Zeta Service Management System (ZSMS)

Frequently Asked Questions

As of 2/2/17

Zeta Phi Beta Sorority, Incorporated is committed to fulfilling our founding principle of service. We have served our communities faithfully, identifying needs, instituting programs, and impacting millions of lives. As we approach our centennial, we want to ensure we capture ALL of the service that Sorors are conducting.

Why did we create the ZSMS?

The ZSMS is a great way to highlight the work that Zeta Phi Beta Sorority, Incorporated is doing around the world. One of the initiatives of the Centennial Commission is to provide 20 Million Community Service Hours by 2020. The ZSMZ system was created to track those hours. The system is critical to ensure we:

- Inspire and thank current members for being engaged;
- Invite future members through involvement with service;
- Thank current and welcome new partners and sponsors;
- Broaden reach into our communities, globally.

How can I access the ZSMS?

The ZSMS is available on the [National Headquarters] website at [https://zphib1920.org/service/ and the Centennial] website at http://zphib2020.com/..

What service projects are captured in the system?

The purpose of the ZSMS is to capture all of the projects that our members and auxiliaries complete, for both Zeta-related and non Zeta-related activities.

INDIVIDUAL
Individual Zeta members (financial or non-financial) and Induvial Auxiliary members can submit ANY community service hours that you have completed as an individual when you are not with your Chapter or Group. Yes, that means your work in the church, time registering voters, service with the Junior League, Urban League, animal shelters...we want you to record it in the Zeta Service Management System.

GROUPS
Chapters, Regions, States and Auxiliary Groups should have an assigned coordinator enter in the groups' community service hours. Some examples are a ZHOPE events (regardless if they meet

the ZHOPE qualifications), Non ZHOPE Chapter/ Auxiliary Community Service or Making a donation to another organization or individual.

How do Sorors without internet access capture their hours?

The ZSMS is an internet based system. We recommend that you connect with Sorors and Amicae who do not have access to assist them with reporting or have them email zsms@zphib2020.com..

What if I make a mistake on my form?

If you realize you made a mistake after you have submitted the form, there is no way to retrieve it. You will have the ability to review your submission before you submit your form. Please be sure to review your submission before you submit it.

How do I request a report of my hours?

You will receive an email receipt of your submission. We recommend that you keep the email receipts so they can be accessed in the future.

I am having trouble completing the form. What should I do?

If you are having a technical issue, please email zsms@zphib2020.com. A few helpful hints:

- Please use Internet Explorer or Chrome.
- You must complete all of the required fields to progress to the next screen.
- Please read through all of the options in the drop down. If you can't locate your program, please select "other".

Can I start working on the form, and then finish it later?

Yes! You have the option to save, and then return to the form within 30 days.

What if more than one report is submitted for a chapter?

We are encouraging each chapter to have one person who inputs the data for the chapter and Auxiliaries therefore it will be easier to coordinate submissions.

Should I still submit reports to program coordinators?

At this time, you should still also submit Z-HOPE reports to your state coordinator, and we will let you know when you should stop doing so.

If you have any questions as you complete the form, please email zsms@zphib2020.com .