



Tournament Organiser Guide

Part 2 – Managing an Event

Software Version 6.3.21

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This guide provides details of the administration functionality for events listed in the My ABF calendar. This part includes how to manage entries and payments, and how to close off Congresses.

Part One describes how to create events for listing in the calendar.

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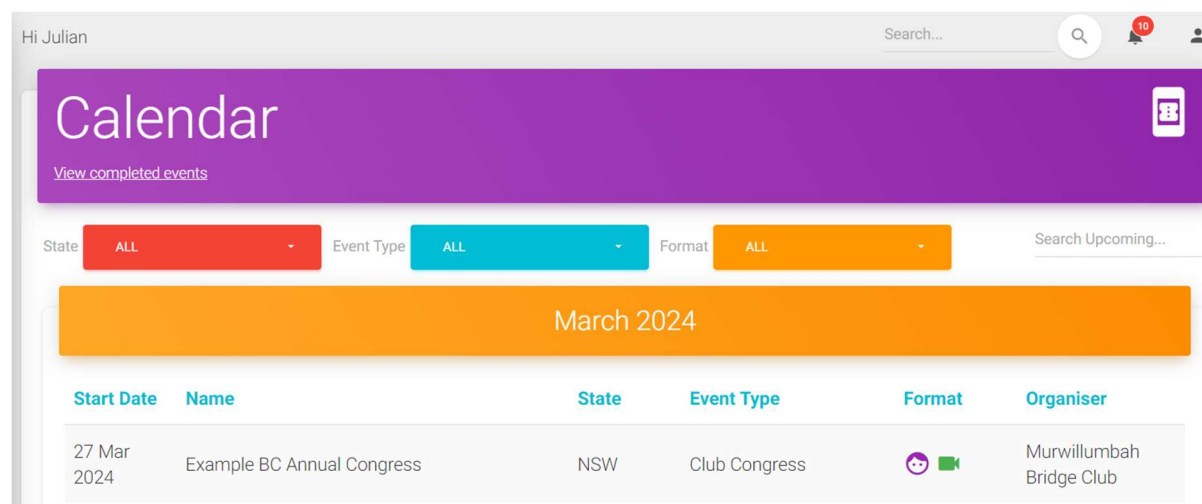
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1. Introduction

My ABF contains a master listing of events – referred to as the Calendar (previously called Congresses).



For details of how to create and list an event in the calendar, refer to Part One of the Tournament Organiser Guide.

This document assumes that you already have an event listed in the My ABF calendar – and covers how you manage that event after that point. It includes pre-event promotion possibilities and then management of incoming entries and payments.

2. Pre-event promotion – email prospective entrants

Having listed an event in the calendar you may wish to promote it by emailing prospective entrants.

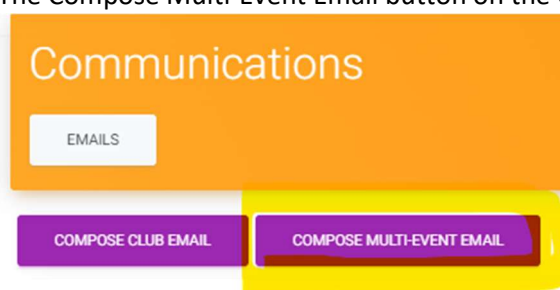
This can be done via a “Multi-event” email – i.e. select multiple congress / event combinations and email the entrants from those events. This enables a club to, for example:

- Email entrants to a particular event or congress over the last few years – perhaps to encourage them to come to the current year’s running of that event.
- Email entrants to a number of events or congresses run over a period of time – perhaps to encourage them to come to other events you are running.

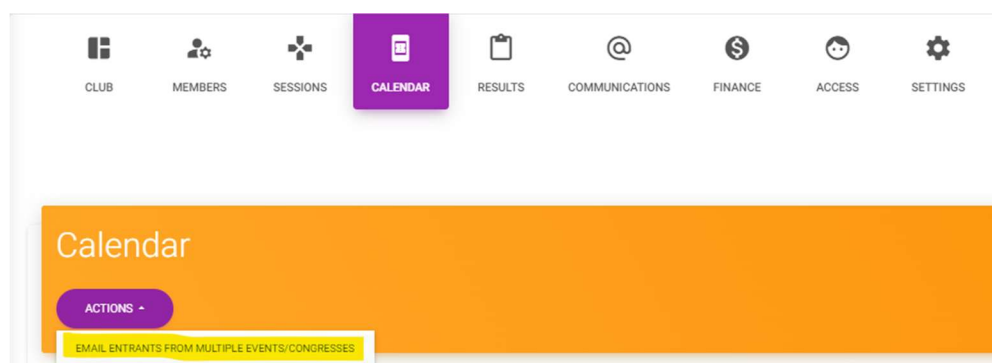
This function is not carried out from within the Event itself; instead it is part of the general Communications function for a club.

There are two ways this sort of email can be initiated from within the Club Admin menu:

- The Compose Multi-Event Email button on the Communications page:



- An action on the Calendar page:



This then brings up a tree structure listing of all the organisation's events and congresses and enables them to be ticked or unticked to include entrants from the ticked events/congresses. Alternatively you can select a date range and all congresses within that range will be selected.

