



Florida Region of USA Volleyball

From the Office of the President

To: **Florida Region Clubs & Members**

Copy: File

Date: October 28, 2020

Re: USAV Membership Management System Issues

I am writing to apologize for the technical issues we are having with the new USAV membership management system (MMS) that launched on September 1st of this year. We have documented and elevated the concerns to the vendor (SportsEngine) and are working with the USAV national office to alleviate the registration and club affiliation issues as quickly as possible.

Our region staff remains available between the hours of 9am-5pm, Monday-Friday to assist our members. We're busy managing the phone lines and responding to emails related to the MMS and we are dedicated to helping everyone work through this initial launch period. While we understand that this is frustrating, we are committed to keep moving forward despite the challenges. Together we'll overcome this, and we will be ready to resume volleyball events for the upcoming season.

We appreciate your understanding and we assure you that once the bugs are worked out that this system will offer more stability and functionality for everyone involved. On a positive note, one of the biggest enhancements will be the automatic enrollment of official's training courses for our youth/junior athletes and the scalability of the learning management system. This alone will expedite the bottle neck that we have experienced during the months of November & December for so many years.

You can reach us at office@floridavolleyball.org or (352) 742-0080.

Thank you for your understanding!

Best regards,

A handwritten signature in blue ink, appearing to read "Steve Bishop".

Steve Bishop, Executive Director/President
Florida Region of USA Volleyball, Inc.