

# Volunteer Systems “How To” Manage a Troop Transfer

GSHNJ has joined with councils across the country to adopt a brand new, modern and user-friendly technology platform called Volunteer Systems. Volunteer Systems provides additional functionality to parents and leaders to allow them to self serve certain elements of the troop management process that were previously only handled by GSHNJ Staff. This document is intended to provide best practices when transferring girls or adults between troops. Questions can be directed to our Customer Care team, a Service Unit Support Specialist, or a Membership Specialist.

## Best Practices for Troop Transfers

In Volunteer Systems, a parent or a leader has the ability to initiate a troop transfer, however there are IMPORTANT steps that have to be taken to ensure that the membership records for the girl or adult being transferred are maintained.

It is best practice to NOT have a leader add an already registered girl or adult member to her troop – regardless of whether that scout has been a scout for many years, or has only recently requested to join girl scouts. This process is multi-step, requires that the leader pay for the memberships, and most importantly – the information entered must exactly match the information on the Family Profile record of the girl or adult, or a duplicate record will be created that will create issues for the family and the leader later on.

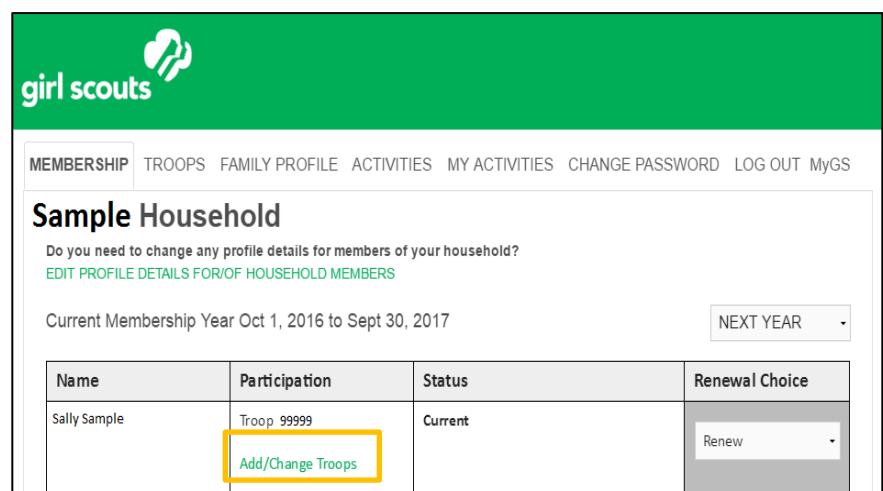
The recommended process is:

- For more than one person being transferred, please use the troop transfer form available on the GSHNJ website under FORMS – the link is: <https://gshnj.wufoo.com/forms/s1b9o9h21ywwowm/>
- For one by one transfers the form can be used and the Membership Specialist will make the change, or the parents can follow these steps below.

## Caregiver Transferring a Current Scout

In the family MEMBERSHIP Tab the caregiver will search for a new troop that fits their schedule by clicking on **Add/Change Troops**.

**If considering changing troops, please make sure the current troop leader is fully aware!**



Name	Participation	Status	Renewal Choice
Sally Sample	Troop 99999 <a href="#">Add/Change Troops</a>	Current	Renew

# Caregiver Transferring a Current Scout (continued)

To find a new troop that has room for girls - enter a troop number **if it is known**, or a zip code and radius can be entered to search.

The screenshot shows the 'GIRL REGISTRATION' page with a search section titled 'Ways to participate'. It includes input fields for 'Troop #', 'Zip Code', and 'Radius (miles)', along with a 'SEARCH' button and a 'CLEAR SELECTIONS' button. A yellow box highlights the search input fields.

Any troop at the child's grade level within that radius with openings will display. This means that the troop may NOT be in the child's town - please be aware of this when a troop is selected.

