

LTA COMPETITION MANAGEMENT SYSTEM

ORGANISER PORTAL USER MANUAL

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TENNIS
FOR BRITAIN

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INTRODUCTION AND BACKGROUND

The LTA's new Competition Management System has been developed by Visual Reality, who are a software company based in the Netherlands.

The system has been provided to the LTA to facilitate the online entry process in order to aid Tournament Organisers across Great Britain to help administer tennis competitions. The system will ensure that the journey of all users is seamless throughout the tournament life cycle for both organisers and players alike.

Visual Reality are no strangers to the LTA as they are also the software developers for Tennis Tournament Planner (TTP) and League Planner (LP). The website that is currently used to host all tournament draws and schedules will in fact become our new online entry system utilising the full functionality of Visual Reality's services. The LTA have made a number of customisations to the core product to make it work for competitions in Great Britain.

The former interface of lta.tournamentsoftware.com has now become competitions.lta.org.uk and has been re-branded to look similar to the main LTA website. Users will be able to login using the same credentials as they do for the LTA website thus helping to provide a seamless and personalised user experience.

We hope this user guide will aid tournament organisers and officials in setting up and managing their competitions on our new Competition Management System.



Chris Mann
Competition Support Manager

Further support

Further support will be available from the LTA Customer Support Team who can be contacted through the [Contact Us form](#), or your regional Competition Development Partner.

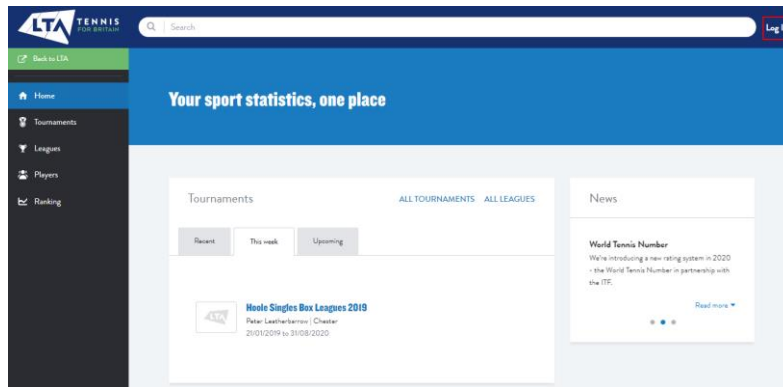
ACCESSING THE SYSTEM

The LTA Competition Management System (CMS) can be accessed through the following URL

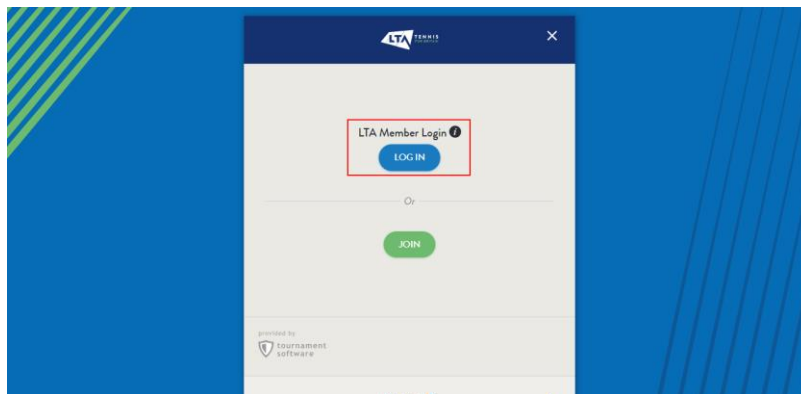
competitions.lta.org.uk

Logging in

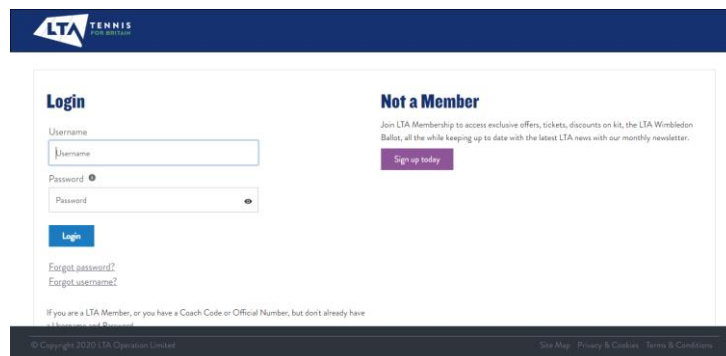
To login, click on the **Login In** link in the top right hand corner.



Select the LTA Member Login Log In button



Enter your **Username** and **Password** and click **Login**

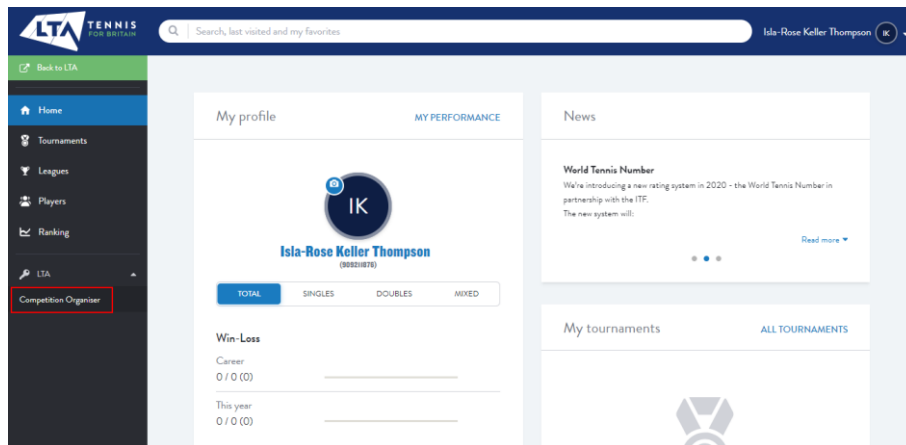


You will now be redirected to your Member's Home Page as a player.



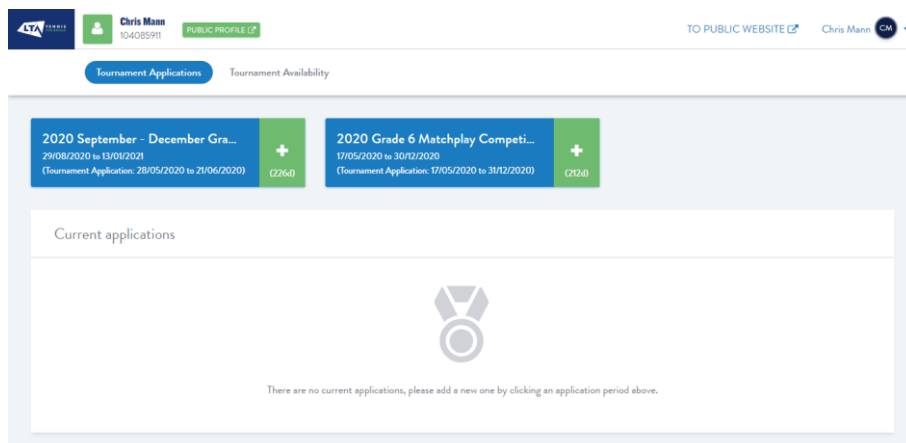
Accessing the Organiser Portal

To access the Organiser Portal click on **Competition Organiser** role in the website's navigation on the left hand side of your screen.



This will take you to the Organiser Portal where for now, you will see two tabs:

- Tournament Applications
- Tournament Availability

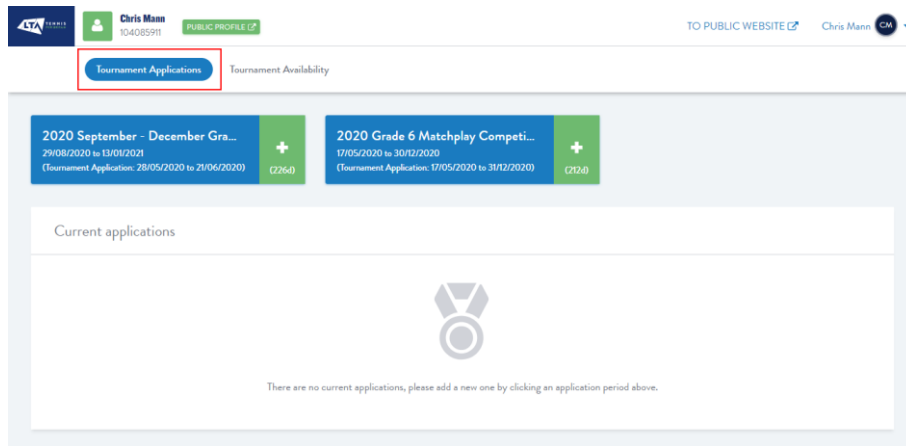


More tabs and functionality will be released as we progress through the development of the system.

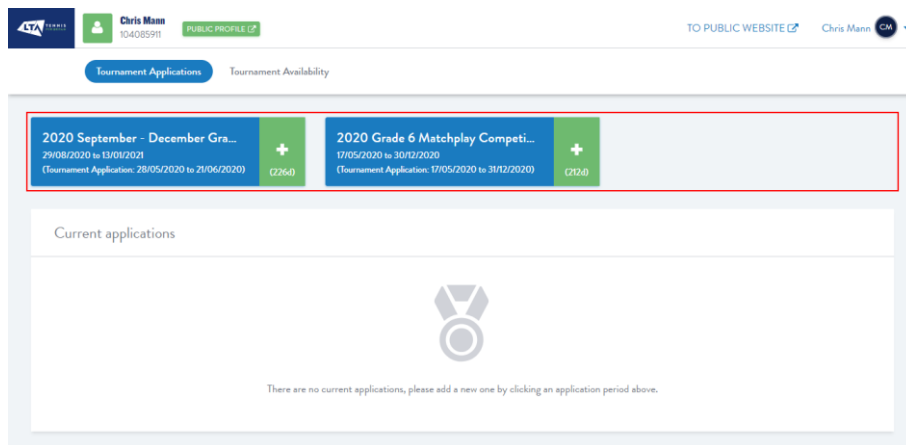
TOURNAMENT APPLICATIONS

Add A New Tournament Application

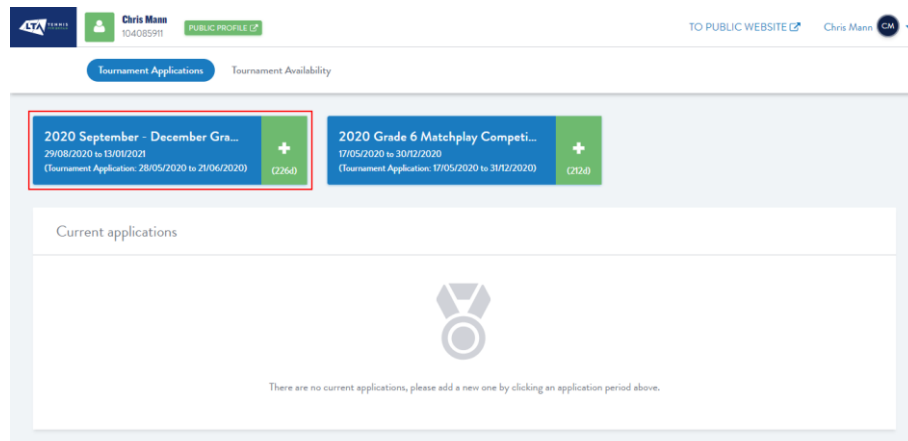
To submit a Tournament Application, click on the **Tournament Applications** tab of the Organiser Portal



Tournament Availability Periods that are currently open or upcoming will show in the area highlighted below



Click on the + sign in the green box of the relevant Tournament Application Type you are wanting to submit a tournament for. The tournament application type will ensure you are providing the right amount of information commensurate with the grade and ensure the appropriate deadlines are adhered to.



Step 1 - General Information

First you will be asked to provide some details about the Tournament:

1. Name
2. Venue: start typing the name of the venue you wish to provide availability for from the drop-down list. Please note that only LTA Registered venues will be listed.
3. Start & End Dates – which must be in the period of this sanctioning window
4. Grade – which will be defined by the grades available in this sanctioning period
5. Default entry fees for singles & doubles
6. Sponsor Information
7. Tournament Organiser's Name: your name will be stated by default, start typing the name of the organiser if this isn't you
8. Tournament Referee's Name: start typing the name of the referee. Checks will be conducted on the referee's license and their grade ensuring they meet the minimum officiating requirements. You can hide the referee's contact details and do have the option to not provide the name of the referee at this stage.

Once you have filled in all these fields (which are all mandatory) click **Next**.

All competitions can be submitted without a Referee, however you will need to make sure that a Referee with an appropriate Referee grade will be assigned to the competition before approval.

Please note: Payment information will be entered once tournaments have been sanctioned.

New application (Booker)

- 1 General info
- 2 Events
- 3 Event details
- 4 Thank you

CANCEL

NEXT

General info

Tournament

Tournament name

Q Venue

Dates

Start date *

End date *

Defaults

Grading

Singles fee	Doubles fee
£0.00	£0.00

Sponsor info

Name

Website

Organizer contact info

Find person
Isla-Rose Keller Thompson

Telephone Email
gerwin@lta.gov.uk

Referee info

Find referee

Telephone Email

Hide referee contact info

CANCEL

NEXT

Step 2 - Events

On the Events page you will be provided with events which you can run based on the type of application. All events which are available to apply for will be listed by type and age group.

Each event is coded:

- BS/GS - Boys Singles/Girls Singles
- BD/GD – Boys Doubles/Girls Doubles
- MS/WS – Men’s Singles/Women’s Singles
- MD/WD – Men’s Doubles/Women’s Doubles
- XD – Mixed Doubles
- S – Singles (any gender)
- D – Doubles (any gender)

New application (Senior)

General info **2** Events **3** Event details **4** Thank you

PREVIOUS CANCEL NEXT

Events **0** TOTAL EVENTS

Category	Events	Choice
35+	MS WS MD WD XD	All
40+	MS WS MD WD XD	All
45+	MS WS MD WD XD	All
50+	MS WS MD WD XD	All
55+	MS WS MD WD XD	All
60+	MS WS MD WD XD	All
65+	MS WS MD WD XD	All
70+	MS WS MD WD XD	All
75+	MS WS MD WD XD	All
80+	MS WS MD WD XD	All
85+	MS WS MD WD XD	All

PREVIOUS CANCEL NEXT

provided by tournament software

Once you have selected all the events you wish to run, click **Next**.

Step 3 – Event Details

For each event selected you will be asked to provide the start and end dates*, the Accepting Entries date, Closing and Withdrawal deadlines, as well as confirming the grade and entry fee. Some closing and withdrawal deadlines will be editable whilst others will be locked down to prevent them being changed.