Once this selection has been finalised, you then proceed to the next step of being able to review the recipient list and, if required, amend it.

This is part of a generic workflow to create and send a batch email in My ABF.

This workflow consists of up to 4 steps:

1. Select events
2. Review recipients (add, amend, etc)
3. Email options (template, reply to address, from name)
4. Email content (subject, text, attachments, etc)

You can use the Previous Step and Next Step buttons to move between the steps or click directly on the buttons across the top to move to that step.

It is also possible to open multiple My ABF browser tabs so that you can keep an email in a draft state in one tab, while fixing up other things elsewhere. Be careful if you do this to refresh the page to update it for changes that may result from actions you have taken elsewhere.

The Club Administration User Guide contains more details (section 10).

3. The Congress Manage area

The Manage area for a Congress contains lots of functions to review (and, if necessary, edit) incoming entries and payments.

3.1. Manage area - Core content

Section	Title	Description
4	How to access the Congress Manage area	Ways of accessing the area – both from Club Admin and from the Congress page.
5	Structure of the Congress Manage area	The 4 level hierarchy of the Manage area.
6	Common actions a Tournament Organiser may wish to do	Common actions – and where to find them in this document.
7	Congress level	All the functions available to an organiser at each of these levels.
8	Event level	
9	Entry level	
10	Player level	
11	Making refunds or other payments (e.g. prizes) to players	This isn't done within the Congress area at all – but it can be done in the Club Admin Finance area.
12	Closing off an event	Description of the ways to close off a congress and complete the financial reconciliations. Either manually or with the aid of My ABF's automatic close off functions.

3.2. Manage area – Additional reference information

When managing a congress it is useful to have an understanding of how certain areas work. These sections contain more details of some areas which it may be useful for an organiser to refer to.

Section	Title	Description
11	Email notifications	Description of all the email notifications about entries that are generated – both to players and to tournament organisers.
12	Understanding player entry and payment mechanics	A description of how players enter and pay and the functions they have to edit entries.
13	Understanding refunds	A description of the various circumstances in which refunds may need to be given – and how to handle them.
14	Handling teams of 5 or 6 players	A description of how entry fees can be reallocated across all players in the entry by either players or organisers – including the mechanics of how this is done in more complex situations with other discounts also in operation.

4. How to access the Congress Manage area

The Manage area of a congress can be reached in two ways.

4.1. Via the Calendar page in Club Admin

Select the congress series and use the Manage icon to open the relevant year's event. This is the only way to open a congress when it is still draft (i.e. has not yet been published). Once published the other route is far easier.

The screenshot shows the 'Fantasy Bridge Club - ACT' Club Menu. The 'CALENDAR' icon is highlighted in the top navigation bar. Below the menu, the 'Calendar' page is displayed with an orange header. On the left, the 'Congress Series' section lists several series, with 'Fantasy Annual Congress' highlighted. On the right, the 'Fantasy Annual Congress' details are shown, including a table with columns for 'Start Date' and 'Status'. The table lists two events: '23 Aug 2024' and '23 Aug 2023', both with a status of 'Published'. A 'Manage' button is visible next to the '23 Aug 2024' entry. Below the table is a 'CREATE NEW CONGRESS' button.

4.2. Via the Manage button on the congress page itself.

This route is available once the Congress has been published to the main listing. It tends to be a lot more convenient.

The screenshot shows the 'Our Big Congress' page for Fantasy Bridge Club. The page has an orange header with the text 'Our Big Congress', 'Fantasy Bridge Club', and '23rd to 25th August 2024'. Below this, there are two buttons: 'EDIT' and 'MANAGE'. A purple arrow points to the 'MANAGE' button. At the bottom of the page, there are two buttons: 'Click here to jump to program...' and 'Email Tournament Organiser'.

The Edit button allows you to go back to the Setup areas covered in Part 1 of this guide. Congress pages can always be edited even after they have been published.

5. Structure of the Congress Manage area

The Manage area is where a calendar listing can be managed after it published and accepting entries and payments. Most of the area handles entries and payments but it is also possible to return to edit the webpage and upload additional information to it that arises during the event itself – e.g. updates to Latest News and Bulletins.

Note that the screens in this area still refer to “Congress”. This can lead to some slight confusion regarding terminology. Within this hierarchy the term “Event” is used to mean a component of a congress – for example a particular bridge event within a larger congress (e.g. the Bobby Richman pairs as part of the Gold Coast Congress).

We also, however, use the term “Event” in its more general English meaning – to refer to an overall listing.

5.1. Hierarchy of the manage area

There is a 4 level hierarchy:

No	Level	Description
1	Congress	Top level summary contains a list of the events in the congress and headline financials.
2	Event	Contains a list of the entries in that event.
3	Entry	Contains a list of the players in that entry.
4	Player	Lowest level contains detailed information about that individual player’s entry, payment status, etc

There are assorted actions you can take at each of these levels. Sections 7 to 10 of this document describe all of these in depth.

There are a large number of functions available in this area so section 6 below lists common actions and where to find reference to them.

