



Frequently Asked Questions
National Eagle Scout Association
Roll Call: The National Eagle Scout Registry Project

We thought it might be helpful to provide you with the answers to some of the questions Eagle Scouts may direct to your office during the course of the Eagle Scout directory project. Please feel free to refer your members to the Harris Connect Customer Service Department open Monday through Thursday from 9:00 a.m. to 6:00 p.m., and Fridays 9:00 a.m. to 5:00 p.m. (EST) at 1-800-877-6554, or via email at customerservice@harrisconnect.com.

Why are you doing a directory?

A directory will enable you to find and keep in touch with old friends and fellow Eagles Scouts. Participation in this project is voluntary, however. In order for your information to be published in the National Eagle Scout Registry, you must call in and provide confirmation for publication. This directory project will assist the National Eagle Scout Association and your local council in keeping the most accurate and up-to-date records possible on all Eagle Scouts so we can communicate with them.

Who will be included in The Registry?

Only respondent Eagle Scouts will print in the Registry. Only those Eagle Scouts over 18 years of age will be included in the project. We honor all requests to be excluded from the Registry as well as requests to suppress specific information.

What steps does Harris Connect take to ensure quality in the communication with Eagle Scouts?

100% of all telephone conversations are digitally recorded and available for review upon request. Harris Connect also administers an extensive Quality Assurance Program.

When can I expect to hear from Harris Connect?

Postcard and email communications will be sent to non-respondents through early May. These communications provide an 800 number for Eagle Scouts to call and update their listings. Commencing mid-April, Harris Connect will initiate an outbound phoning campaign. Mondays through Fridays, Harris Connect makes calls beginning at 8:00 a.m. and continuing until about 9:00 p.m., in all time zones. They may try to contact you at work during the day, or in the evening or during the weekend at home. Saturdays, they may call from 8:30 a.m. to 5:30 p.m.; while on Sundays they make their first phone calls from noon to 5:30 p.m. If you are contacted at a time that is inconvenient for you, simply let the representative know. He/she will give you the Harris Connect toll-free number or will arrange to call you later.

If my name is listed in the directory, am I obligated to purchase a copy?

Although Eagle Scouts will be given the opportunity to purchase their own copy of The Registry, if they chose to have their information listed, it will appear regardless of whether or not they decide to purchase a copy. Only Eagle Scouts will be offered a chance to purchase a directory.

What if I don't want to be listed in the directory? What if I don't want certain pieces of information listed?

Harris Connect can still update all of your information for us, but will honor your specific request to exclude all or parts of your data from the publication. You have the option of being omitted completely or choosing specific information item to be excluded (for example, your address, phone number, etc.).

Who should I contact if I have questions regarding the accuracy of my listing in the directory?

You should contact Harris Connect directly. They have dedicated a toll-free number specifically for our members. You can use this number to verify or change your listing or to place an order. That number is **866-753-3506**.

How much will the directory cost and when can I expect to receive a copy?

The directory will be available to members of NESAs in both a hardbound edition for \$89.99 and a softbound edition for \$69.99. The cost for Eagles who are not members of NESAs is \$99.99 for the hardbound edition and \$79.99 for the softbound and includes a 2-year membership to NESAs. Shipping, handling, and appropriate sales tax (in applicable states) will be added. Directories will be shipped and are scheduled to reach you by late October 2008.



Why does the directory cost so much?

Harris Connect is producing our directory free of charge to the organization. They put a lot of work into the research and production of the directory. The cost of the directory covers expenses incurred by Harris Connect.

How will the organization benefit from the project?

A generous portion of the proceeds from this project will be donated directly to the NESAs Eagle Scout Scholarship Fund. Scout councils will also receive an up-to-date database of their resident Eagle Scouts. This will be invaluable in helping us communicate with our Eagle Scout alumni.

What happens if I don't order a directory now, but change my mind later?

If you do change your mind prior to publication, you can call the Harris Connect Customer Service Department at 1-800-877-6554.

What forms of payment will be accepted for the purchase of a directory?

The directory may be paid for by major credit card or check. Payment(s) may be made by credit card at the time of order or by check upon receipt of the invoice(s). Harris Connect also offer installment payment plans, allowing members to pay a portion now and the rest later.

What if I decide I want to cancel the order I have placed?

Orders for the directory may be canceled by simply writing the word "Cancel" on the invoice and returning it to Harris Connect or by calling the Harris Connect Customer Service Department at 1-800-877-6554. Be sure to provide the account number when canceling.

What if I have already received the directory and want to return it?

Call the Harris Connect Customer Service Department at 1-800-877-6554.

Your Primary Contact for Issues and Concerns:

Directory Teleservices Account Manager: Dawn Brown

Phone Number: 1-800-286-4338

Fax Number: 1-757-965-8120

Email Address: dbrown@harrisconnect.com

Your Secondary Contact for Harris Customer Service:

Customer Service Manager: Robin Pepiot

Phone Number: 1-800-877-6554

Fax Number: 1-800-829-4142 Email Address: rpepiot@harrisconnect.com

NOTE: The general Customer Service email address is: customerservice@harrisconnect.com.