Distance (in miles)	Troop/Group	Grade	Location	Day(s)	Start Date/Time	Openings Remaining	Volunteers Needed
<input type="checkbox"/> 10	31898	2,3	Serves Westfield meets in a church	Weekly Tue	October 1, 2015 6:00 PM	2	1
<input type="checkbox"/> 19	60898	2,3	Serves Westfield meets				
<input type="checkbox"/> 0	Unsure						

Name :Troop: 31898  
 Grade : 2;3  
 Description Detail : This is a co-op troop. All parents are expected to complete all required leader training courses, and take responsibility for two meetings and one outside event every year. If you are excited to be very involved in your daughters girl scout experience, please  
 Number of volunteers needed: 3  
 Meeting Location : Elementary School

Click the **troop number** in to read more about the troop.

Click the **checkbox** to the left of the troop to select it.

Clicking a checkbox means THAT troop has been joined, if the wrong troop was clicked it can be removed.

Distance (in miles)	Troop/Group	Grade	Location	Day(s)	Start Date/Time	Openings Remaining	Volunteers Needed
<input type="checkbox"/> 10	31898	2,3	Serves Westfield meets in a church	Weekly Tue	October 1, 2015 6:00 PM	2	1
<input checked="" type="checkbox"/> 19	60898	2,3	Serves Westfield meets in a school	Weekly Thurs	October 8, 2015 6:00 PM	1	1
<input type="checkbox"/> 0	Unsure			TBD		0	0

The selected troop will display in the middle of the screen with a NEXT button. Once the troop is chosen if the click on NEXT to complete the renewal.

**PLEASE CHOOSE ONLY ONE TROOP.**

**If a troop is not in the list or one cannot be found that works, choose UNSURE and someone will contact you to help.**

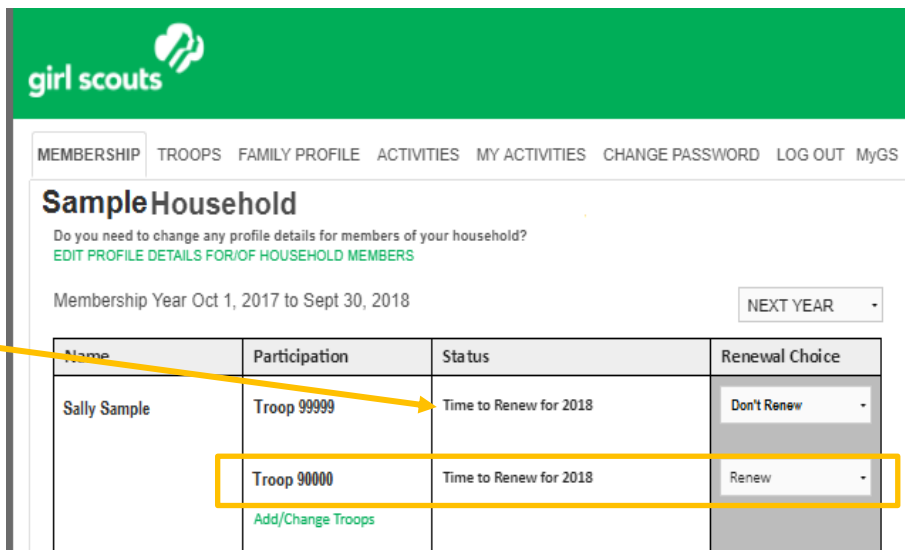
## Caregiver Transferring a Current Scout (continued)

On the FAMILY MEMBERSHIP tab, there will be two troops for the child. This is OK – our procedures will remove her old troop without further action.

If the transfer is happening between membership years please take these additional steps:

**Go to the NEXT YEAR screen!**

Choose ‘Don’t Renew’ for the troop she is not continuing in, and choose ‘Renew’ for her new troop – shown here outlined in **GOLD** – and then complete her re-registration.