5.2. Navigating your way around

Throughout the Management area you are able to navigate using a windows explorer style “breadcrumb” at the top of the screen:



This contains:

<Congress view> / <Event view> / <Entry view> / <Player detail view>

You can therefore click on the links at each level to navigate back up the structure.

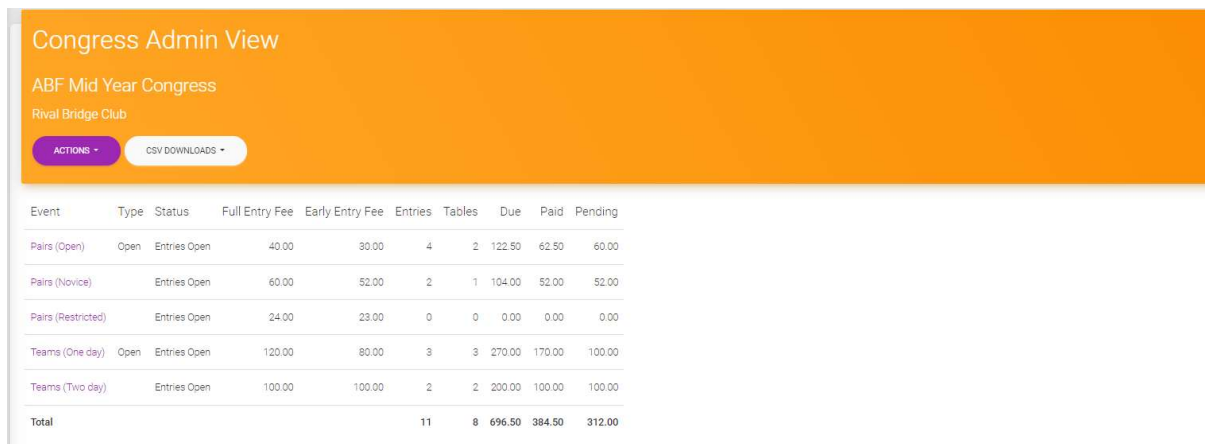
6. Common actions a Tournament Organiser may wish to do

The following list is a selection of common actions a Tournament Organiser may wish to do, with a reference the section in this document describing it in more depth. Note this is not a complete list – there are many additional functions as well.

Action	Where to find details
Edit something in the Congress	7.1.1
Post bulletins or latest news	7.1.2, 7.1.3
Manage email notifications	13
Mark an entry as paid (e.g. when someone pays by bank transfer)	8.1.1
Add or withdraw an entry	8.1.3, 8.4.3
Edit an existing entry	8.4
Add/remove players	9.2
Replace a TBA in an entry with a name (e.g. when an entrant isn't registered for My ABF)	10.1.2
Email entrants to the congress, an event within it, or an individual player	7.1.4, 8.1.6, 9.2.2
Chase up those who haven't paid	8.2.2
Amend finances	10.2
Give a refund	11, 15
Download the list of entries for the scorer	7.2, 8.3
View reports	8.3
Pay prizes in the form of bridge credits	11
Close off a Congress	12

7. Level 1 - Congress (event listing)

The Congress Admin View is the top level view. It lists each event in the Congress with a summary of its status, entry fees, entries, tables and current financial situation (amounts due, paid and pending).



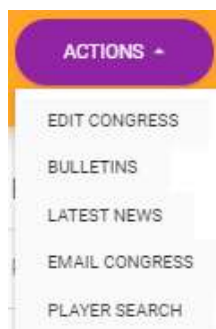
Event	Type	Status	Full Entry Fee	Early Entry Fee	Entries	Tables	Due	Paid	Pending
Pairs (Open)	Open	Entries Open	40.00	30.00	4	2	122.50	62.50	60.00
Pairs (Novice)		Entries Open	60.00	52.00	2	1	104.00	52.00	52.00
Pairs (Restricted)		Entries Open	24.00	23.00	0	0	0.00	0.00	0.00
Teams (One day)	Open	Entries Open	120.00	80.00	3	3	270.00	170.00	100.00
Teams (Two day)		Entries Open	100.00	100.00	2	2	200.00	100.00	100.00
Total					11	8	696.50	384.50	312.00

Each event can be opened by the link in the Event column.

At the end of the congress it would be expected that all entry fees would be in the Paid column and nothing remains in the Pending column.

7.1. CONGRESS ACTIONS

The tournament organiser can perform various additional functions within this area:

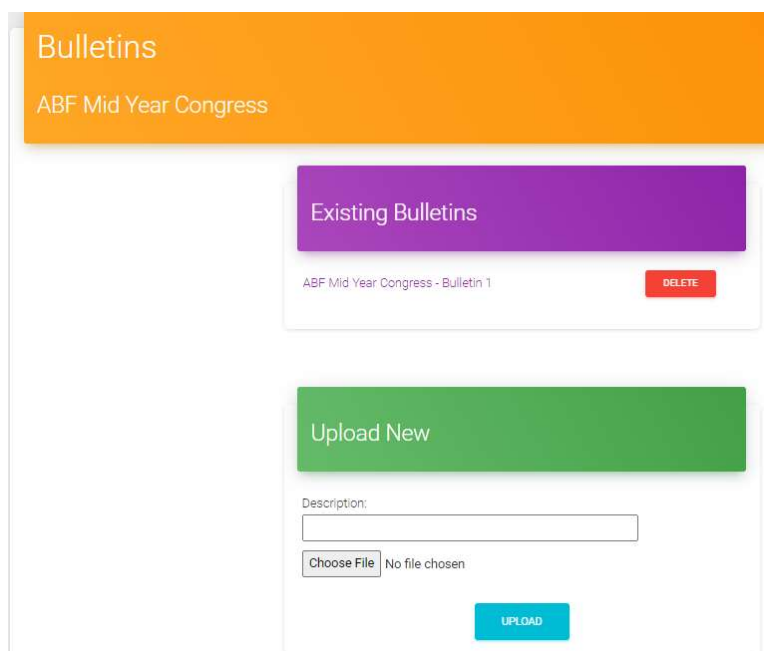


7.1.1. Edit Congress

This opens the Congress editing wizard to allow an organiser to make changes to the webpage.

7.1.2. Bulletins

This allows the organiser to upload a bulletin which will then appear in its own section on the webpage.



The screenshot shows a web interface for managing bulletins. At the top is an orange header bar with the text 'Bulletins' and 'ABF Mid Year Congress'. Below this, there are two main sections. The first section, titled 'Existing Bulletins' in a purple box, contains a list of bulletins. One bulletin is shown: 'ABF Mid Year Congress - Bulletin 1' with a red 'DELETE' button next to it. The second section, titled 'Upload New' in a green box, contains a form for adding a new bulletin. The form has a 'Description:' label followed by a text input field. Below the input field is a 'Choose File' button and the text 'No file chosen'. At the bottom of the form is a blue 'UPLOAD' button.

Existing bulletins are listed in the top section and can be opened or deleted.

To upload a new bulletin, provide a description then select the source file and click Upload.

The document will then appear in a Bulletins section on the main Congress website from where users can browse and download them.



This functionality is a specialised version of the general downloadable documents functionality available in part 2 of the congress creation wizard.

7.1.3. Latest News

Latest News



Enter the latest news for the top of your homepage. If this is blank it will be skipped. If you overwrite what is in here it will be lost.

SAVE

This section allows the Tournament Organiser to post Latest News which appears in its own section on the congress webpage. No history is kept of this section – any changes are posted immediately and overwrite what was previously displayed.

7.1.4. Email Congress

It is possible to email every player with at least one entry in the Congress. Selecting this will take you to the Club Administration communication area where the list of recipients will be selected.

Compose Email

(Fantasy Bridge Club)

No subject specified

EMAILS

1. REVIEW RECIPIENTS

2. EMAIL OPTIONS

3. EMAIL CONTENT

Include	Name	ABF Number
☒	Alan Admin	100
☒	Betty Bunting	101
☒	Eric Eastwood	104
☒	Julian Foster	518891
☒	Jenna Gibbons	636096
☒	John Grosvenor	335533
☒	Mark Guthrie	620246
☒	Lucy Likeable	111
☒	David Weston	65617

9 recipients

ADD CONGRESS CONTACT EMAIL

ADD TOURNAMENT ADMINS

SEARCH CLUB MEMBERS

ADD SELF

SELECT ALL

DESELECT ALL

REMOVE UNSELECTED RECIPIENTS

DELETE

NEXT STEP

Here you can modify that list, apply a template (including header, colour scheme, etc) to the email, send a test email, and then send out the email to all recipients.

7.1.5. Player Search

You are able to search for a player (currently not including yourself) and then display details for every Event in the Congress that they have entered.

Congress Player Entries View - Fantasy Annual Super Congress 2021

This shows the events that a particular user has entered in this congress.

Mark Guthrie (ABF: 620246)

Event	Entry	Status	Payment Received	Entry Fee	Payment Status	Payment Type	Paid By	Entry Fee Reason	Date Complete
Teams	Mark Guthrie, Julian Foster, Betty Bunting, Lucy Likeable	Complete	31.00	31.00	Paid	Bridge Credits	Julian Foster	Full fee	Tuesday 29th Jun 2021 2:25pm
Pairs	Mark Guthrie, Julian Foster	Pending	0.00	24.00	Unpaid	Bridge Credits		Full fee	-

The links take you to the entry listing for the event, or to that specific entry.

Beneath this section is a display of Log entries for the relevant entries. **This part is a work in progress and is not necessarily complete.**

This gives an Organiser full visibility to any Event that a player has entered in their Congress.

A simplified version of this functionality is going to be added to the Congress front page to allow players to search for entries in that Congress they have made, or entries made by another user.

7.2. CSV Downloads

CSV DOWNLOADS ▾

Import to Scoring Program (All Events)

From here it is possible to generate a single csv file that includes entries to all events in the Congress. This may be required by the scorers of larger events with multiple events.

More commonly, however, the scorer is likely to want to generate individual csv files for each particular event. This can be done at the Event level (see 8.3 below).

