

- Girl Scouts in the Outdoors. Spring, summer and fall are peak seasons for outdoor activities. Experience a line-up of ideas, tips, and training opportunities to help navigate the processes and procedures necessary for outdoor and camping adventures!
- Troop Trips and Camping. Summer is the season for Girl Scout travel! Learn more on procedures and risk management measures to ensure safe, fun, and successful adventures, as well as our upcoming camping opportunities, properties, and ways you can get involved.
- Troop Administration and Management. Join us as we discuss relevant troop administration and management topics relative to the April/May/June quarter. Among the topics are spring renewal, end of year troop documentation, reporting requirements and planning for the upcoming year!



# Healthy Hometown



Make a difference in your community by participating in our 2024 Council Service Project - Healthy Hometown! This community service project will unite Girl Scouts with the Environmental Protection Agency to teach troops about being healthy and making their hometowns healthier for everyone.

Scan this QR code to download our activity booklet and start teaching your troop about personal hygiene, healthy foods, how to make a difference in their hometown and more.

Additionally, thanks to a grant from the EPA, the cost of the patches will be covered so there is no cost to the troop for the NEW Fun Patches!



# Reporting on the previous year is so important!

Each year, we ask troop leaders to fill out their troop's End of the Year Report. Why is this so important?

Here are just a few reasons:

- End of the Year Reporting allows you to look back over all the great things that your troop has done this past year!
- These reports provide valuable information, which we use to secure funding that enables the council to maintain and expand our program efforts to benefit more girls.
- These reports let the council know if your troop needs support in your efforts to recruit new girls.
- Your feedback helps ensure the council has correct troop leader and troop support team information so we can stay in touch and provide support throughout the year.
- Submitting your End of the Year and Finance Reports on time are requirements for becoming a Super Troop, which could result in your troop earning more per each box of cookies sold. The report must be submitted by June 30 to qualify for Super Troop.
- Submitting these reports helps secure your troop's future for the next membership year, even if you are not planning to return as a leader.

End of the Year Reporting is easily completed online. Please complete your form and attach a copy of the last troop bank statement by June 30, 2024.

You can also complete the End of the Year paperwork via the Volunteer Toolkit! We have a training video for this available on our website on the Volunteer Resources/Training Page.

The council appreciates your willingness to share the experiences of your troop during the membership year.



## Volunteer Retreat Weekend

- **November 8-10**
- **GSBDC Conference Center, Makerspace and Girl Zone - Charleston, WV**

Join us for fun, hands-on activities in the NEW MakerSpace to help leaders grow skills and confidence in leading badge activities. There will be opportunities to learn about diversity in Girl Scouts, Campfire and sisterhood activities, our annual VOICES survey key take-aways plus strategic next steps and much more!



# Completing your End of the Year Paperwork and Finances through the Volunteer Toolkit

You have the option to complete your End of the Year paperwork and Financial Report through the Volunteer Toolkit. You can also submit via the webform here: [girlscouts.info/gstroopreport24](https://girlscouts.info/gstroopreport24).

## Log In to the Volunteer Toolkit (VTK)

If you are a troop leader or assistant leader, go to [www.bdgsc.org](https://www.bdgsc.org), and click on *My GS Login*. Then, select *Volunteer Toolkit*.

Log in using your My GS/VTK login credentials.

If you don't remember your password, you can put in your email and indicate that you've forgotten your password for instructions. If you forgot which email you used for Girl Scouts, you can email [CustomerCare@bdgsc.org](mailto:CustomerCare@bdgsc.org) or call (304) 345-7722 to update your email.

## Complete your End of the Year Paperwork in the VTK

1. Once you are logged in, you will see a welcome message. Click on *Volunteer Toolkit* to go to your troop information.
2. Click on the *Finances* tab.
3. You will be asked to fill out totals related to income and expenses and bank information, as well as other questions related to your troop year.
4. You should *Preview* your finance report once you complete it, then you will click *Send to Council*. (Note that *Send to Council* should ONLY be used for submitting your End of the Year paperwork before the June 30 deadline. You do not have to submit whenever you make changes.)
5. Once you click *Send to Council*, you can attach your most recent bank statement by clicking the *Attach a Document* link in the new window.
6. With your bank statement(s) attached, you can click *Yes, Submit Now*. You'll then receive a confirmation screen, where you can click *OK*.

## A Few more notes....

- Please note that all troop leader membership rebates will be direct deposited into your troop account. Please provide accurate account information to avoid delays in processing your troop's rebate. Routing numbers contain 9 digits and are surrounded by |: on your troop check.
- You will retain a copy of your submission under

*Submitted* and you can print or download a spreadsheet of your submission.

- You can print your report using the print icon in the top right corner.

## The Finances Tab is not just for End of the Year reporting!

You should update your finances as the year progresses, each time replacing the current total with the new total. (If you spent \$10 this week, you can enter \$10 spent. And then next week, if you spend \$10 more, your new total is \$20.)

## Coming soon:

- Girl Scout Experience Box
- 2024 Fall Sale and 2024-25 Cookie Sale information - theme, etc.
- New badges coming in July.
- GSBDC 50th Birthday information.



Use your smartphone to scan this QR code and complete the End of Year Troop Report.