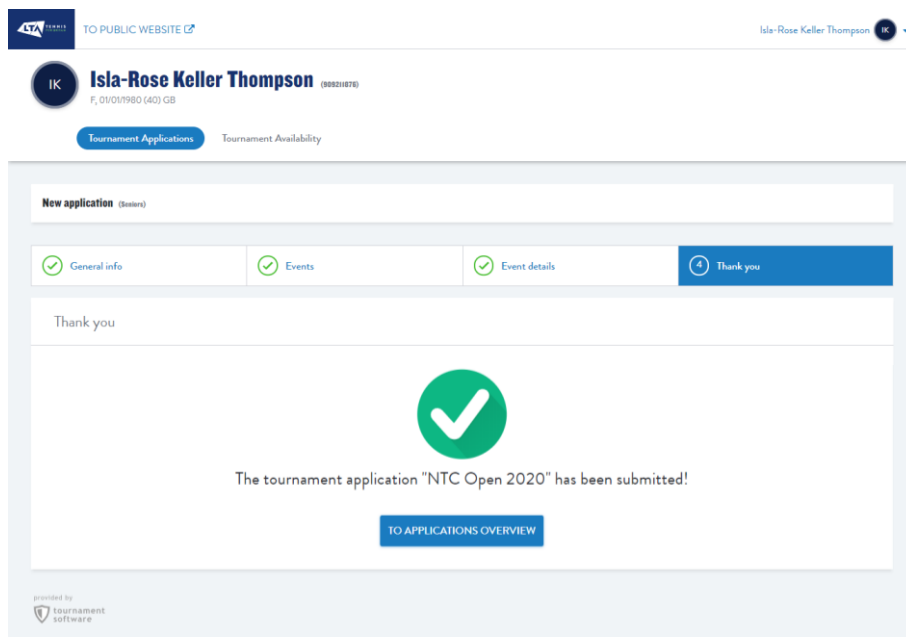
Information such as timing information and provisional draw size will be included within the fact sheet section of the process which will be provided at a later stage. This ensures you are only providing the necessary information at each stage.

Event	Deadlines	Event dates	Grading	Fee
MS 35+	Accepting Entries Date 15/07/2020 00:00	Start Date 30/08/2020 00:00	3	£20.00
	Closing Deadline 16/08/2020 10:00	End Date 05/09/2020 00:00		
	Withdrawal Deadline 18/08/2020 10:00			
WS 35+	Accepting Entries Date 15/07/2020 00:00	Start Date 30/08/2020 00:00	3	£20.00
	Closing Deadline 16/08/2020 10:00	End Date 05/09/2020 00:00		
	Withdrawal Deadline 18/08/2020 10:00			

Once you are satisfied with your amendments, click **Save**.

Step 4 – Thank you

Once you have pressed save you will see a Tournament Application *Thank You* page confirming your submission.



The tournament code format is:

<County short code>-<Year (last 2 digits)>-<Unique ID (4 digits)>

e.g MID-20-0022.

The status of your Tournament Application will be **Submitted**. You will receive also receive an email confirming that your application has been submitted. Your tournament application will now be reviewed by the Competitions Team and your regional Competition Development Partner.

Edit a Tournament Application

At any stage during the Tournament Application Period you can edit an application by clicking on Tournament Applications at main screen of the Organiser Portal.

The screenshot shows the Organiser Portal interface. At the top, there is a navigation bar with the LTA logo, user information for Chris Mann (10408591), and a 'PUBLIC PROFILE' link. Below this, there are two tabs: 'Tournament Applications' (highlighted with a red box) and 'Tournament Availability'. The main content area displays two tournament cards. The first card is for '2020 September - December Gra...' with dates 29/08/2020 to 13/01/2021 and 2264 entries. The second card is for '2020 Grade 6 Matchplay Competi...' with dates 17/05/2020 to 30/12/2020 and 2120 entries. Below the cards is a section titled 'Current applications' showing 'Showing 1 to 1 of 1 entries'. A table lists the application with columns: WK, Name, State, Date, Type, Venue, and Entries. The entry is for '2020 NTC Open 2020' with a status of 'Applied'.

The Current Applications section will list all applications made and also display their status. Click on the tournament name to return to the application and make the necessary changes.

This screenshot is identical to the previous one, but with a red box highlighting the 'Name' column of the '2020 NTC Open 2020' application in the table.

Cancelling a competition and/or event

To cancel a competition click on the drop down menu at the end of the relevant row and select **Edit status**.

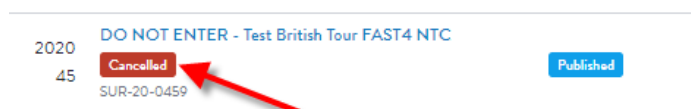
The screenshot shows the Organiser Portal interface with three tournament cards at the top. Below them is a section titled 'Current applications' showing 'Showing 1 to 3 of 3 entries'. A table lists three applications with columns: WK, Name, State, Date, Type, Venue, and Entries. The third entry, 'DO NOT ENTER - Test British Tour FAST4 NTC', has a status of 'Cancelled' and a dropdown menu at the end of the row. A red arrow points to this dropdown menu, which is labeled 'Edit status'.

Select the relevant option from the drop down menu (**Entry paused** or **Cancelled**) and click **Save**.

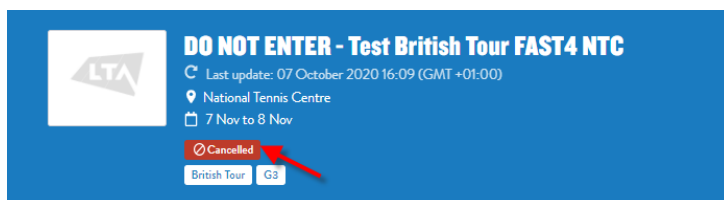


The cancelled status will now be reflected on your Organiser Portal and in the Public view as well. Currently no email notifications will be sent to the players involved so please make sure to get in touch with them before officially cancelling the competition.

Organiser Portal view:



Public view:



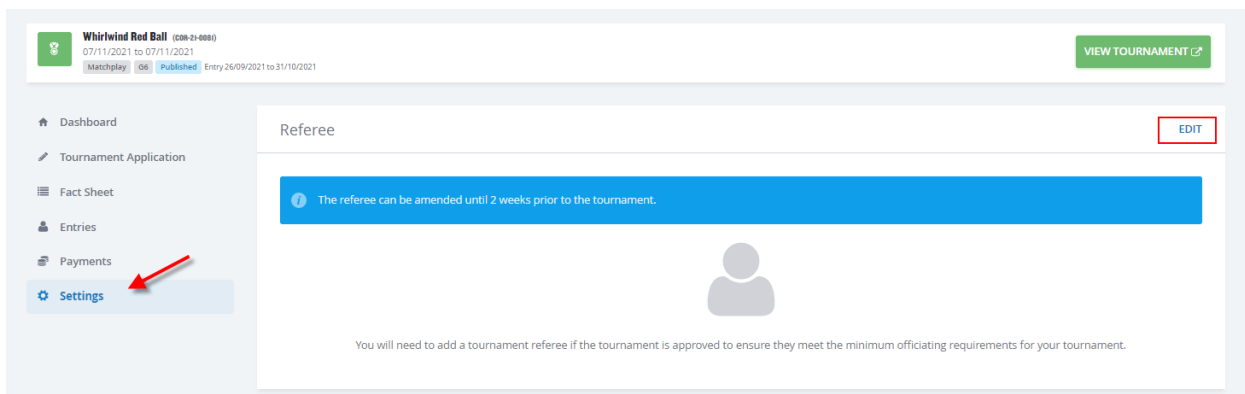
If the competition is still open for entries (based upon the deadlines) the Enter button will also be removed.

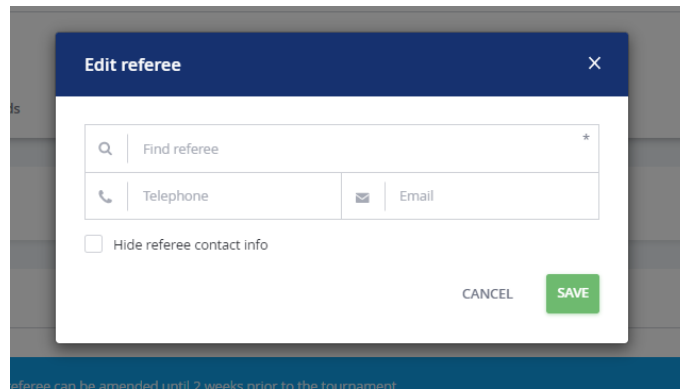
In order to **cancel an event** within a competition, please contact your regional Competition Development Partner.

Amending Referee & Event Details

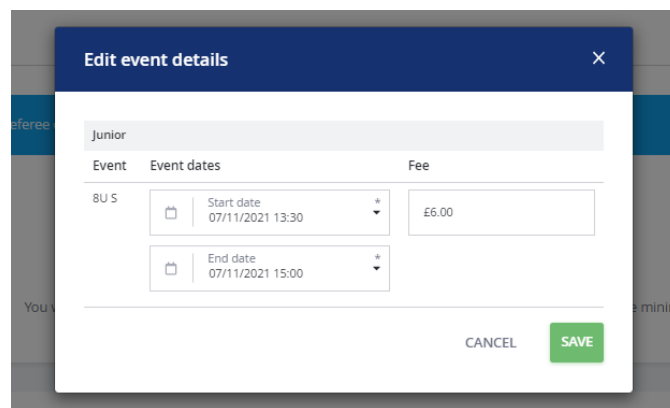
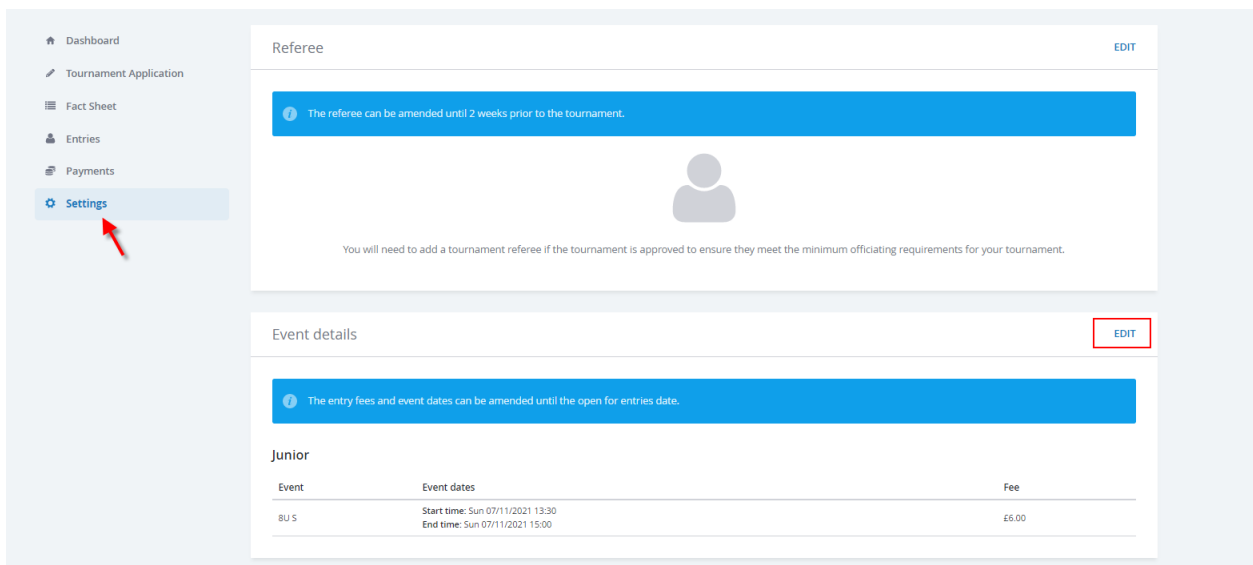
Once a tournament has been approved Organisers will have the ability to amend certain fields of the application within the Settings tab.

Referee details can be amended until 2 weeks prior to the tournament.



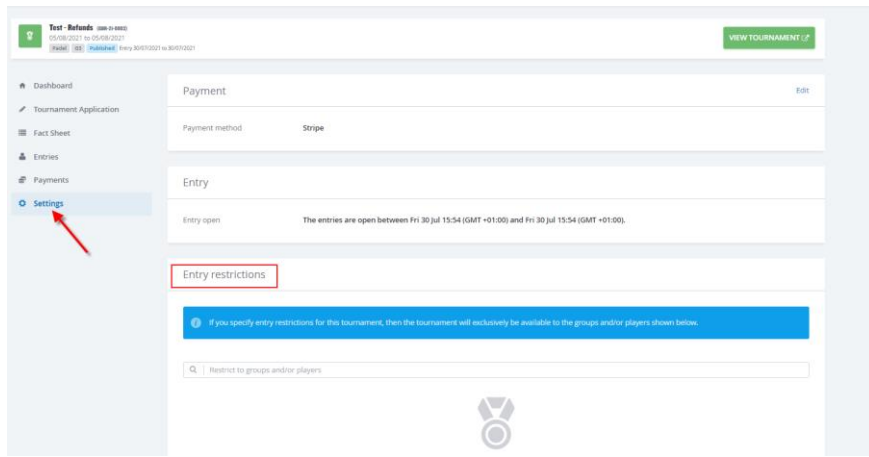


Entry fees and event dates can be amended until the competition opens for entries.

