

Hello Chapter Leaders and Staff:

As you are all aware from prior communications, the ACR converted to a new Association Management System (AMS) in September to ensure we could continue to meet the needs of our members, chapters and our complex organization. This is the culmination of a multi-year effort that has involved every division of the College. We have no doubt that it will provide us with expanded capabilities to better serve you and all members.

Any change of this magnitude, which included the migration of tens of thousands of member records and other data, comes with challenges, regardless of the significant level of planning and pre-implementation testing that precedes the conversion. You can rest assured that no records have been lost in the transition.

My sincere apologies for the challenges that you may have experienced and may have had an impact on your ability to access chapter information and, most importantly, to receive chapter dues payments in a timely manner. I assure you that our team began working hard to address these challenges as soon as we became aware of them. Of course the time delay was magnified by the recent Holiday season.

Understanding that receiving anticipated dues revenue is of the utmost importance to our chapters, I would like to provide you with the following insights regarding dues collection for 2023. I can confirm that our processes for 2023 dues collection have not changed from prior years although our timeline and methods for implementing those processes has been impacted because of the conversion.

1. The 2023 dues notifications have been distributed to individual members, both electronically and via mail. Please note the timing for 2023 was delayed, with our email invoices and print invoices launching approximately 6-9 weeks later than 2022. We have been receiving and processing dues payments from both new members and renewals since the invoices were distributed.
2. Those dues revenues received by the ACR, both via credit card and check payments, are being deposited into the organization's accounts. We are pleased to see the progressive use of credit card payment by members which minimizes manual check processing costs.
3. During routine verification procedures, we noted that reports that facilitate the identification of revenue owed to the chapters are not functioning correctly. This has resulted in a temporary delay in processing chapter payments. Our team has prioritized this and will be processing payments as soon as possible to all chapters.
4. We also discovered that the automated process to generate group bill invoices was not functioning properly, so those invoices have not been distributed to all groups that take advantage of this service. Group bill invoices are being generated manually, distributed individually, and can be provided upon request. We are working to correct the automated process and distribute all remaining group invoices.

I thank you for your patience as we navigate these changes and work diligently to provide you with service and support that you have come to expect from the College. Please don't hesitate to contact our member services team (membership@acr.org or 800-347-7748) or me personally if you have any questions. We will be keeping you apprised of our progress.

As a reminder, please join us in our ACR Centennial Celebration that will be launched at the Annual Meeting in May in Washington DC. We look forward to seeing you there.

Stay well,

Bill

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