
Program Supply Center Update

The council Program Supply Center continues to be closed until further notice due to COVID 19 restrictions. For the safety of our members, volunteers and staff, operating protocols as defined by the Kingdom of Belgium and the US Dept. of Defense are being strictly followed.

We realize this may cause distress for your unit as you want to recognize Scouts with badges of rank and other advancement related items. For those with US addresses (APO, DPO, FPO and traditional US City and State) you can now order directly from the BSA Supply Distribution Center. Unfortunately, we do not have an interim solution for our non-US address units. Below is the process for those US .

- 1) Unit Leader emails the Advancement Report and Purchase Order pdf from Scoutbook to NDCSupply.Orders@scouting.org.
 - Necessary to include are :
 1. **Advancement Report** from Scoutbook
 2. **Purchase Order in pdf** from Scoutbook
 - Please have the word **"ADVANCEMENT"** in the subject line of the email.
 - A contact **phone number including 011 and country code** for the customer should be included in the email so the Customer Service Representative can contact you for payment information.
 - Be sure to **include your time zone**, so that an appropriate time to contact you can be determined
 - Always note **Transatlantic Council** when referencing your Unit Type and Unit Number.
- 2) A Customer Service Representative will contact you for credit card information, the "ship to" and "bill to" addresses, and verify the correct advancement materials that are needed. Appropriate processes are used to protect your credit card information. **DO NOT INCLUDE CREDIT CARD INFORMATION IN YOUR EMAIL.**



The BSA Supply Group Customer Service Team stands ready to assist you at NDCSupply.Orders@scouting.org or call (800) 323-0736 (Monday through Friday, 8am - 7pm EST).

We are aware that earlier in the COVID 19 crisis, there was a problem with shipping to any address outside the contiguous US. This has now been resolved.

Please be aware that a percentage of each purchase you make with the BSA Supply Group flows back to the Transatlantic Council (TAC) to support program delivery. Include a reference to the Transatlantic Council in all correspondence.