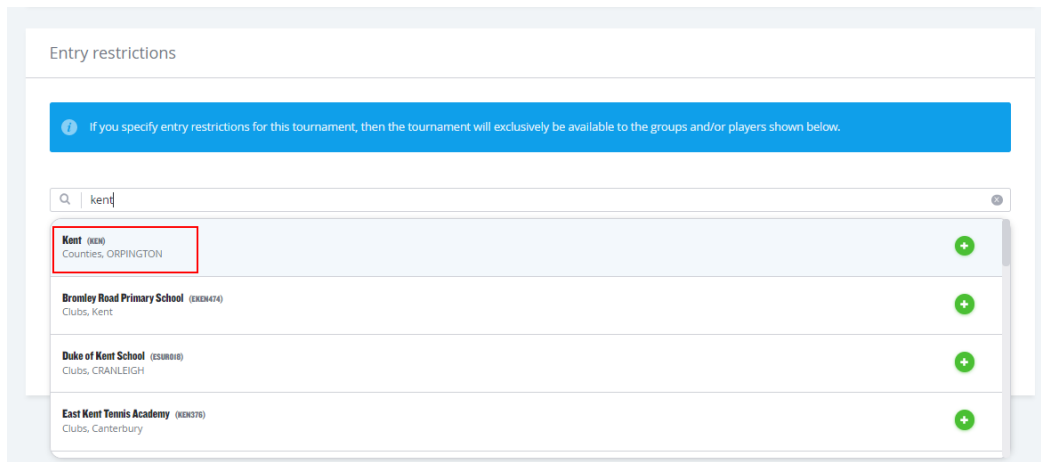


County and Club Restricted Events

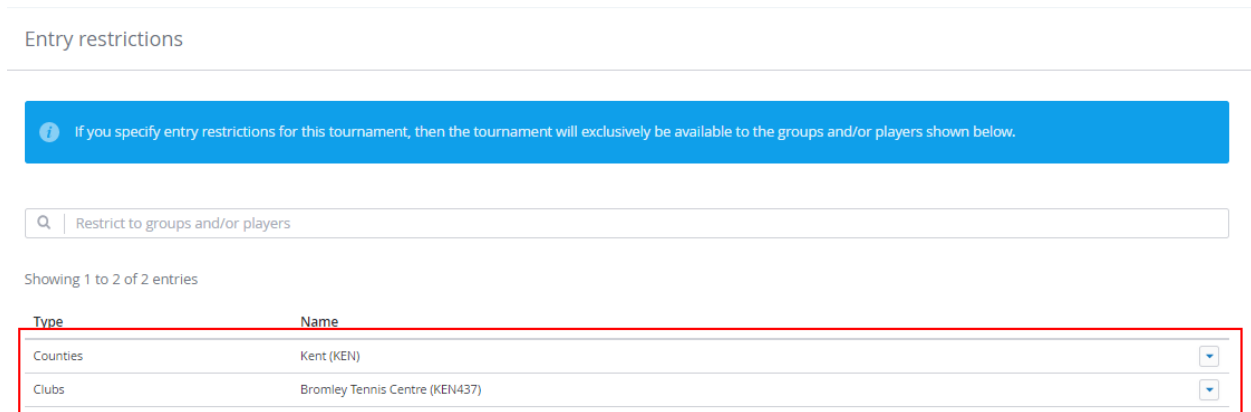
In order to help internal club events and county closed competitions we have introduced an Entry Restriction field in the Settings tab of each tournament.



Using the search bar find the relevant club or county (or list of players)



The selected restrictions will appear here



Once an entry restriction is applied Players need to ensure that they are linked to the relevant venue or play county otherwise the system will block the entry.

TOURNAMENT AVAILABILITY

Add A New Tournament Availability Submission

To provide availability for the LTA's one day tournament programme, click on the **Tournament Availability** tab of the Organiser Portal.

The screenshot shows the LTA Organiser Portal interface. At the top, the user is identified as Chris Mann (104085911) with a 'PUBLIC PROFILE LP' link. The 'Tournament Availability' tab is selected. Two availability periods are listed:

- 2020 September - December Gra... (29/08/2020 to 13/01/2021) (2264)
- 2020 Grade 6 Matchplay Competi... (17/05/2020 to 30/12/2020) (2126)

Below these, the 'Current applications' section shows one entry:

WK	Name	State	Date	Type	Venue	Entries
2020 35-36	NTC Open 2020 SUR-20-0008	Applied	30/08/2020 to 05/09/2020	Weeklong	National Tennis Centre (London, SW15 5JQ)	-

Open and upcoming Tournament Availability Periods will show in the area highlighted below

The screenshot shows the LTA Organiser Portal interface. The 'Tournament Availability' tab is selected. The '2020 September - December' availability period (01/09/2020 to 31/02/2020) is highlighted with a red box. Below it, the 'Current availability submissions' section is empty, showing a message: "You have no current availabilities. To add a new availability you can click one of the periods above."

Click on the + sign in the green box of the relevant availability period you are wanting to provide availability for to open a new submission.

The screenshot shows the LTA Organiser Portal interface. The 'Tournament Availability' tab is selected. The '2020 September - December' availability period (01/09/2020 to 31/02/2020) is highlighted with a red box. Below it, the 'Current availability submissions' section is empty, showing a message: "You have no current availabilities. To add a new availability you can click one of the periods above."

Step 1 - General Information

Firstly, you will be asked to provide some details about the Venue and Tournament Organiser:

1. Venue: start typing the name of the venue you wish to provide availability for from the drop-down list. Please note that only registered venues will be listed.
2. State the default number of events you can host on a given day
3. State the default court type
4. Ensure your name appears as the organiser in the contact name field. This can be removed by clicking the **x** if you wish to show a different organiser.

The screenshot shows the 'Tournament Availability' form for the period 'Availability - 2020 September - December' (01/09/2020 to 31/12/2020). The form is divided into four steps: 1. General Information, 2. Availability, 3. Terms & Conditions, and 4. Thank you. The 'General Information' step is active. It contains fields for 'Venue' (with a search bar for 'Location'), 'Default max. events per day' (set to 0), 'Default court surface', 'Contact' (with a search bar for 'Name' showing 'Isa-Rose Keller Thompson'), 'Phone', and 'Email' (showing 'gemen@visual.nl'). There are 'CANCEL' and 'NEXT' buttons at the top and bottom of the form.

Click **Next**

Step 2 - Availability

The availability screen is made up of two sections:

1. Calendar
2. Availability Submission

Calendar

The calendar area of this screen allows users to select the date they wish to view. You can select any date. There is a scroll bar to enable to you move up and down the months.

Key:

Light Blue – Events available on this day

Dark Blue – Date selected

Green – Availability provided

January 2021

MO	TU	WE	TH	FR	SA	SU
						9 10
11	12	13	14	15	16 17	
18	19	20	21	22	23 24	
25	26	27	28	29	30 31	

Availability Submission

Once you have selected a date, the events which are available to apply for will be listed by grade and age group.

At the top you should confirm your default values are valid i.e. the maximum number of events you wish to be selected for and the court type.

Each event is coded:

BS/GS - Boys Singles/Girls Singles
BD/GD – Boys Doubles/Girls Doubles
MS/WS – Men’s Singles/Women’s Singles
MD/WD – Men’s Doubles/Women’s Doubles
XD – Mixed Doubles
S – Singles (any gender)
D – Doubles (any gender)

To apply for an event simply click the button which will then turn blue. This may take a short time to save. If you are happy to run all or any of a particular age group you can click **All** to select all available events.

9U - 5

BS	GS	S	All
----	----	---	-----

11U - 5

BS	GS	All
----	----	-----

Your selections are saved each time you make a selection and each time you move to another date. The date the availability has last been saved is shown at the top and bottom of the screen.

Having provided your availability for one day click on the next date you wish to select in the calendar view.

Once you are satisfied you have made your selections for each date click **Next**.

Step 3 - Terms and Conditions

Read the terms and conditions and click the **No** button which will turn green and display **Yes** to acknowledge you have read and understood the Terms and Conditions.

Once you have agreed to the Terms and Conditions you will be able to click **Save** to submit your application.

The screenshot shows the 'Tournament Availability' page for the 'Availability - 2020 September - December - Maidenhead Lawn Tennis Club' (01/09/2020 to 31/12/2020). The progress bar indicates four steps: General Information, Availability, Terms & Conditions (current step), and Thank you. The 'Terms & Conditions' section contains the following text:

Terms & Conditions

By submitting an application to run Grade 4 and 5 One Day Tournaments in the 2019 Summer Season you agree to:

- ensure the tournament will be conducted in strict accordance with the Rules of Tennis, the Rules of the Lawn Tennis Association and the LTA Competition Regulations;
- run any applications selected by the Regional Team;
- create any successful applications by the published deadline;
- ensure a suitably licensed and graded referee is appointed (this referee must be stated on the LTA website) at least 28 days in advance of the tournament. Any changes must be approved by the Regional Team;
- publish timing information and provisional draw sizes (8 or 16) on the LTA website;
- run your tournament using approved draw formats and the FAST4 Scoring Format as approved by the Lawn Tennis Association at both Grade 4 and 5 through all YOU - Open age groups. Guidance on odd numbers will be provided to successful applicants.

At the bottom of the page, there is a checkbox for 'I agree to the Terms & Conditions *' which is currently unchecked. The page also shows 'PREVIOUS' and 'CANCEL' buttons and a 'SAVE' button. The last save time is 07:06:05 +00:00 on 01/06/2020.

Once you have pressed save you will see an Availability Submission *Thank You* page confirming your submission.

The screenshot shows the 'Thank you' page for the 'Availability - September - December 2020 - Maidenhead Lawn Tennis Club' (01/09/2020 to 31/12/2020). The progress bar now shows 'Thank you' as the final step, highlighted in blue. The main content area features a large green checkmark icon, the text 'Thank you', and 'We have received your availability.' Below this is a 'BACK TO AVAILABILITY' button. The user's name 'Isla-Rose Keller Thompson' is visible at the top. The page also shows 'PREVIOUS' and 'CANCEL' buttons and a 'SAVE' button. The last save time is 08:53:19 on 17/04/2020.

In the Tournament Availability view the status of your application will be marked as **Submitted**.

2020 September - December
01/09/2020 to 31/12/2020
Availability submission until 21/06/2020

Current availability submissions

Name	Status	Start date	End date	Events assigned
Maidenhead Lawn Tennis Club	Submitted	01/09/2020	31/12/2020	0/1

provided by tournament software

Edit a Tournament Availability Submission

At any stage during the Availability Submission Period you can edit an availability submission, if you click on **Tournament Availability** from the main screen of the Organiser Portal.

2020 September - December Gra...
29/08/2020 to 13/01/2021
(Tournament Application: 28/05/2020 to 21/06/2020)

2020 Grade 6 Matchplay Competi...
17/05/2020 to 30/12/2020
(Tournament Application: 17/05/2020 to 31/12/2020)

Current applications

Showing 1 to 1 of 1 entries

WK	Name	State	Date	Type	Venue	Entries
2020 35-36	NTC Open 2020 SUW-20-0003	Applied	30/08/2020 to 05/09/2020	Weeklong	National Tennis Centre (London, SW15 5JQ)	-

provided by tournament software

The Current Availability Submissions section will list all submissions made and display their status. Click on the venue name to return to the submission and continue providing your availability.

2020 September - December
01/09/2020 to 31/12/2020
Availability submission until 21/06/2020

Current availability submissions

Name	Status	Start date	End date	Events assigned
Maidenhead Lawn Tennis Club	Submitted	01/09/2020	31/12/2020	0/1

provided by tournament software

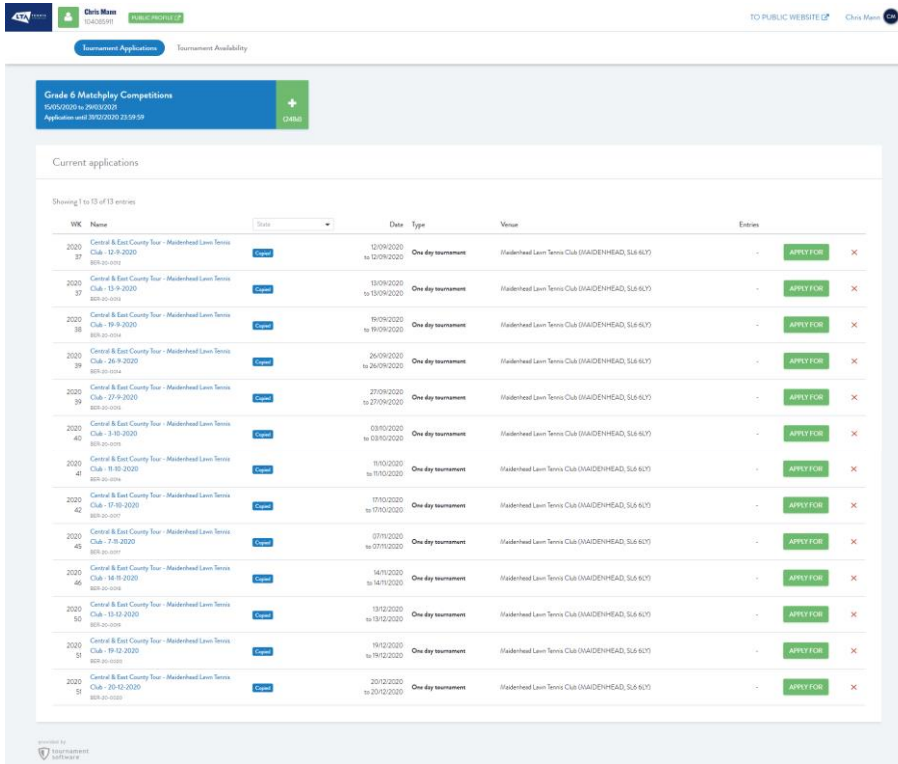
Confirming Tournaments

Once your regional Competition Development Partner has reviewed the availability provided for the region as part of the competition planning process, your tournament applications will be generated for you in line with the events you have been granted. This process will ensure consistency across the country in how applications are generated.

You will receive an email from the LTA informing you that you have been allocated tournaments through the availability process. These will now need to be submitted with the inclusion of further information by means of a completed "Fact Sheet".

Upon receiving this email follow the simple steps below to confirm your application.

1. Log into your **Organiser Portal** (see pages 4 – 6).
2. Select the **Tournament Applications** tab within the Organiser Portal
3. Your successful applications will be listed:



The screenshot shows the LTA Organiser Portal interface. At the top, there is a navigation bar with the LTA logo, user information for Chris Mann (104610091), and a 'PUBLIC WEBSITE' link. Below the navigation bar, there are tabs for 'Tournament Applications' and 'Tournament Availability'. The main content area is titled 'Grade 6 Matchplay Competitions' and shows a list of 'Current applications'. The list is a table with columns for 'WK', 'Name', 'Status', 'Date', 'Type', 'Venue', and 'Entries'. Each row represents a tournament application with a date range, a 'Status' dropdown menu, and an 'APPLY FOR' button. The table shows 13 entries, all with a status of 'Open' and an 'APPLY FOR' button.

WK	Name	Status	Date	Type	Venue	Entries
2020-37	Central & East County Tour - Maidenhead Lawn Tennis Club - 12-9-2020 to 20-9-2020	Open	12/09/2020 to 20/09/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-37	Central & East County Tour - Maidenhead Lawn Tennis Club - 13-9-2020 to 20-9-2020	Open	13/09/2020 to 20/09/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-38	Central & East County Tour - Maidenhead Lawn Tennis Club - 19-9-2020 to 20-9-2020	Open	19/09/2020 to 19/09/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-39	Central & East County Tour - Maidenhead Lawn Tennis Club - 26-9-2020 to 27-9-2020	Open	26/09/2020 to 26/09/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-39	Central & East County Tour - Maidenhead Lawn Tennis Club - 27-9-2020 to 28-9-2020	Open	27/09/2020 to 27/09/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-40	Central & East County Tour - Maidenhead Lawn Tennis Club - 28-9-2020 to 29-9-2020	Open	03/10/2020 to 03/10/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-41	Central & East County Tour - Maidenhead Lawn Tennis Club - 18-10-2020 to 20-10-2020	Open	18/10/2020 to 19/10/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-42	Central & East County Tour - Maidenhead Lawn Tennis Club - 17-10-2020 to 20-10-2020	Open	18/10/2020 to 17/10/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-43	Central & East County Tour - Maidenhead Lawn Tennis Club - 7-11-2020 to 20-11-2020	Open	07/11/2020 to 07/11/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-46	Central & East County Tour - Maidenhead Lawn Tennis Club - 14-12-2020 to 20-12-2020	Open	14/12/2020 to 14/12/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-50	Central & East County Tour - Maidenhead Lawn Tennis Club - 13-12-2020 to 20-12-2020	Open	13/12/2020 to 13/12/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-51	Central & East County Tour - Maidenhead Lawn Tennis Club - 19-12-2020 to 20-12-2020	Open	19/12/2020 to 19/12/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-
2020-52	Central & East County Tour - Maidenhead Lawn Tennis Club - 20-12-2020 to 20-12-2020	Open	20/12/2020 to 20/12/2020	One day tournament	Maidenhead Lawn Tennis Club (MAIDENHEAD, SL4 6JY)	-

4. Click on the **Apply for** button to complete the application:



5. Most fields within the application not be editable by the user. Enter the:

General Information

- Default Entry Fee (this will populate the entry fee per event)
- Sponsor information (including a competition provider name)
- Tournament Referee

Click **Next**

Events

Click **Next**

Event details

Click **Save**

6. The status of your Tournament Application will be **Submitted**. You will also receive an email confirming your application has been submitted.