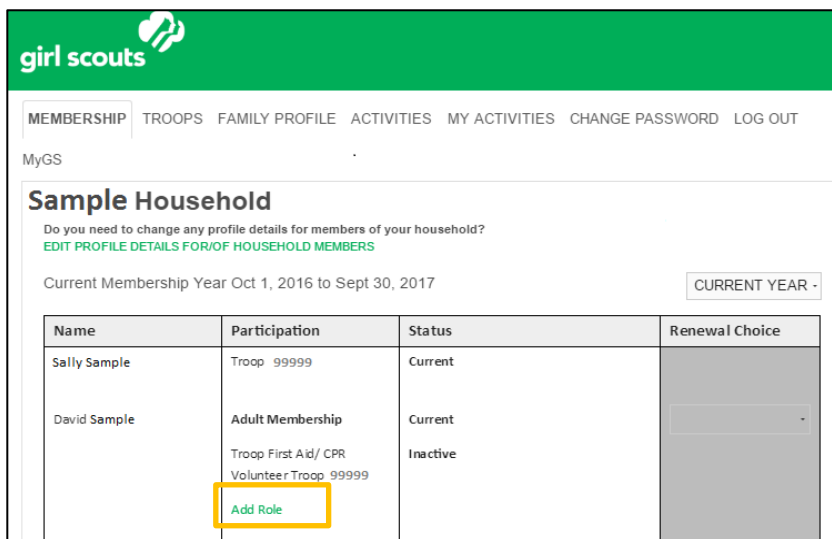


There are three ways to remove a girl’s linkage to her historical troop:

- At any time a leader or parent can request that a girl be made inactive in a troop as long as the girl is properly transferred to another troop or has discontinued scouting,
- During the normal scouting year, a regular review of girls in >1 troop will be conducted and the old troop will be suspended,
- At the time of re-registration, the family should choose **DO NOT RENEW** for the old troop and **RENEW** for the new troop.

## Transferring a Registered Adult

The adult should go to their family MEMBERSHIP tab and choose “add a role”.



## Transferring a Registered Adult (continued)

The adult should then look in the Volunteer Jobs Catalog for the troop and role of interest (for example Support Volunteer), and take that role.

If they don't see the troop they expect they can choose UNSURE and someone from GSHNJ Staff will reach out to help.

Adult Registration for Deborah S

### Select a volunteer role

From leading a troop to working on an event, we'll help you find a volunteer position that works for you. Enter a specific troop or group number, or search for opportunities near you that match your skills and interests. Have a question or need more information? Simply click on the title of the opportunity you'd like to know more about.

Pick a specific Troop #: Troop #   OR Find an opportunity near you: Zip Code  Radius (miles)

Your Selection for Deborah S

Remove From Selected	Title	Grade	Location	Day(s)	Start Date/Time	Troop/Group	Volunteers Needed
No Troop/Group selected							

Search Results

Distance (in miles)	Title	Grade	Location	Day(s)	Start Date/Time	Troop/Group	Volunteers Needed
<input type="checkbox"/> 0	Leader/Advisor	1,2	TBD	Bi-weekly Tue	September 30, 2016 6:00 PM	Troop 99999	0
<input type="checkbox"/> 0	Product Sales - Cookies	1,2	TBD	Bi-weekly Tue	September 30, 2016 6:00 PM	Troop 99999	1
<input type="checkbox"/> 0	Support Volunteer	1,2	TBD	Bi-weekly Tue	September 30, 2016 6:00 PM	Troop 99999	0

Search Results

Distance (in miles)	Title ▲	Grade	Location	Day(s)	Start Date/Time	Troop/Group	Volunteers Needed
<input type="checkbox"/> 0	Unsure			TBD		Unsure	

The adult will still have a role in the old troop as well. To proactively remove an adults linkage to a historical troop:

1. Contact Customer Care or a Membership Specialist to request that an adult be made inactive in the former troop or role,
2. At annual re-registration, the adult can choose DO NOT RENEW for the old role or troop and RENEW for the new troop.

Sue Sample	Adult Membership	Current
	Troop First Aid/ CPR Volunteer Troop 11111	Current
	Troop Leader Troop 32072	Current

In some cases during a troop transfer for a scout a related adult may want to join as a new member. The adult can simply go to the family MEMBERSHIP tab and use the ["ADD NEW MEMBER TO HOUSEHOLD"](#) link and add themselves. After completing some personal information the option is to choose either "Troop Adult" to select a known troop number, or "Volunteer" to seek out a role in the Volunteer Jobs Catalog for a troop.