8. Level 2 - Event (entry listing)

Congress Admin View

Rival Crazy Tourny

EDIT EVENT

Open Teams

ACTIONS ▾ REPORTS ▾ CSV DOWNLOADS ▾

Players	Due	Paid	Pending	Status	Comments	Action
Mark Guthrie, Alan Admin, Betty Bunting, Julian Foster	52.50	0.00	52.50	Pending		ACTIONS ▾
TOTAL	52.50	0.00	52.50			

The event level screen lists all the entries for that event, showing players, \$ amounts and status. From here it is possible for the tournament organiser to perform assorted administrative functions.

The entry status is derived from the individual player statuses (which can be seen in the Entry detail screen – see 8.4.1 below). Only when all the player statuses are paid is the Entry status changed from “Pending” to “Complete.”

8.1. EVENT ACTIONS

There are assorted actions the Tournament Organiser can take by clicking “Actions”:

ACTIONS ▾

- Off System Payments
- Club PP System
- Add Entry
- View Logs
- Manage Player Discounts
- Email Event Entrants
- Partnership Desk

8.1.1. Off system payments

Congress Admin View						
ABF Mid Year Congress						
Teams - Off System Payments						
Player	Entry Fee	Received	Payment Method	Status	Action	
Heidi Hempstead (ABF: 107)	20.00	0.00	Bank Transfer	Pending manual	<button>MARK AS PAID</button>	
Gary Golden (ABF: 106)	20.00	20.00	Bank Transfer	Paid	<button>REVERT TO UNPAID</button>	
Debbie Dyson (ABF: 103)	30.00	0.00	Bank Transfer	Pending Manual	<button>MARK AS PAID</button>	

This displays a list of all off system payments that players have committed to make in this event (e.g. bank transfers, cheques, etc). This leaves that player's entry status as "Pending manual"

Click "Mark as paid" to indicate the payment has been received and change the status to paid. If you make a mistake you can click "Revert to unpaid"

8.1.2. Club PP system

Congress Admin View						
ABF Mid Year Congress						
Pairs - Club Pre-Paid System						
This handles using an existing pre-paid system rather than using Bridge Credits.						
<button>BATCH UPDATE</button>						
Player	Entry Fee	Received	Payment Method	Status	Action	
Fiona Freckle (ABF: 105)	20.00	0.00	Club PP System	Pending Manual	<button>MARK AS PAID</button>	
Julian Foster (ABF: 518891)	20.00	0.00	Club PP System	Pending Manual	<button>MARK AS PAID</button>	

This displays a list of all players who have nominated "Club PP System" as their method of payment.

This is designed to accommodate payment through an existing prepayment system run by the Organising body (as opposed to the players having to pay separately in My ABF).

Individual players can be marked as paid but it is more likely that the Batch Update process will be used:

Pairs - Club Pre-Paid System

This handles using an existing pre-paid system rather than using Bridge Credits.

Players

Include	Player	Entry Fee	Payment Received	Outstanding
☐	Fiona Freckle (ABF: 105)	20.00	0.00	20.00
☐	Julian Foster (ABF: 518891)	20.00	0.00	20.00
☐ Select All				

EXPORT SELECTED TO CSV

CONFIRM PP UPDATED

This generates a list of all the players and the relevant amounts due. A selection of players can be made and exported to a csv file. That csv file is then imported into the external PP system to generate the appropriate charges. Once that has been completed, clicking “Confirm PP updated” will mark the relevant players as Paid within My ABF.

8.1.3. Add entry

Pairs - Add Entry

CHOOSE PLAYER 1

CHOOSE TBA

CHOOSE PLAYER 2

CHOOSE TBA

CREATE

CANCEL

This gives the Tournament Organiser the opportunity to add an entry themselves.

They can select the relevant players and input the entry. Note they cannot select themselves.

Pairs - Entry

Entry by: Heidi Hempstead (ABF: 107)

Players	Received	Entry Fee	Status	Payment Type	Paid By	Entry Fee Reason	Entry Complete	Action
Heidi Hempstead (ABF: 107)	0.00	20.00	Unpaid	TBA		Full fee	-	ACTIONS ~
Iain Igloo (ABF: 108)	0.00	20.00	Unpaid	TBA		Full fee	-	ACTIONS ~

They cannot make a payment on behalf of players in an Organiser generated entry – but they are able to edit the relevant data fields in the player records.

An Organiser generated entry is automatically marked with a note in the listing:

Pairs					
ACTIONS		CSV DOWNLOADS			
Players	Due	Paid	Pending	Status	Action
Alan Admin, Betty Bunting	22.50	22.50	0.00	Complete	ACTIONS
Debbie Dyson, Colin Corgy	40.00	20.00	20.00	Pending	ACTIONS
Fiona Freckle, Mark Guthrie	40.00	40.00	0.00	Complete	ACTIONS
Janet Jumper, Julian Foster	30.00	20.00	10.00	Pending	ACTIONS
 Heidi Hempstead, Iain Igloo	40.00	0.00	40.00	Pending	ACTIONS
TOTAL	172.50	102.50	70.00		

8.1.4. View logs

This displays a list of all transactions that have happened for this event. It might be used if a player is querying a transaction and the tournament organiser needs to check who has done what. Note this log is for the entire event – individual logs for each entry can be found in the Entry listing details screen.