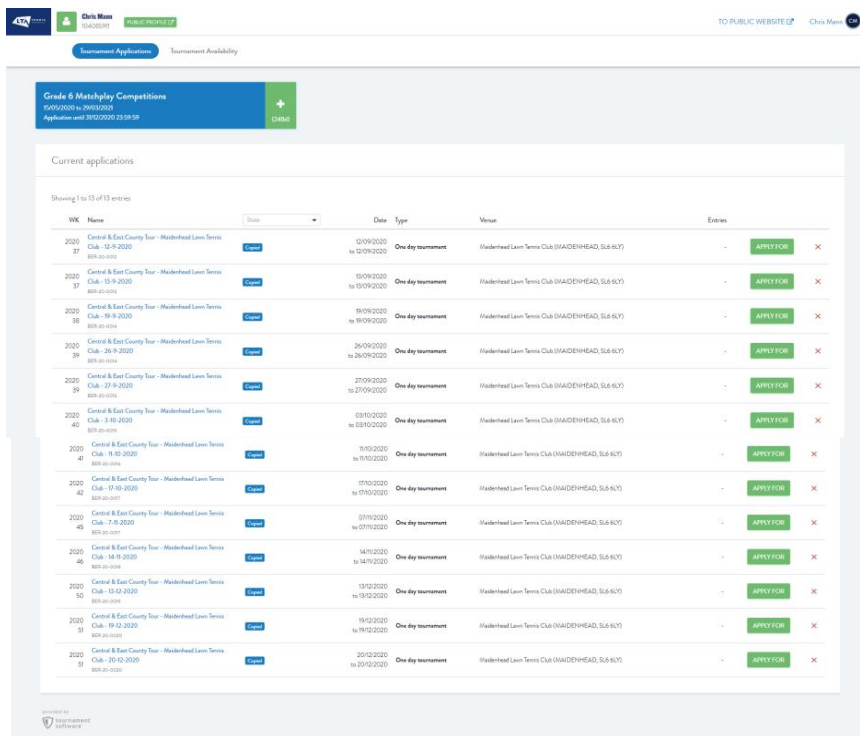
Your tournament application will now be reviewed by the Competitions Team and your regional Competition Development Partner.


Rejecting Tournaments Allocated

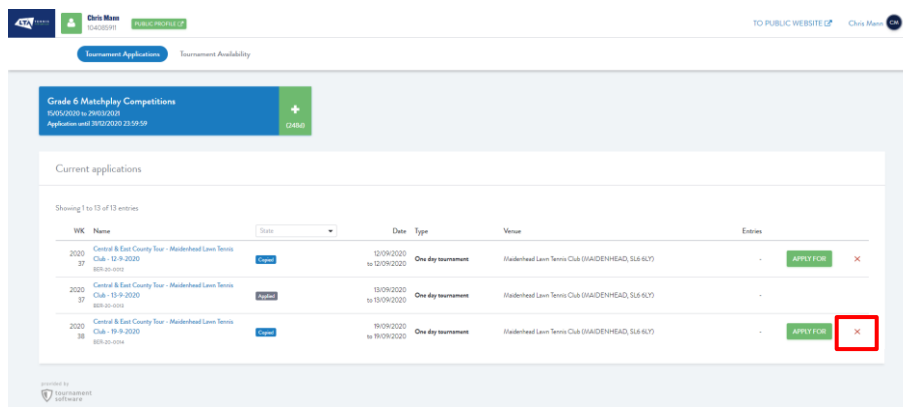
We accept that in between providing availability and receiving your allocation of tournaments things may change which mean you can no longer run something on a given day. We would obviously prefer as much notice as possible.

1. Log into your **Organiser Portal** (see pages 4 – 6).
2. Select the **Tournament Applications** tab within the Organiser Portal

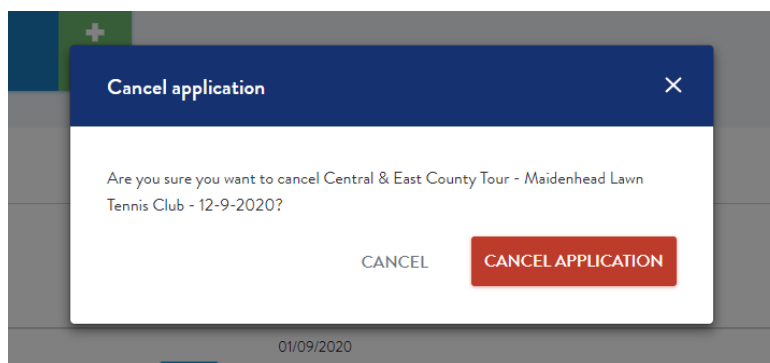
3. Your successful applications will be listed:



4. Click on the red cross  next to the apply for button to reject the application:



5. Finally confirm you wish to **Cancel Application**



6. The status of your Tournament Application will be **Cancelled**.

FACT SHEET

Fact sheets are used to provide information about your tournament to your customers (our players and parents). They should answer most players'/parents' questions and reduce the number of queries you receive.

Fact sheets have three sections:

1. Tournament Information
2. Event Information
3. Regulations

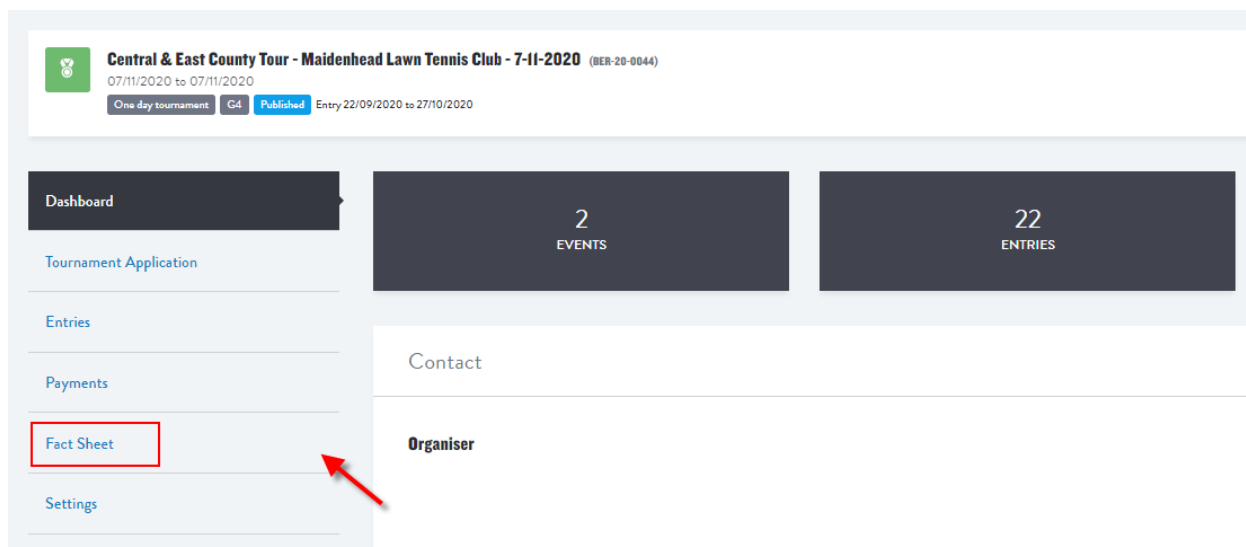
Your fact sheet will be pre-populated with as much detail as possible from your application and/or our standard regulations leaving you to simply fill in the remaining elements.

You will need to submit the fact sheet before the tournament opens for entries.

Completing your Fact Sheet

To access the fact sheet for your event:

1. Log into your **Organiser Portal** (see pages 4 – 6).
2. Select the **Tournament Applications** tab within the Organiser Portal
3. Select the tournament you wish to edit from your list of current tournaments by clicking on the tournament name
4. Select the **Fact Sheet** tab



The screenshot shows the Organiser Portal interface for a tournament. At the top, the tournament name is "Central & East County Tour - Maidenhead Lawn Tennis Club - 7-11-2020" with a reference number "(BER-20-0044)". Below this, the dates "07/11/2020 to 07/11/2020" and "Entry 22/09/2020 to 27/10/2020" are displayed, along with a "Published" status. The main dashboard area features a sidebar on the left with navigation options: "Dashboard", "Tournament Application", "Entries", "Payments", "Fact Sheet" (highlighted with a red box and a red arrow), and "Settings". The main content area shows two large dark grey boxes: "2 EVENTS" and "22 ENTRIES". Below these, there are sections for "Contact" and "Organiser".

Tournament Information

The fact sheet is populated with much of the information in this section from your application including:

- Name
- Code (now known as number)
- Start & End Date
- Week Number
- Organiser & Referee Details
- Venue
- Count Type (Indoor / Outdoor)

Should you wish to make any changes here you would need to make these in the “Application” section or by contacting your Competition Development Partner.

5. Click **Edit** in the top right-hand corner of the Tournament Information section

 Tournament information

[Edit](#)

6. Complete the missing information in the following sections:

- Venue (Parking, Catering, Courts, Other)
- Secondary Venue (if you have one)
- Entry Restrictions (number of singles, doubles and mixed events a player can enter and whether the singles need to be consecutive age groups)
- Other (Prizes, Other Information, Entry Information)

7. Click **Save** to submit your changes.

Event Information

Many of the details for each event have been populated by the tournament application including:

- Name
- Grade
- Start & End Date
- Closing Deadline & Withdrawal Deadline
- Entry Restrictions
- Entry Fee

Should you wish to make any changes here you would need to make these in the “Application” section or by contacting your Competition Development Partner.

8. By the side of each event name there is an **Edit** button to edit the event information.

18U BS [Edit](#)

Grade
Grade 6

Start date
01/09/2020

End date
01/09/2020

Closing deadline
05/08/2020 12:11

Withdrawal deadline
05/08/2020 12:11

9. Complete the missing information in the following sections:

- Own Age Group Priority – only to be selected where 19+ priority has been permitted by the LTA Competitions Team
- Consolation
- Proposed Draw Size
- Timings
- Draw Format
- Scoring Format

10. Click **Save** to submit your changes.

Regulations

Much of the information is pre-populated according to LTA Competition Regulations and cannot be changed. However, there is the ability to add information in three areas:

- Additions to the Acceptance & Seeding Criteria
- Additions to the Refund Policy
- Local Regulations

To add additional information

11. Click **Edit** in the top right hand corner of the Regulations section

[Regulations](#)

[Edit](#)

12. Complete the additional information in the following sections:

- Additions to the Acceptance & Seeding Criteria
- Additions to the Refund Policy
- Local Regulations

13. Click **Save** to submit your changes.

That completes your fact sheet and the fact sheet will be published on the tournament page of the Competition Management System. Players and parents should be directed to this to answer any queries.

Editing your Fact Sheet

The fact sheet can be edited by following the steps above. The fact sheet is editable at any time however any fields which are pulled through from the tournament application are not. To edit any field which is provided in the Tournament Application, please contact your Competition Development Partner.

PAYMENT PROVIDER – STRIPE

In order for your tournaments to display on the Competitions Portal and receive online payments you must register an account with our new payment provider Stripe. These instructions are to support competition organisers, competition providers and venues in setting up their Stripe accounts.

If you already have a Stripe account that you wish to use as a Competition Organiser proceed to *Connecting your Stripe account to a tournament*.

Setting up a Stripe account

1. Go to the Stripe website - <https://dashboard.stripe.com/register>
2. Fill in the basic details (Email, Name and Password) to create an account, agree to the Terms & Conditions and click **Create account**
3. You will be sent a verification email from stripe and select the **Verify email address button**
4. When you log in to your Stripe dashboard you will see a list of steps you need to take to verify your account. Having completed step 3 above your email address should now be verified. Select **Activate your Stripe account** which will take you through the onboarding process dependant on your circumstances.
5. Provide Stripe with the details requested in each of the following sections:
 - Business Structure
 - Business Details
 - Credit Card Statement
 - Bank Details
 - Two-step Authentication
 - Summary

Other tabs may appear dependant on the type of organisation you select in Business Structure.

Here is some guidance on completing certain fields in the application process:

- **Type of business** - tennis venues will mostly fall under the 'Individual / Sole Trader' category, however other categories are: Non-profit (for a registered Charity), Partnership/LLP, Private Limited Company.
- **Company & VAT numbers** are optional and may not apply to you or your venue.
- **Business Website** – please enter *competitions.lta.org.uk*
- **Product Description** – please enter *Online Tournament Entry System for LTA Sanctioned Competitions by the Lawn Tennis Association, national governing body for tennis in GB.*
- **Credit card statement details** – this is what you would want to appear on a customer's card statement e.g. NTC Comps.
- **Bank Details** - these are the venue's or your competition business details where funds will be deposited.

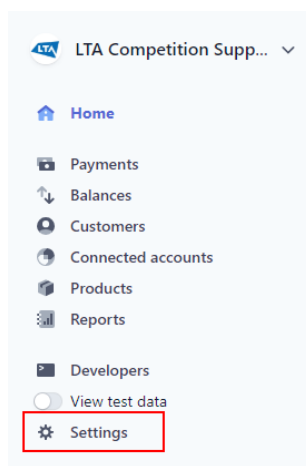
Please Note:

If you have a bank account for your organisation that requires authorisation from multiple people (2 or more), it should still be fine to connect to your Stripe account. The one thing you'll need to do is ensure that everyone who's authorization is required for direct debit withdrawals to work from that account gives their signature and approval through your bank. This includes your financial institution as well. Stripe do not present an option for multiple signatories from their end, or paper instructions, because they don't require this for connecting a bank account.

