

## *Roll Call: The National Eagle Scout Registry*

### Important Dates

1st Mailing to Central Region Eagle Scouts: **2/29/08**

Outbound Calling Begins (to Eagle Scouts who haven't already responded): **4/14/2008**

Last Day to Update Information: **6/9/08**

Scheduled Release of the Directory: **October-08**

\* Please keep in mind that the dates are tentative and flexible.

### Points of Contact

Members wanting to update information or purchase a directory **between 3/3/08 and 6/9/08:**  
**(800) 917-2001 (This phone number will not be active before 3/3/08)**

Members with billing questions or for orders **after 6/9/08:**  
**Customer Service at 800-877-6554**

Concerns/questions regarding phoning:

Gail Davenport – (800) 927-8189 or gdavenpo@harrisconnect.com

Eric Slosson – (888) 676-6548 or eslosson@harrisconnect.com

Adia White – (888) 203-9557 or awhite1@harrisconnect.com

Doug MacDonald – 877-238-0505 or dmaadona@harrisconnect.com

### Directory Pricing\*

Softbound (NESA members):	<b>\$69.99</b>	S & H <b>\$9.95</b>
Hardbound (NESA members):	<b>\$89.99</b>	S & H <b>\$9.95</b>
Softbound (NESA non-members)**:	<b>\$79.99</b>	S & H <b>\$9.95</b>
Hardbound (NESA non-members)**:	<b>\$99.99</b>	S & H <b>\$9.95</b>

\*In addition to the book, Eagle Scouts will receive a CD containing all Eagles throughout the country. Prices do not include any applicable state sales tax.

\*\*Non-member price includes a 2-year membership to the National Eagle Scout Association, which includes access to the members-only section of the website and Eagletter, the NESA journal.

### Hours of Operation

Monday-Friday 8am-10pm

Saturday 8:30am-5pm

Sunday 12:30pm-9pm

In accordance with state and federal laws, we will only call members during hours designated acceptable.

**Common Questions About Your Registry Project**  
**National Eagle Scout Association**  
**Roll Call: The National Eagle Scout Registry**

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 registry project. Please feel free to refer Eagle Scouts to the Harris Connect Customer Service Department. Our Customer Service Representatives can be reached Mondays through Thursdays from 9:00 a.m. to 6:00 p.m., Friday 9:00 a.m. to 5:00 p.m. (EST) at 1-800-877-6554 or via email at [customerservice@harrisconnect.com](mailto:customerservice@harrisconnect.com).

**Why are you doing a registry?**

A registry will enable you to find and keep in touch with old friends and fellow Eagle Scouts. Also, because your name and biographical information will be listed along with those of other Eagle Scouts, it will be easy for them to contact you. Finally, this registry 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 let you know what's happening.

**How often will you publish a registry?**

We plan to publish a registry approximately every five years in order to update and maintain current information.

**Why was I asked to return the registry questionnaire to a Virginia address?**

We have selected Harris Connect, with offices in Virginia, to produce our new registry. Harris Connect has an excellent reputation and has produced over 4,000 directories for a variety of colleges, universities, high schools, and membership associations all over North America.

**Why did Harris Connect call me even though I returned my questionnaire?**

We've asked Harris Connect to contact everyone; primarily to make absolutely sure that the data we have is current. You'd be surprised how many people change jobs or move between the time they return a questionnaire and the time the registry is ready to print. Plus, we want to be sure that all spelling is correct so that our registry is accurate and useful.

**When can I expect to hear from Harris Connect?**

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 don't make their first phone calls until 12:00 p.m.

**Why would Harris Connect call me at work?**

A lot of people prefer to be contacted at work. However, if this isn't convenient for you, simply notify the Harris Connect representative. He/she will give you a toll-free telephone number to phone at your convenience or will arrange to call you at home later.

**Is it necessary for Harris Connect to call during dinner time?**

Over the years, Harris Connect has found that the best hours to reach people at home during the week are between 5:00 p.m. and 8:00 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.

**How do people feel about being called on Sunday?**

Occasionally, Harris Connect will speak with someone on a Sunday who would prefer to be contacted at another time. If this happens, whether it is a Sunday or the time is just not convenient 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.

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

You should contact Harris Connect directly, since they are currently working to update our list. 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 (see Important Dates and Numbers).

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

Although everyone will be given the opportunity to purchase their own copy of the registry, your name will be listed regardless of whether or not you decide to purchase a copy. You should also know that only Eagle Scouts will be offered a chance to purchase a registry.

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

Harris Connect can still update your information for us, but will honor your specific request to exclude all or parts of your biographical data from the publication.

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

The registry will be available to National Eagle Scout Association members in both a Hardbound edition for \$89.99 and a Softbound edition for \$69.99. The cost for non-members is \$99.99 for the Hardbound edition and \$79.99 for the Softbound and includes a 2-year membership to NESA. Shipping, handling, and appropriate sales tax (in applicable states) will be added.

Your registry will be shipped and is scheduled to reach you by late October-08.

**Is there any difference between the content of the two registry editions?**

No. The contents are identical. Only the cover stock is different.

**Why does the registry cost so much?**

Harris Connect is producing our registry free of charge to the organization. They put a lot of work into the research and production of the registry, so the cost of the registry will cover expenses incurred by Harris Connect.

**How will NESA benefit from the project?**

A generous portion of the proceeds from this project will be donated directly to the Eagle Scout scholarship fund. We will also receive an up-to-date database of all Eagle Scouts. This will be invaluable in helping us keep in touch.

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

We have arranged to print as many directories as are ordered before we go to press. So, 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 registry?**

The registry 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). We 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 registry 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 registry and want to return it?**

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

**Your Primary Contacts for Issues and Concerns:**

*Gail Davenport, Directory Teleservices Account Manager: (800) 927-8189 or [gdavenpo@harrisconnect.com](mailto:gdavenpo@harrisconnect.com)*

*Eric Slosson: (888) 676-6548 or [eslosson@harrisconnect.com](mailto:eslosson@harrisconnect.com)*

*Adia White: (888) 203-9557 or [awhite1@harrisconnect.com](mailto:awhite1@harrisconnect.com)*

*Doug MacDonald: (877) 238-0505 or [dmacdona@harrisconnect.com](mailto:dmacdona@harrisconnect.com)*

**Your Secondary Contact for Harris Customer Service:**

*Robin Pepiot, Customer Service Supervisor:*

*Phone Number: 1-800-877-6554*

*Fax Number: 1-800-829-4142*

*Email Address: [rpepiot@harrisconnect.com](mailto:rpepiot@harrisconnect.com)*

*NOTE: The general Customer Service email address is: [customerservice@harrisconnect.com](mailto:customerservice@harrisconnect.com)*