Congress Admin View			
JF's 7 Nov 2020 Congress - to test Closed status			
Welcome Pairs - Logs			
Date	User	Action	Entry
Saturday 7th Nov 2020 10pm	Eric Eastwood(ABF: 104)	Paid for Fiona Freckle(ABF: 105) with 20.00 Bridge Credits	JF's 7 Nov 2020 Congress - to test Closed status - Welcome Pairs - Eric Eastwood(ABF: 104)
Saturday 7th Nov 2020 10pm	Eric Eastwood(ABF: 104)	Paid for Eric Eastwood(ABF: 104) with 20.00 Bridge Credits	JF's 7 Nov 2020 Congress - to test Closed status - Welcome Pairs - Eric Eastwood(ABF: 104)
Saturday 7th Nov 2020 10pm	Eric Eastwood(ABF: 104)	Checkout for event entry 17 for Fiona Freckle(ABF: 105)	JF's 7 Nov 2020 Congress - to test Closed status - Welcome Pairs - Eric Eastwood(ABF: 104)
Saturday 7th Nov 2020 10pm	Eric Eastwood(ABF: 104)	Checkout for event entry 17 for Eric Eastwood(ABF: 104)	JF's 7 Nov 2020 Congress - to test Closed status - Welcome Pairs - Eric Eastwood(ABF: 104)
Saturday 7th Nov 2020 10pm	Eric Eastwood(ABF: 104)	Event entry player 46 created for Fiona Freckle(ABF: 105)	JF's 7 Nov 2020 Congress - to test Closed status - Welcome Pairs - Eric Eastwood(ABF: 104)

8.1.5. Manage player discounts

Player Discounts

Pairs in ABF Mid Year Congress

Player discounts are used to grant specific players modified entry fees for specific events. They can be used to give a player a free entry or a reduced entry to any event.

No discounts applied to this event yet

Add Discount

CHOOSE PLAYER

Reason

Revised Entry Fee

ADD

This allows a tournament organiser to set a special entry fee for a player. This might be for any reason. A specific example might be to provide a free entry for someone as a prize from a reciprocal event.

It is possible to set this for a player prior to them entering (in which case the adjustment will be taken into account when that player makes an entry).

It is not possible to set this for a player who has already entered (instead the entry fee can be directly edited – see 10.2 below).

8.1.6. Email event entrants

This allows the tournament organiser to draft and send an email to all entrants in a particular event. This functionality operates the same way as that described for emailing the entire Congress at 7.1.4 above – except emails are sent only to entrants of this event.

8.1.7. Partnership desk

If the partnership desk option is selected in section 5 of the set-up wizard, players are able to register to indicate they are looking for a partner or teammates for an event. They do this via the button that appears just above the Program of events and selecting the event they are interested in. Other players can then contact them through My ABF (which will send their details to the 1st player).

Partnership Desk

Pairs at ABF Mid Year Congress



Player	Comment	Action
Pauline Gumby (ABF: 24732)		CONTACT

[SIGNUP TO PARTNERSHIP DESK](#)

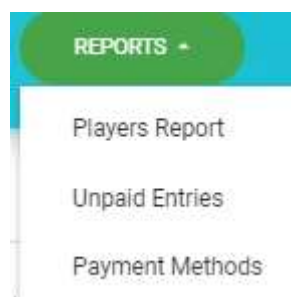
[CONTACT US](#) [FORUM GUIDELINES](#) [ACCEPTABLE USE](#) [PRIVACY](#) [COOKIES](#)

Cobalt Test System ABF © 2021

Currently the Tournament Organiser can't see enough of what is going on here – needs revision.

8.2. EVENT REPORTS

There are assorted reports the Tournament Organiser can view by clicking “Reports”:



8.2.1. Players report

Congress Admin View

Our Big Congress

HIDE ACTIVE

Welcome Pairs - Players Report

Player	Status	Masterpoints	Action
TBA - by Jenna Gibbons (ABF: 636096)	Unknown ABF no	Unknown ABF no	ACTIONS -
Jenna Gibbons (ABF: 636096)	Active	747.87	ACTIONS -
Julian Foster (ABF: 518891)	Active	4937.78	ACTIONS -
Lucy Likeable (ABF: 111)	Unknown ABF no	Unknown ABF no	ACTIONS -

This report allows a Tournament Organiser to check the following things:

- Whether players entered in an event are active members of the ABF masterpoint scheme (which they need to be to be able to play in a National event). It is impossible to enter an inactive player into an event but it is possible that a player already included in an entry has later become inactive (common after the 31 March annual ABF “cancellations” for example).
- The total masterpoints for each player (used for events where there is a masterpoint cap)

The button at the top can be toggled to switch between usages. For example if you just want an exception report showing players that are NOT active in the masterpoint scheme, you can click “Hide active” to highlight just the problem cases. If you want a report to check if any players have masterpoints over the event threshold, you can click “Show active” to include all the entrants.

The actions button to the right allows you to email the player (e.g. to send them a reminder) or to edit the player (e.g. remove them from an entry).