Customising your account

We've suggested some customisations that are recommended for using the new Competition Management System and based on our business set up.

1. From the Admin Dashboard in the **Business Setting** section, select **Settings** in the left-hand side menu.



Business settings

Your business Account information Bank accounts and scheduling Tax details Branding Emails	Team and security Team Security history Authorised applications	Compliance PCI compliance Verification
Reporting and documents Documents Legacy exports	Stripe beta programs Early access features	

2. Stripe sends the money to your bank account automatically and will recall money if there are insufficient funds in the account. We kindly ask you to set the payouts to “Manual”

To update this, select the **Bank accounts and scheduling** from the Settings page and click **Save**.

3. You'll need to enable customer emails for successful payments and refund transactions.

To update this select **Emails** from the Settings page and click **Save**.

Customer emails

Email customers about... Successful payments ⓘ Refunds
To manage emails about invoices, failed payments, and more, visit [Billing settings](#) →

Debit emails Send Bacs mandate and debit initiation emails ⓘ

Support email Email replies will go to nationalcompetitions@lta.org.uk based on your [Account settings](#) →

Default language ⓘ English ▾

[Having trouble sending email receipts?](#) → Save

4. You can authorise access to other users, if you wish to.

To add other users select **Team** from the Settings page and select **New Member**.

Settings > Team

Filter by name or email... All roles ▾ + New member Export team

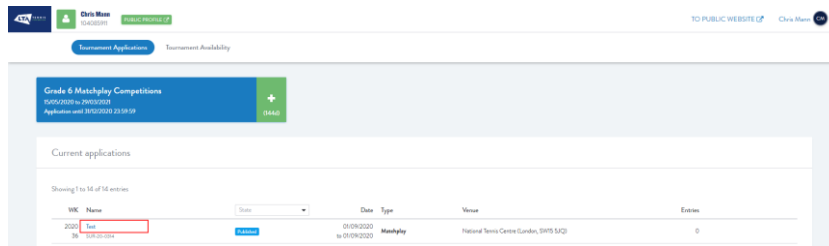
TEAM MEMBER	ROLE	LAST LOGIN	TWO-STEP ⓘ
Chris Mann <small>You</small> chris.mann@lta.org.uk	Administrator	28 minutes ago	Enabled
LTA Operations Ltd - Competition Support competitionsupport@lta.org.uk	Administrator (Owner)	last month	Enabled
Krisztina Ivan krisztina.ivan@lta.org.uk	Administrator	last month	Edit Remove...

3 members Previous Next

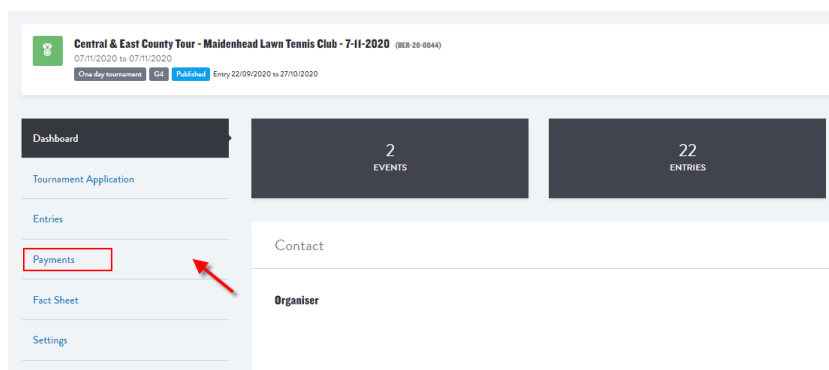
Connecting your Stripe account to a tournament

From your Organiser Portal:

1. Select the tournament you are wishing to connect to your Stripe account.



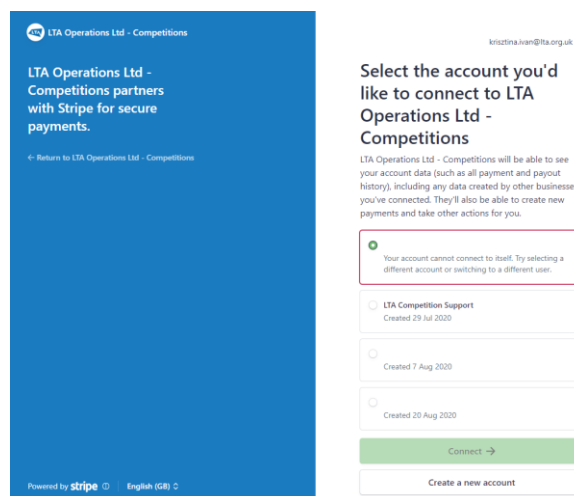
2. Select the **Payments** tab which will only become available in the Organiser Portal once your tournament has been approved and published by the LTA Competitions Team.



3. Ensure you are logged in to your Stripe account.
4. Click the **Connect Account** button



5. Follow any prompts by Stripe to select the correct account if your user has access to multiple accounts.



6. The Stripe account will be listed on the **Payments** tab of the **Tournament Dashboard** you can change the Stripe account from here too.

Stripe & LTA Service Fees

Entry Transaction

The service fee per entry transaction will be **3.5%+50p**, split between a processing fee for Stripe and an LTA service fee. The LTA service fee is a contribution towards the LTA's investment in the project and ensures ongoing commitment to developing the system further.

Withdrawal Transaction

Any player withdrawing from a competition prior to the withdrawal deadline will be charged an admin fee of **3.5%+50p**. A worked example of the changes to fees below:

	£	
Entry Transaction		
Entry Fee	20.00	
Service Fee	(1.20)	Stripe Processing Fee: 0.50 / LTA Service fee: 0.70
Net Entry Fee	<u>18.80</u>	
Withdrawal Transaction		
Entry Fee Refund	<u>(20.00)</u>	
Organiser Balance	<u>(1.20)</u>	

Where player withdraws before the withdrawal deadline and incurs the withdrawal admin fee, they will receive the entry fee less the **3.5%+50p** admin fee.

Withdrawal Transaction	
Net Entry Fee	18.80
Entry Fee Refund	<u>(18.80)</u>
Organiser Balance	<u>(0.00)</u>

Refund Transaction

Any player requiring a refund from a competition because the competition has been cancelled or the player hasn't been accepted MUST receive a full refund. This includes players on reserve lists who are not called upon to play.

The transaction costs imposed by Stripe and the LTA Service Fee will not be refunded to the organiser. This means that a refund transaction will cost an organiser **3.5%+50p** i.e., the initial transaction cost.

Withdrawal Transaction	
Net Entry Fee	18.80
Entry Fee Refund	<u>(20.00)</u>
Organiser Balance	<u>(1.20)</u>

INTERACTING WITH TENNIS TOURNAMENT PLANNER (TTP)

A new version of TTP is required to connect to the new LTA Competition Management System. The latest release is now ready to install. The process for managing entries has changed, so please follow the instructions in this guide carefully as they do differ from the old system.

You will also see the old functionality which is still there to enable us to complete the transition from one system to the other, although some of these functions will be removed in future releases of TTP.

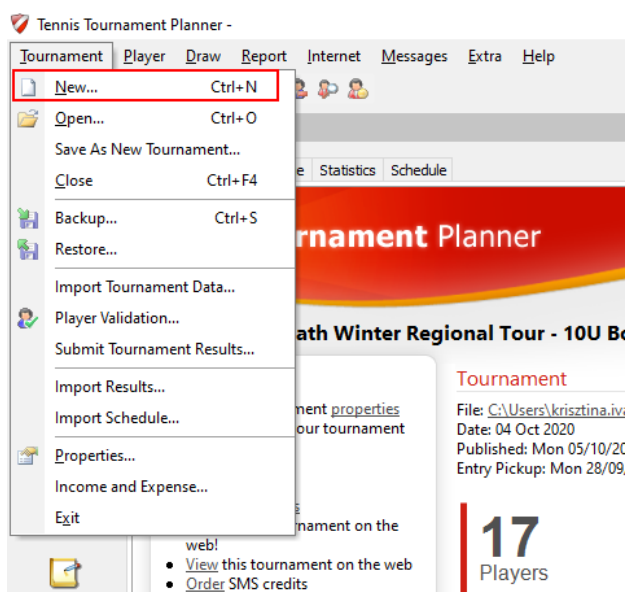
Updating TTP

A new version of TTP will need to be downloaded and installed from www.LTA.org.uk/TTP. You will find useful guides on installing and updating TTP on the same page mentioned above.

Downloading your TTP file

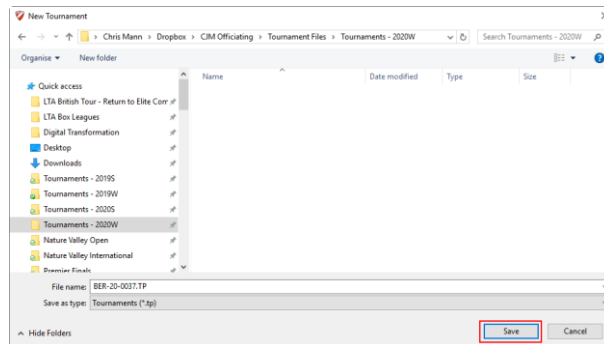
The process for creating the TTP file for a tournament has changed. **Please follow these instructions carefully to ensure you find your tournament.**

1. Select the **Tournament** → **New** from the menu.

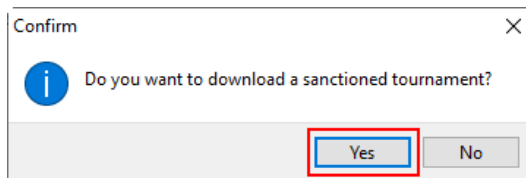


2. You will be prompted to determine the location of where you want to save the TTP file and the name you wish to give it. We recommend you save each tournament file using the tournament code, name and/or date.

Click **Save**

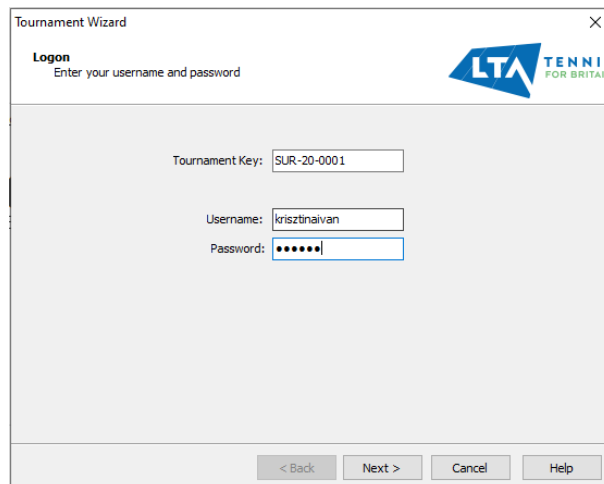


3. When asked 'Do you want to download a sanctioned tournament?', click **Yes**

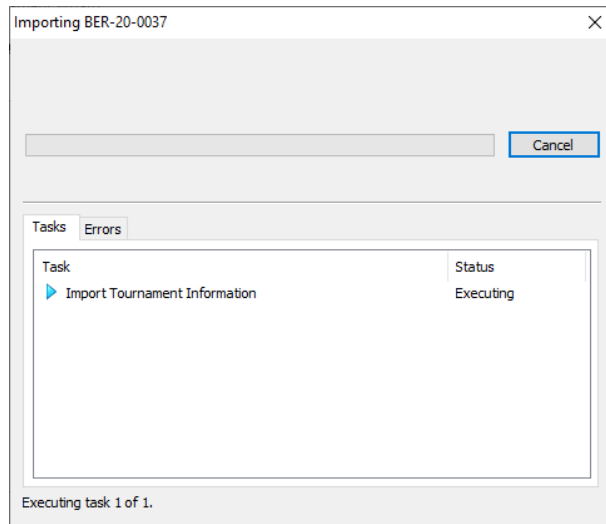


4. Enter the **Tournament Key**, **User Name** and **Password** and click **Next**.

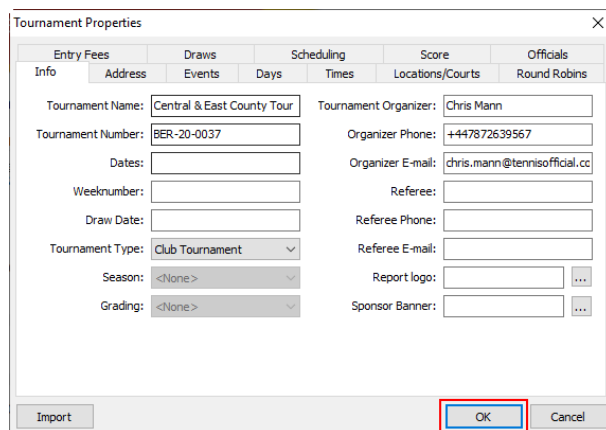
The tournament key can be found in your organiser portal. You can use your LTA username and password using the single sign-on solution to access the competition as shown below.



5. The tournament data will begin to download.



6. Once the tournament data has been downloaded the Tournament Properties will open. Check and amend each tab and make any necessary changes (there are 12 tabs in total) noting that some information cannot be changed.

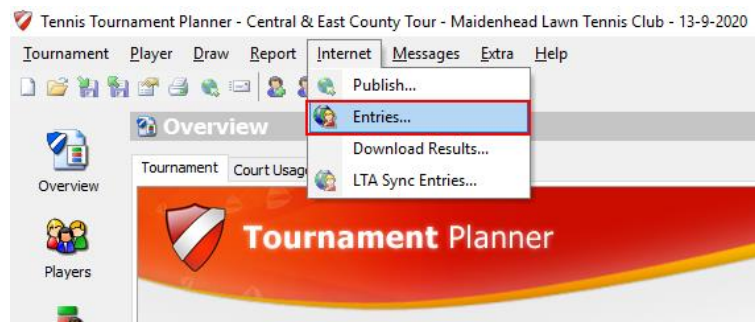


Once you have completed the Tournament Properties click **Ok**.

