

ATTENTION

EVP'S

Judges' and Scorers' Committee members

Drivers' Committee members

Technical Controller Committee members

Safety Committee members

Seeding Committee members

As many of you are already aware, there have been some rough areas in the online renewal process this year. Some existing members have RE-ENROLLED, rather than RENEWED their existing membership. As a result, they are getting a NEW membership with a different number from what they had previously.

Headquarters has been working to identify these folks and to “consolidate” their old and new memberships together, back to the old member number. That is a very labor-intensive activity. It is possible that some of the affected individuals may not be identified, especially if they were issued a new member number in early spring or prior.

Where this becomes problematic is with ancillary information about their membership, such as Scores and/or Rankings and/or Officials credits and Ratings. All of that additional information is keyed to the individual's membership number. So if a member is given a new number, their past performances and officials ratings may not be coming forward to their new number, without manual intervention.

Consequently, if you hear of any skiers or officials complaining about missing scores or lost officials' data, the underlying cause might be such a re-enrollment. The clue will be if the member in question has a different member number on their latest membership card, than they had on their previous card. If that is the case, they should contact the membership department at Headquarters and have them consolidate their memberships – having both numbers will be a huge help -- and particularly mention if there are any officials' ratings and/or credits involved. Once Headquarters fixes the membership status and history consolidation, the affected individual should ask to be transferred over to Traci Baylon, to discuss the specifics of what she has for that Official.

For Seeding and Skier Performances, we have put in place a semi-automated process in the Nightly Rankings recalculation process. That is, when the membership department consolidates two memberships together, that causes a “consolidation cross-reference” record to be created in the membership system. We're using those cross-references to automatically transfer any past scores and/or rankings (even from prior years) to that member's new number. This seems to be helping considerably. However, there are some membership consolidations that took place before this automated process was developed (and hence without cross-references). There also may be other members who have re-enrolled sometime in the past, whose two memberships have never been identified and consolidated. So if a seeding rep should be confronted with a situation where a member reports scores that, “ ... have disappeared – I saw them on the ranking

list back in (...) but they're not there anymore" – then the underlying cause may well be a member number change problem. Rectifying such problems will need to start with the Membership services department.

Please recognize that the full scope of the after-effects of this situation are still being identified, and so please request patience with the volunteers and Headquarters staff in working through the resolution of these problems. Each case may be somewhat unique, and may take some time and special handling to get everything rectified.

Seeding reps – please be aware that there is an “Orphan Scores Report” option that can be run from within the Ranking List administration area – you could run that report and inspect the results, to see if your problem child exists in that listing. This report lists performances that are in the Scores table, where the system is unable to find the corresponding Membership number in the current membership extract table. That’s what an “Orphan Score” is. If so, then the number and name appearing in that report will be helpful to the member and membership department in helping consolidate that member’s old and new identities together.

Seeding reps will recognize that for a score to get uploaded in the first place, it has to match to an existing membership record. So unless somebody has been tinkering with the scores data by manual editing, the only other way for a score record to become an orphan would be for the membership record for that number to go away. And that’s exactly what happens when a member gets consolidated – either their new or old number goes away. Which way it goes depends on how the membership depart handles it – the decision is typically made based on what number was on the latest membership card mailed.

Thank you for your attention.

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Officials’ Committee Chairs
Laura Johnson, Seeding Co. Chair
Melanie Hanson, USA-WS Membership Dept.
Traci Baylon, USA-WS Officials Specialist
Brandon Wolf, USA-WS Competition Dept.