8.2.2. Unpaid entries

This brings up a list of all players whose entries are not yet paid. This can include items marked as Pending Manual (but which have not yet happened) as well as items marked as Unpaid.

Congress Admin View

JF Test Congress

Pairs - Unpaid Entries

EMAIL ALL UNPAID

Player	Entry Fee	Received	Payment Method	Status	Action
Gary Golden (ABF: 106)	20.00	0.00	TBA	Unpaid	VIEW EMAIL
Eric Eastwood (ABF: 104)	40.00	0.00	TBA	Unpaid	VIEW EMAIL
Fiona Freckle (ABF: 105)	40.00	0.00	TBA	Unpaid	VIEW EMAIL
TBA - by Gary Golden (ABF: 106)	20.00	0.00	TBA	Unpaid	VIEW EMAIL
Colin Corgy (ABF: 102)	40.00	0.00	TBA	Unpaid	VIEW EMAIL
Debbie Dyson (ABF: 103)	40.00	0.00	TBA	Unpaid	VIEW EMAIL

It is possible to email players individually to chase them up; or to prepare and send a general bulk email to everyone on the list (e.g. a general payment reminder).

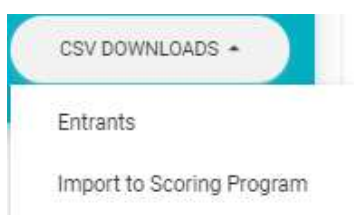
The bulk email is finalised through the Communications area of Club Admin – in the same manner as emailing participants in a congress described in 7.1.4 above.

8.2.3. Payment methods

Congress Admin View						
Payment Methods for Rival Crazy Tourny - Open Teams						
This report shows all payment methods, including for cancelled entries						
DOWNLOAD AS CSV						
Primary Entrant	Player	Entry Status	Status	Entry Fee	Paid	Payment Method
Julian Foster (ABF: 518891)	TBA	Cancelled	Paid	20.00	0.00	Bridge Credits
Julian Foster (ABF: 518891)	TBA	Cancelled	Unpaid	20.00	0.00	TBA
Julian Foster (ABF: 518891)	Julian Foster (ABF: 518891)	Cancelled	Paid	20.00	0.00	Bridge Credits
Julian Foster (ABF: 518891)	Alan Admin (ABF: 100)	Cancelled	Pending Manual	20.00	0.00	Bank Transfer
Julian Foster (ABF: 518891)	Mark Guthrie (ABF: 620246)	Pending	Unpaid	15.00	0.00	Bridge Credits
Julian Foster (ABF: 518891)	Alan Admin (ABF: 100)	Pending	Pending Manual	15.00	0.00	Bank Transfer
Julian Foster (ABF: 518891)	Betty Bunting (ABF: 101)	Pending	Unpaid	15.00	0.00	TBA
Julian Foster (ABF: 518891)	Julian Foster (ABF: 518891)	Pending	Unpaid	7.50	0.00	Bridge Credits
Log Events						

This report **(STILL A WORK IN PROGRESS)** shows a listing of all entrants to an event, focusing on their payment position. It also includes entries in a cancelled state (i.e. withdrawn entries). This can be useful in helping to trace what happen with a withdrawn entry.

8.3. CSV Downloads



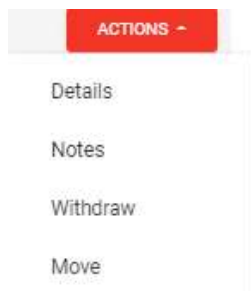
There are two csv downloads available.

- Entrants - this will generate a csv file listing the details of the entry, all the players in it, and the financials.
- Import to Scoring Program – this contains just the list of entrants in a specified format which can be used to import to common scoring programs (e.g. Compscore).

These reports also include team names, notes and comments from the entries as well as contact details for the players (note this is personal information and should not be used for any purpose other than the bridge event in question).

8.4. ENTRY ACTIONS

Assorted actions can be carried out for an individual entry in an event.



8.4.1. Details

Click Details to see the players in a particular entry. See 0 below.

8.4.2. Notes

This allows the Tournament Organiser to add free-form text notes to an entry. A note icon then appears against the entry in the listing.

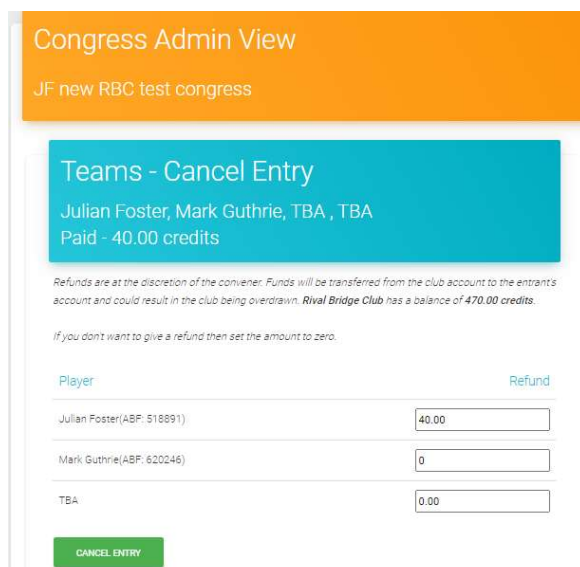
8.4.3. Withdraw

Click “Withdraw” to withdraw an entry from the event. This will bring up a screen listing who in the entry has made what payments to date.