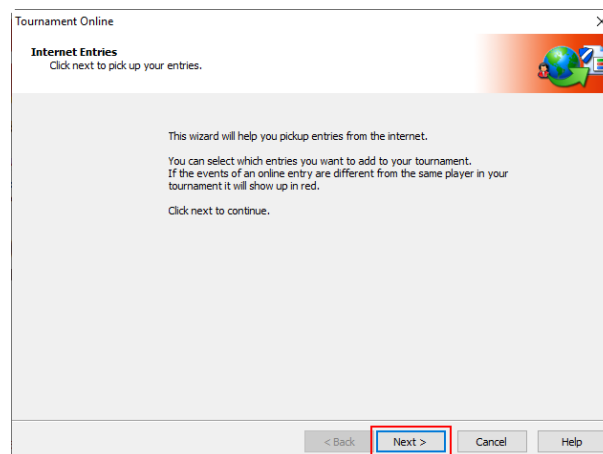
Downloading entries

To import online entries into your TTP file:

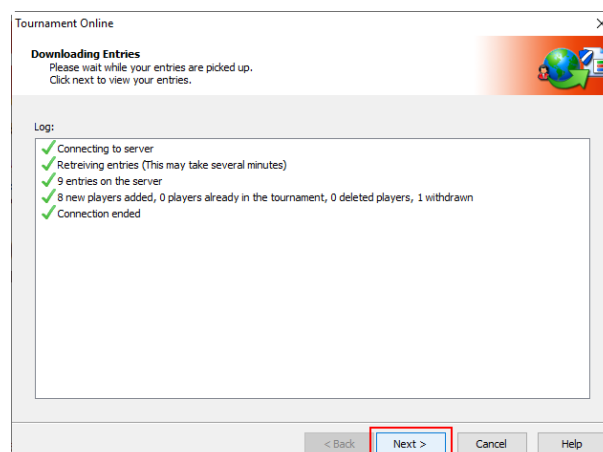
1. Select **Internet** → **Entries**.



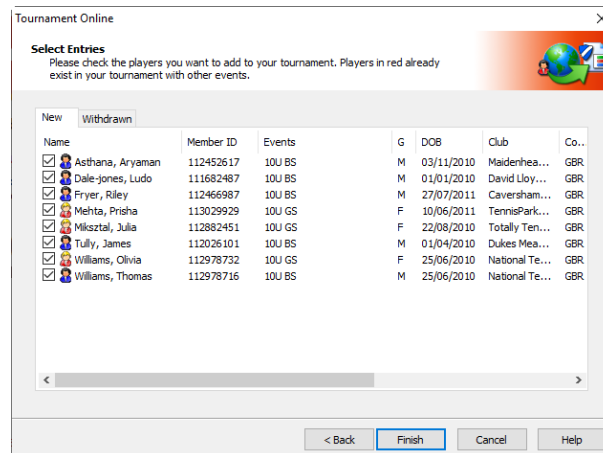
2. Click **Next**.



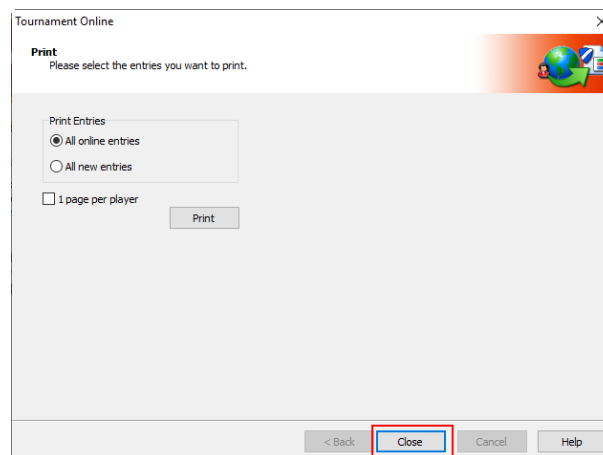
3. TTP will now download the entries and will go through a number of tasks, wait for the log to show Connection ended and Click **Next**.



4. A list of all players will appear, tick all players in and click **Finish**.



5. When prompted to print the entries, click **Close**.



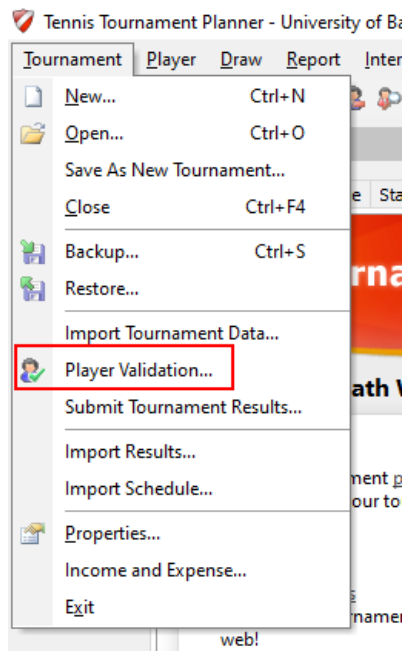
Adding manual entries

There are no changes to the process for adding manual entries in TTP, however now you will be able to add manual entries through the Tournament Application Dashboard from your Organiser Portal by selecting the Entries tab. See further details in the 'Entry management in the Competition Management System' section below

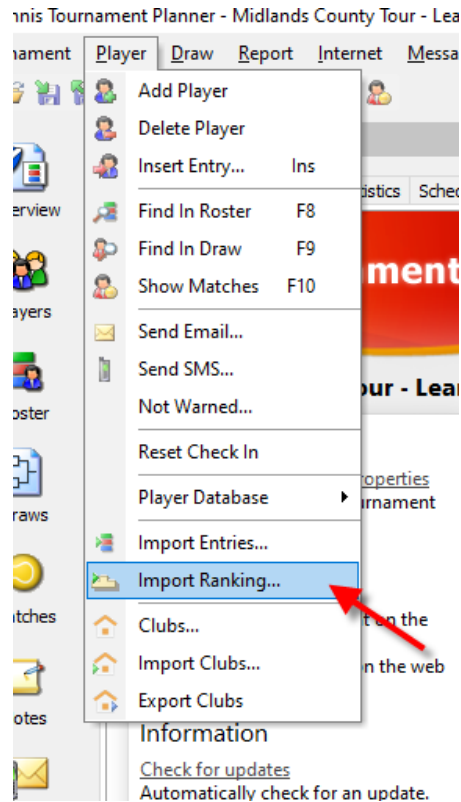
Validating players

Currently there are 2 processes to validate players.

1. Use the **Player Validation** option for Ratings



2. Use **Import Rankings** for Ranking & Recent Form



Creating your acceptance list

There are no changes to the process for creating an acceptance list in TTP.

Publishing your acceptance list

Publish the tournament as you would publish the draws and the schedule in TTP.

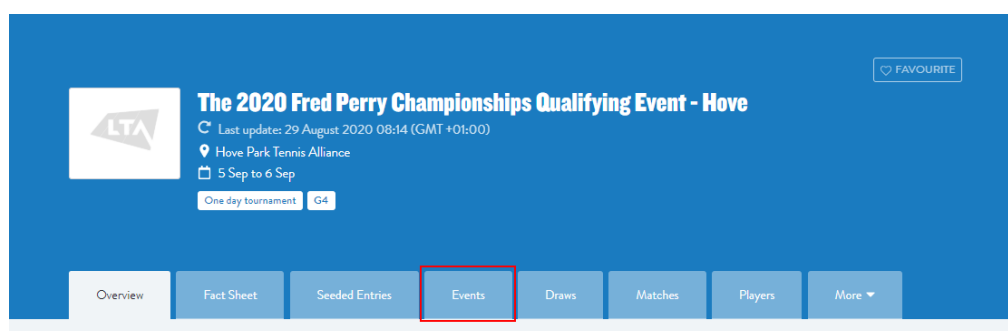
Please do not change any of the settings on any of the new tabs of the Publish window. However, you can tick the **Auto-Upload Results** checkbox. This will provide online updates each time you enter a match result and is appreciated by parents and players. You do need to be connected to the internet at the competition venue, for this to work.

Please make sure you update / download the entries on a regular basis up to the withdrawal deadline and making the necessary replacement from the reserve lists if needed. You need to publish the TP file every time a change has been made.

Viewing the acceptance List

Acceptance lists can be viewed on the Tournament page of the new Competition Management System. A video on viewing the acceptance list is available [here](#).

1. Find your tournament on the Competition Management System. Organisers can access this through the Organiser Portal whilst players can find this easily on the Entries tab once logged in.
2. Select the **Events** tab.



3. Select the relevant event.

Events

Name	Number of Draws	Entries
12U BS	0	14
12U GS	0	19
14U BS	0	25
14U GS	0	27
16U BS	0	26
16U GS	0	16
18U BS	0	15
18U GS	0	12

4. The entry list will appear here with the Status and Seed columns showing.

Womens Doubles				
Draw	Size	Type	Qualification	Consolation
Womens Doubles	16	Elimination	No	Custom

Entries (10)		
Player	Status	Seed
Maindraw		1
Maindraw		2
Maindraw		3
Maindraw		4
Maindraw		
Maindraw		
Maindraw		
Maindraw		
Maindraw		
Maindraw		
Exclude list		

5. Players can withdraw up until the withdrawal deadline a video on withdrawing from a competition is available [here](#).

Downloading withdrawals

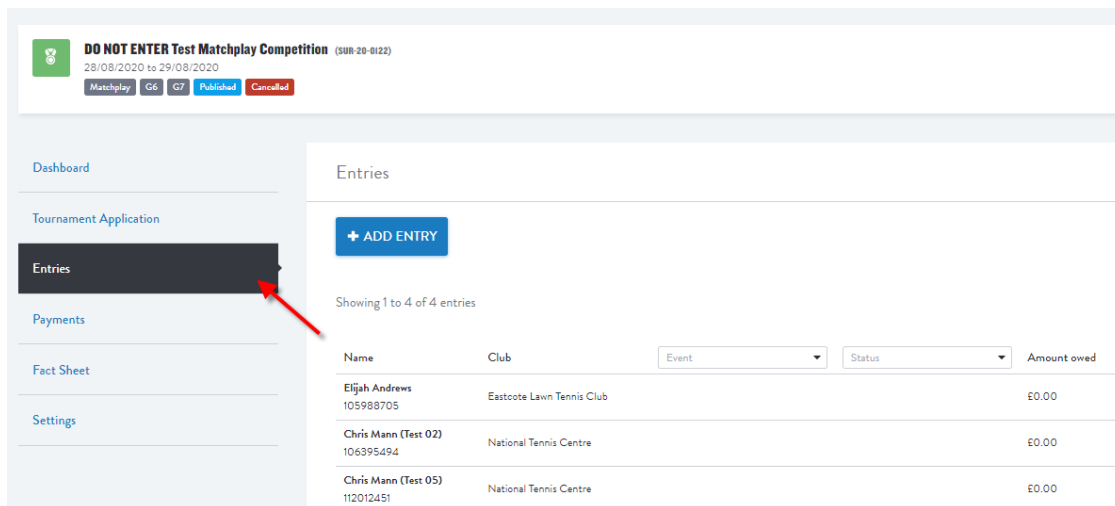
Please follow the steps in Downloading **Entries** above.

A player who withdraws from an event will be removed from the roster of that event. Unlike the previous system, they will no longer be moved to the “Exclude” tab on the roster.

ENTRY MANAGEMENT IN THE COMPETITION MANAGEMENT SYSTEM

The Entries tab will give you access to manage existing entries, process refunds and add manual entries through the CMS.

To access the **Entries** tab, open the relevant competition from your **Organiser Portal**.



DO NOT ENTER Test Matchplay Competition (SRH-20-0122)
28/08/2020 to 29/08/2020
Matchplay G6 G7 Published Cancelled

Dashboard
Tournament Application
Entries
Payments
Fact Sheet
Settings

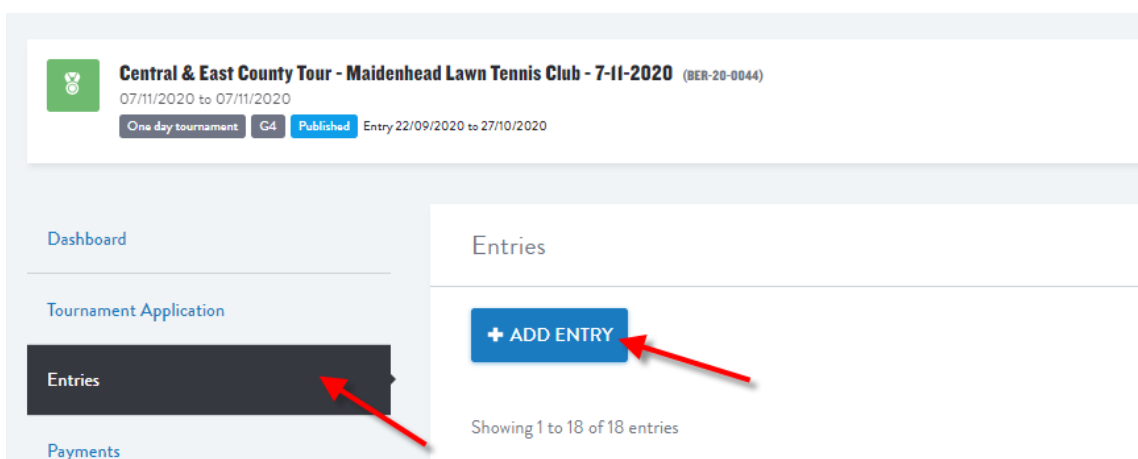
Entries
+ ADD ENTRY

Showing 1 to 4 of 4 entries

Name	Club	Event	Status	Amount owed
Elijah Andrews 105988705	Eastcote Lawn Tennis Club			£0.00
Chris Mann (Test 02) 106395494	National Tennis Centre			£0.00
Chris Mann (Test 05) 112012451	National Tennis Centre			£0.00

Adding a manual entry

In order to add a manual entry select the **Add** entry button in the Entries tab.



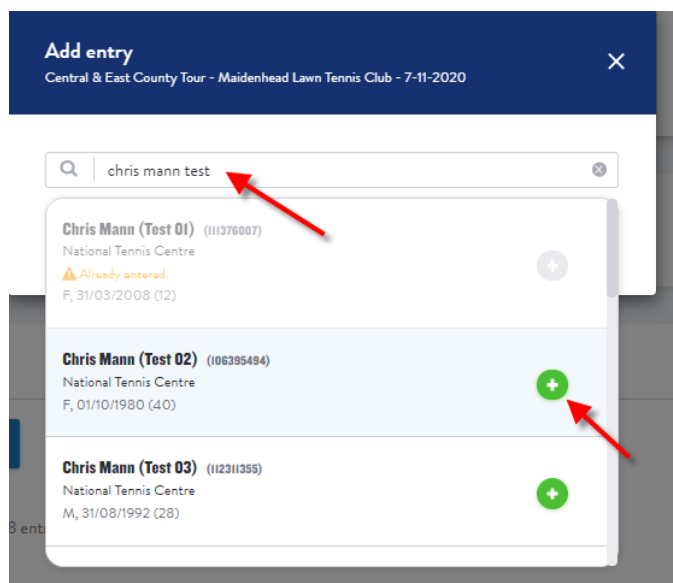
Central & East County Tour - Maidenhead Lawn Tennis Club - 7-11-2020 (BER-20-0044)
07/11/2020 to 07/11/2020
One day tournament G4 Published Entry 22/09/2020 to 27/10/2020

Dashboard
Tournament Application
Entries
Payments

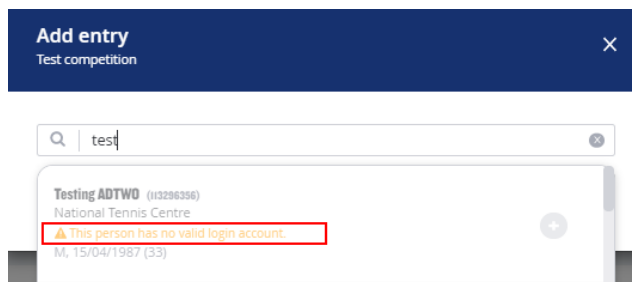
Entries
+ ADD ENTRY

Showing 1 to 18 of 18 entries

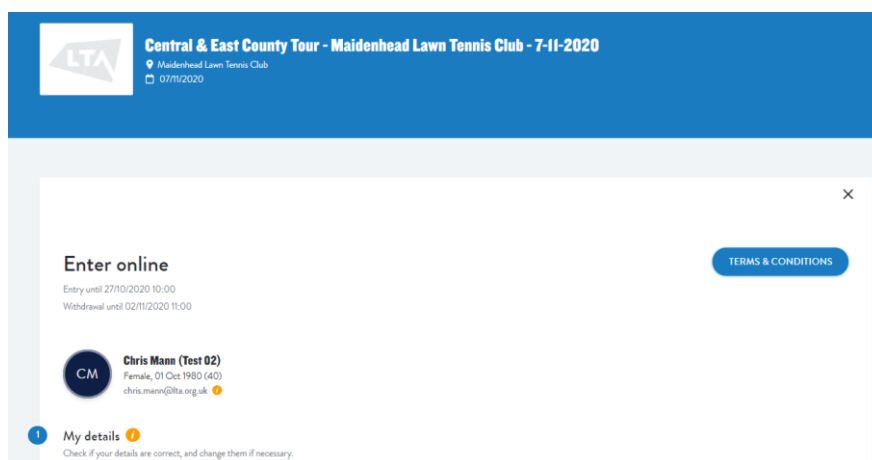
A pop-up window will appear. Search for the player you wish to add by the name or BTM number. Click on the green + sign to select the player and click on Add Entry.



When adding manual entries through the Entries tab you might come across the following error message: *The person has no valid log in account.* In these cases please contact the player and ask them to claim their account by logging into the CMS for the first time.



Once adding the Player in, the Online Entry form will appear.



Select the relevant event in the drop-down menu, accept the Terms & Conditions and click **Submit**.

Events
Events are filtered by your gender (Male) and date of birth (01 Feb 2006).

1	Select event	You are allowed to enter 5 events, with up to 5 singles, 5 doubles and/or 5 Mixed doubles events.
	Select event	
	16U BD £8.00	
3	Select event	
4	Select event	
5	Select event	

Additional Information ⓘ

Additional Information

I agree to the tournament terms & conditions. NO

BACK

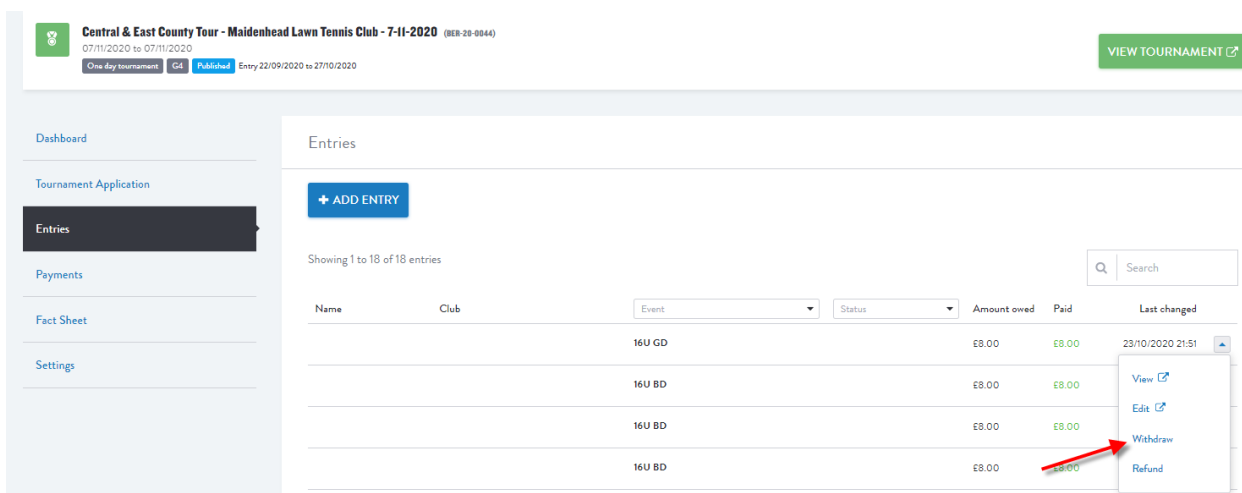
Once clicking Submit, the player will appear on the Entries tab with no entry fee paid. They will only appear on the public view under the event once they've paid the fee.

The player now will receive an email notifying them of the outstanding payment and they will also receive a message under their Messages tab. The basket will also display a red 1 sign, showing that there is an event in the basket as a result of the manual entry.

The player will now be able to proceed with the payment and once completed will show on the Events tab just like any other online entry.

Withdrawing a player manually

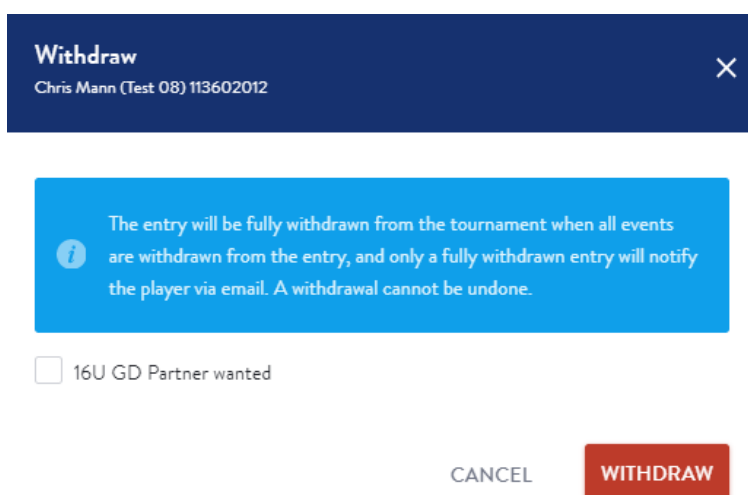
In case a player is struggling to withdraw online, the Organiser has the option to withdraw the player on their behalf. To do so, find the relevant player on the list and click on the arrow at the end of the relevant row and select **Withdraw**.



The screenshot shows the 'Entries' page for the 'Central & East County Tour - Maidenhead Lawn Tennis Club - 7-11-2020'. The page includes a sidebar with navigation options like 'Dashboard', 'Tournament Application', 'Entries', 'Payments', 'Fact Sheet', and 'Settings'. The main content area displays a table of entries with columns for Name, Club, Event, Status, Amount owed, Paid, and Last changed. A dropdown menu is open for the entry '16U BD', showing options for 'View', 'Edit', 'Withdraw', and 'Refund'. A red arrow points to the 'Withdraw' option.

Name	Club	Event	Status	Amount owed	Paid	Last changed
16U GD				£8.00	£8.00	23/10/2020 21:51
16U BD				£8.00	£8.00	
16U BD				£8.00	£8.00	
16U BD				£8.00	£8.00	

The withdraw window will open where you should select the events you wish to withdraw the player from and click Withdraw.



The 'Withdraw' modal window is displayed for 'Chris Mann (Test 08) 113602012'. It contains a warning message: 'The entry will be fully withdrawn from the tournament when all events are withdrawn from the entry, and only a fully withdrawn entry will notify the player via email. A withdrawal cannot be undone.' Below the message is a checkbox for '16U GD Partner wanted'. At the bottom, there are 'CANCEL' and 'WITHDRAW' buttons.

Withdraw
Chris Mann (Test 08) 113602012

i The entry will be fully withdrawn from the tournament when all events are withdrawn from the entry, and only a fully withdrawn entry will notify the player via email. A withdrawal cannot be undone.

16U GD Partner wanted

CANCEL WITHDRAW

Refunds

In order to process a refund through the Entries tab, find the relevant player on the list and click on the arrow at the end of the relevant row.

Select the **Refund** option.

Name	Club	Event	Status	Amount owed	Paid	Last changed	
				£0.00	£15.00	29/07/2020 12:37	▼
Chris Mann (Test 02) 106395494	National Tennis Centre			£0.00	£20.00	29/07/2020 12:52	▼
Chris Mann (Test 05) 112012451	National Tennis Centre			£0.00	£30.00	03/08/2020 10:00	▼
Chris Mann (Test 09) 113602029	National Tennis Centre			£0.00	£10.00	03/08/2020 10:00	▼

View ↗

Edit ↗

Refund ↗

A pop-up window will appear; here you can select which type of refund you would like to issue.

Refund

16U BD Partner wanted £8.00

Type of refund
Full refund (minus admin. fees) ▼

Type of refund
Full refund (minus admin. fees)
Full refund
Custom refund

Refund £7.33

CANCEL REFUND

There will be 3 options available:

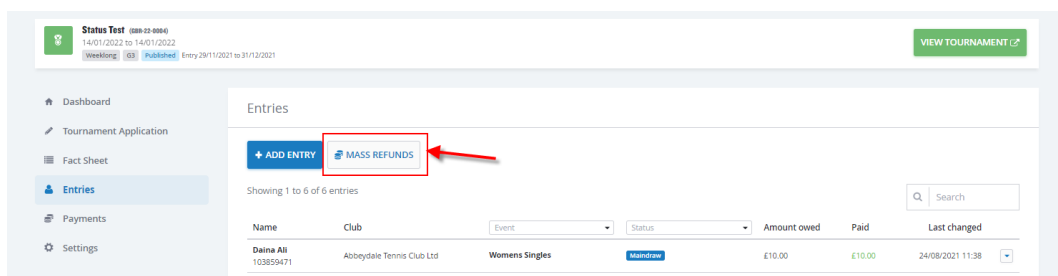
1. Full Refund – to be used when the competition has been cancelled or the player hasn't been accepted into the competition (Reserve list or Exclude list)
2. Full Refund (less admin fee) – to be used in a case where a player is unable to withdraw themselves before the withdrawal deadline or you decide to give a discretionary refund AFTER the withdrawal deadline
3. Custom Refund – to be used if you wish to make a partial refund. As an example, some tournaments guarantee a minimum number of matches to a player and offer (say) a 50% refund if this cannot be achieved (through no cause of the player)

Mass Refunds

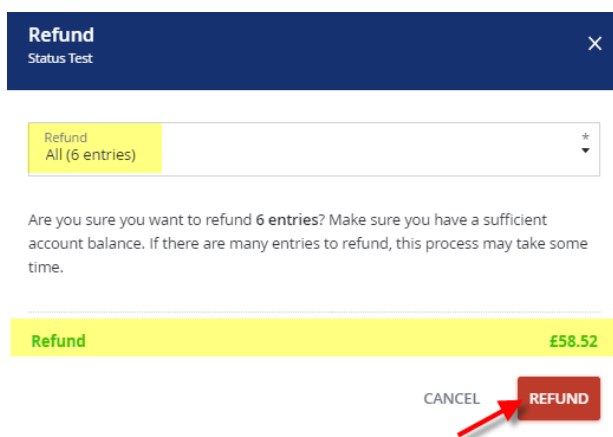
The Competitions Team have introduced a new enhanced process for issuing refunds en masse. In order to refund multiple entries in one go the following options are now available:

- Refunding by event / age group
- Refunding by entry status

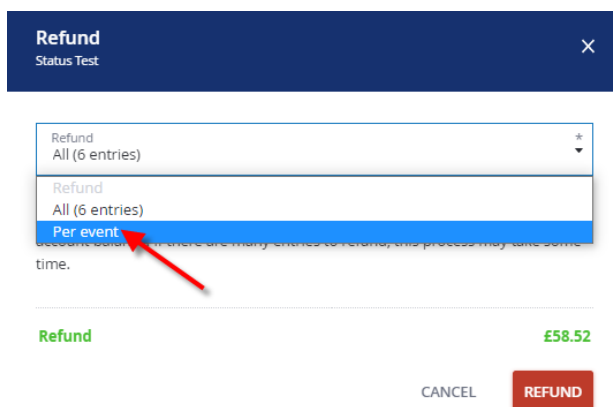
The Refund All option has now been renamed to **Mass Refunds** on the Entries tab. Select the button to proceed with a mass refund.



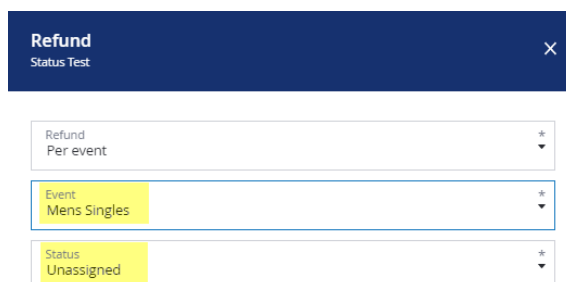
If you wish to issue refund all participants (e.g. in case of a cancellation of a tournament) select the **All** option and confirm the refund. The total amount to be refunded will be indicated.



Select the **Per Event** option from the drop down menu if you wish to refund certain events.



All available events will be listed in the dropdown. Select the required event.



You can select the status of entries within an event too. The **Unassigned** status will list all players who entered online but have no acceptance status allocated. You can proceed with refunding all players without an Acceptance Status using the Unassigned option. All relevant entries will be displayed.

If you wish to refund players on a specific list e.g. on the Reserve List / Exclude list select the relevant status from the dropdown menu. All relevant entries will be listed.

Refund ✕

Status Test

Refund Per event *

Event Mens Singles *

Status Reserve List *

Are you sure you want to refund 1 entry? If there are many entries to refund, this process may take some time.

Michael Seed	100554107	£10.00
Refund		£10.00
<input type="checkbox"/> Minus administration fees		
Refund		£10.00

CANCEL
REFUND

There is an option to issue refunds with the administration fee deducted (for withdrawals & late withdrawals). Select the **Minus administration fees** tick box if you wish to issue this type of refund. The total amount will change accordingly.

Refund ✕

Status Test

Refund Per event *

Event Mens Singles *

Status Reserve List *

Are you sure you want to refund 1 entry? If there are many entries to refund, this process may take some time.

Michael Seed	100554107	£10.00
Refund		£10.00
<input checked="" type="checkbox"/> Minus administration fees		-£0.74
Refund		£9.26

CANCEL
REFUND

Click on **Refund** to process the refund(s).

A confirmation screen will appear to confirm that the refund(s) are being processed. The relevant entries will have an orange triangle showing.

Entries

[+ ADD ENTRY](#) [MASS REFUNDS](#)

Showing 1 to 6 of 6 entries

Search

Name	Club	Event	Status	Amount owed	Paid	Last changed
Daina Ali 103859471	Abbeydale Tennis Club Ltd	Womens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:38
Marisa Ali 103932306	Abbeydale Tennis Club Ltd	Womens Singles	Reserve List	£10.00	£9.26	24/08/2021 11:41
Sangeeta Arora 104253832	Thistleworth LTC	Womens Singles	Exclude List	£10.00	£9.26	24/08/2021 11:42
Richard Baxter 100179963	Abbeydale Tennis Club Ltd	Mens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:43
Michael Seed 100554107	Ponteland Lawn Tennis Club	Mens Singles	Reserve List	£10.00	£10.00	24/08/2021 11:44
Jon Watson 103988567	Abbeydale Tennis Club Ltd	Mens Singles	Exclude List	£10.00	£10.00	24/08/2021 11:44

Refund is currently being processed by Stripe.

Once the refunds are issued refresh the page. The amount in the Paid column should reflect the successful refund.

Entries

[+ ADD ENTRY](#) [MASS REFUNDS](#)

Showing 1 to 6 of 6 entries

Search

Name	Club	Event	Status	Amount owed	Paid	Last changed
Daina Ali 103859471	Abbeydale Tennis Club Ltd	Womens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:38
Marisa Ali 103932306	Abbeydale Tennis Club Ltd	Womens Singles	Reserve List	£10.00	£9.26	24/08/2021 11:41
Sangeeta Arora 104253832	Thistleworth LTC	Womens Singles	Exclude List	£10.00	£9.26	24/08/2021 11:42
Richard Baxter 100179963	Abbeydale Tennis Club Ltd	Mens Singles	Maindraw	£10.00	£10.00	24/08/2021 11:43
Michael Seed 100554107	Ponteland Lawn Tennis Club	Mens Singles	Reserve List	£10.00	£0.00	24/08/2021 11:44
Jon Watson 103988567	Abbeydale Tennis Club Ltd	Mens Singles	Exclude List	£10.00	£10.00	24/08/2021 11:44

Please ensure you have enough funds in your Stripe account before making any refunds.

Pay out settings must be set to **manual** for this reason. If you do not, you will need to send Stripe money to increase your balance. Whilst the refunds will still be processed, the fees will not reverse back to the LTA master account meaning the LTA will need to invoice you for any shortfall.

Refunds will be charged at 1.4%+20p. The LTA Service Fee element of the processing fees will be returned to you for each fee you refund. Please note for now, you will not be charged for the Stripe fees. This will change in the coming weeks.

The colour coding of the Paid tab is based on the following (please refresh the page after processing all refunds to see the latest status)

Amount owed	Paid
£25.00	£25.00
£0.00	£0.00
£50.00	£0.00
£0.00	£25.00
£50.00	£25.00
£25.00	£0.00
£50.00	£25.00
£0.00	£0.00
£0.00	£25.00 ⚠

- Green: payment is completed
- Orange: there are more funds owned than needed (a refund may be needed)
- Red: there are less funds available than needed (i.e. there is an outstanding payment for the player)
- Orange triangle: something is pending, payment or refund
- Red triangle: something went wrong, payment or refund, may due to insufficient balance of the Organisers' Stripe account or failure from Stripe

RESULTS MANAGER

As part of the project Results Manager has been integrated into the Competition Management System too to create a smooth user journey for Organisers, Coaches and Officials.

Results manager lets competition organisers record and publish competitions at their venues and submit results directly to our database. Results manager can be used for all internal venue events (grade 7) and those who play in squads at that venue.

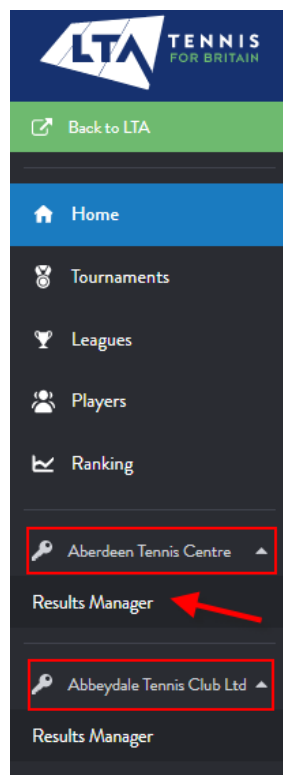
The tool is available to LTA Accredited Coaches, those who have completed a competition organiser course, or those who have completed a basic referee course and who are working from registered tennis venues or are a recognised club official.

All existing users of Results Manager will have access to this functionality without a new application. If you currently don't have Results Manager access please use the following [link](#) to apply.

Accessing Results Manager

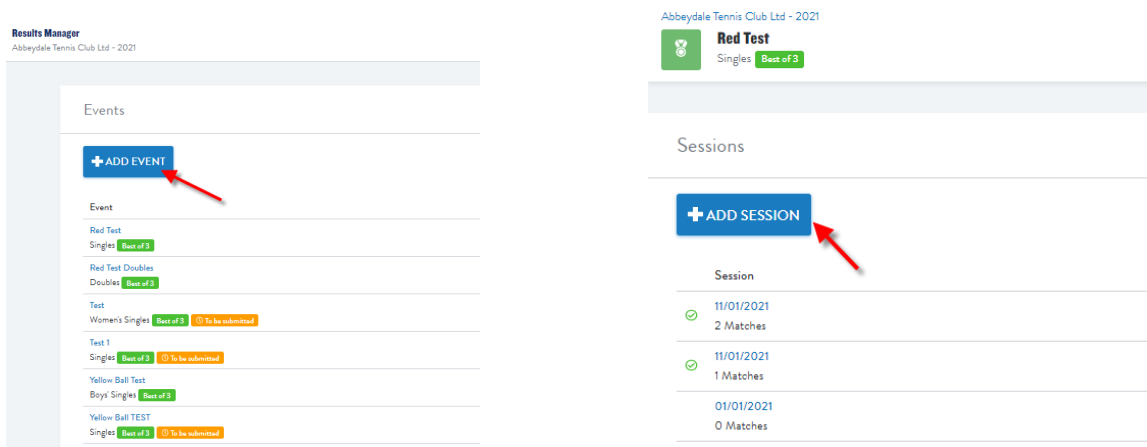
Once access is given, Results Manager will appear on the left hand side of the Home Screen once logged in with your LTA username and password.

If you have Results Manager permissions at more than one venue, all of them will appear here. Make sure to select the relevant venue option when submitting results.



Submitting results

Select the *Add Event* option to create a new Event. Alternatively, select any existing Events to add a new Session.



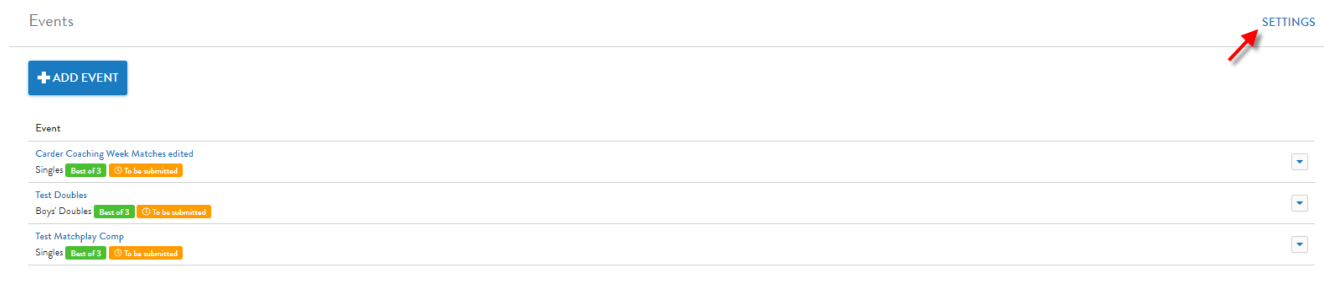
Fill in all information including

- Event name
- Minimum and Maximum age
- Gender
- Event type
- Scoring format

The 'Add event' form is a modal window with a dark blue header and a close button (X). It contains the following fields: 'Name' (text input), 'Min. Age' and 'Max. Age' (two text inputs side-by-side), 'Gender' (dropdown menu), 'Type' (dropdown menu), and 'Scoring format' (dropdown menu with 'Best of 3 (Default)' selected). At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

Then click Save.

To change the Scoring format select the Settings button on the Home Screen.



Click on Add Scoring Format.

Scoring format

+ ADD SCORING FORMAT

Name

Best of 3 **Default**

Fill in the necessary information and click Save.

Add scoring format

Name

Set as default NO

Max. sets

Set-type

Last set type

CANCEL **SAVE**

Click on the Add Session option and select the relevant match date. Then click Save.

Aberdeen Tennis Centre - 2021

Test Doubles
Boys' Doubles **Best of 3** **To be submitted**

Sessions

+ ADD SESSION

Session

12/01/2021
1 Matches

Test
Women's Singles

Played on
25/01/2021

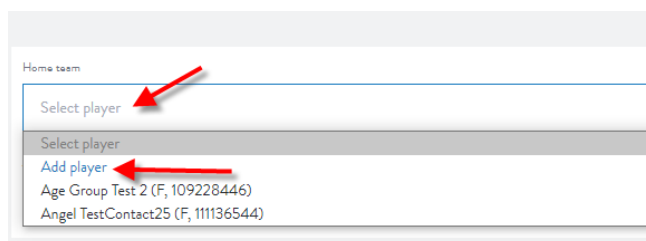
CANCEL **SAVE**

Select the Add Match option to create a new match.

+ ADD MATCH

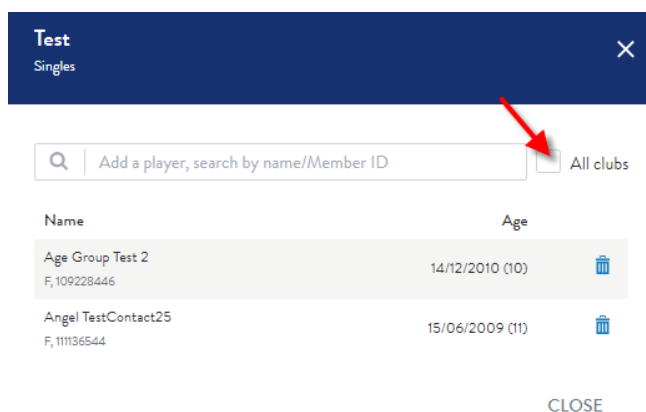
BACK TO SESSIONS **SUBMIT TO LTA**

Click on the *Select player* row and select one of the players from the dropdown list. You can search for new players using the *Add player* option.



A screenshot of a web interface showing a dropdown menu for player selection. The menu is titled "Home team" and contains the following options: "Select player" (highlighted with a red arrow), "Add player" (highlighted with a red arrow), "Age Group Test 2 (F, 109228446)", and "Angel TestContact25 (F, 111136544)".

Search for a new player within the given club using the search bar. You can also search for external players by ticking the *All clubs* option.

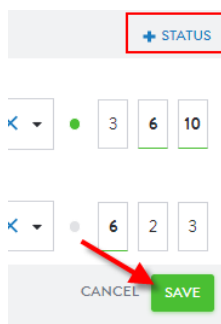


A screenshot of a modal window titled "Test" with a close button (X). Below the title is a search bar with the placeholder text "Add a player, search by name/Member ID" and a search icon. To the right of the search bar is a checkbox labeled "All clubs". Below the search bar is a table with two columns: "Name" and "Age". The table contains two rows of data:

Name	Age
Age Group Test 2 F, 109228446	14/12/2010 (10)
Angel TestContact25 F, 111136544	15/06/2009 (11)

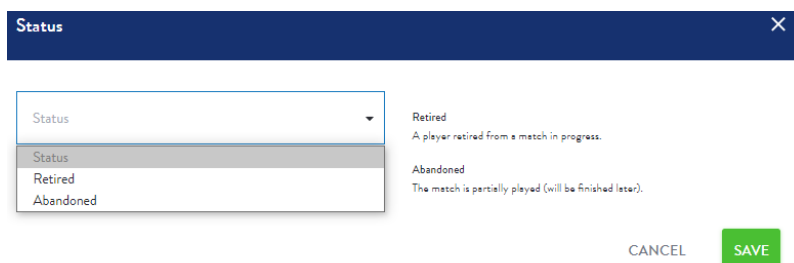
At the bottom right of the modal is a "CLOSE" button.

Fill in the score fields; once the score is passing the scoring validation checks you can click Save.



A screenshot of a score entry form. At the top right is a button labeled "+ STATUS". Below it are two rows of score input fields. The first row has a dropdown arrow, a green dot, and three input boxes containing the numbers 3, 6, and 10. The second row has a dropdown arrow, a grey dot, and three input boxes containing the numbers 6, 2, and 3. At the bottom are two buttons: "CANCEL" and "SAVE" (highlighted with a red arrow).

By selecting the Status button you can mark the match as a *retirement* or *abandoned*.

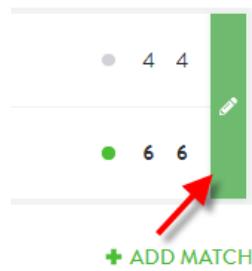


A screenshot of a modal window titled "Status" with a close button (X). On the left is a dropdown menu with "Status" selected. The dropdown list shows "Retired" and "Abandoned". On the right, there are two status options with descriptions:

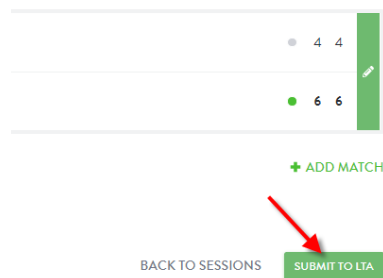
- Retired**: A player retired from a match in progress.
- Abandoned**: The match is partially played (will be finished later).

At the bottom right are two buttons: "CANCEL" and "SAVE" (highlighted with a red arrow).

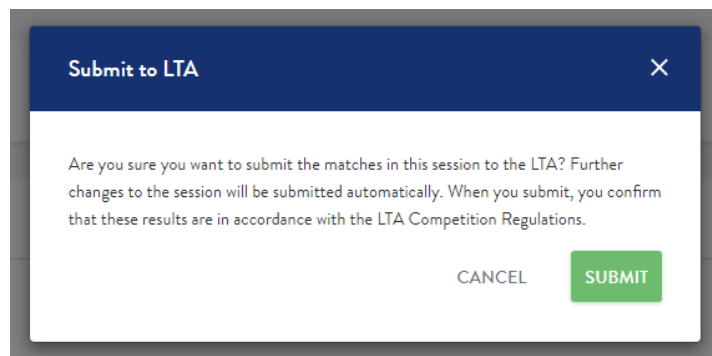
You can edit the score by selecting the button with a pencil on it, next to the score box.



Once all results are added select the *Submit to LTA* button.



Then confirm the submission.



The status will change to Submitted. You can see further details regarding the submission by hovering over the status icon.