The system will default to refunding bridge credits to the players who have paid. You can edit this screen to change the distribution of the refunds, or the amount being refunded.

See section 15 below for more details about how refunds operate.

Note if you wish to refund outside the system (e.g. reverse a credit card transaction or a bank transfer) you need to do this separately. **[CANNOT CURRENTLY INDICATE THIS OR RECONCILE IT]**

A screenshot of a web form titled 'Teams - Cancel Entry' within a 'Congress Admin View' header. The header is orange and contains the text 'JF new RBC test congress'. The form has a blue header bar with the title 'Teams - Cancel Entry' and the text 'Julian Foster, Mark Guthrie, TBA, TBA' and 'Paid - 40.00 credits'. Below this, there is a disclaimer: 'Refunds are at the discretion of the convener. Funds will be transferred from the club account to the entrant's account and could result in the club being overdrawn. Rival Bridge Club has a balance of 470.00 credits. If you don't want to give a refund then set the amount to zero.' The form contains a table with columns 'Player' and 'Refund'. The table has three rows: 'Julian Foster(ABF: 518891)' with a refund of '40.00', 'Mark Guthrie(ABF: 620246)' with a refund of '0', and 'TBA' with a refund of '0.00'. At the bottom of the form is a green button labeled 'CANCEL ENTRY'.

Click Cancel Entry to proceed with the withdrawal. You will then be advised what Bridge Credits refunds have been made.

8.4.4. Move

This allows an entry to be moved to another event in the Congress. This caters for the situation where different sections (e.g. Open, Seniors, etc) are listed as separate events and a pair or team has accidentally entered the wrong one.

The screenshot shows a web interface for managing a congress. At the top is an orange header bar with the text 'Congress Admin View' and 'ABF Mid Year Congress'. Below this is a note: 'If the entry fees are different you may need to do a manual adjustment'. The main content area has a blue header bar that says 'Pairs - Move Entry'. Below this, the entry name 'Alan Admin, Betty Bunting' is displayed. There is a green button labeled 'Move to...' with a dropdown arrow. At the bottom of the form is a purple button labeled 'CHANGE'.

It is only possible to move to an event of the same type (i.e. pairs to pairs, teams to teams).

Entry fees and payments are not automatically adjusted as a result of such a move. It may be necessary for the Tournament Organiser to make manual adjustments.

9. Level 3 - Entry (player listing)

Clicking detail against an entry opens up a screen displaying the players in the entry and their particular information. It also contains a filtered view of the log of events for that entry alone.

Congress Admin View

Our Big Congress

Open Teams - Entry

Category - Category 1 CHANGE

Entry by: Julian Foster (ABF: 518891)

ADD PLAYER RECALCULATE

Team Name: FOSTER 

Players	Received	Entry Fee	Status	Payment Type	Paid By	Entry Fee Reason	Entry Complete	Action
Julian Foster	0.00	20.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
Mark Guthrie	0.00	20.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
Alan Admin	0.00	20.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
Betty Bunting	0.00	10.00	Unpaid	Bridge Credits		Youth discount 50%	-	ACTIONS -
David Weston	0.00	20.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
TBA	0.00	20.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -

Question: Please advise any dietary requirements

Answer: No answer provided

Log Events

Date	Actor	Description
Friday 3rd Dec 2021 1:14pm	Julian Foster (ABF: 518891)	Changed category to Category 1 from None
Friday 3rd Dec 2021 1:13pm	Julian Foster (ABF: 518891)	Paid for Betty Bunting (ABF: 101) with 25.00 Bridge Credits
Friday 3rd Dec 2021 1:13pm	Julian Foster (ABF: 518891)	Paid for Alan Admin (ABF: 100) with 25.00 Bridge Credits
Friday 3rd Dec 2021 1:13pm	Julian Foster (ABF: 518891)	Paid for Mark Guthrie (ABF: 620246) with 25.00 Bridge Credits
Friday 3rd Dec 2021 1:13pm	Julian Foster (ABF: 518891)	Paid for Julian Foster (ABF: 518891) with 25.00 Bridge Credits
Friday 3rd Dec 2021 1:13pm	Julian Foster (ABF: 518891)	Checkout for event entry 33 for Betty Bunting (ABF: 101)

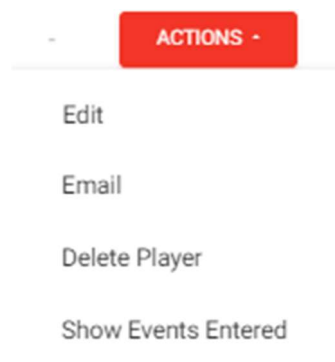
9.1. Organiser actions

The Organiser can:

- *[When in use]* Change the category selection for the entry – use the Change button.
- Add more players (in a team event).
- Recalculate fees (in a teams event with more than 4 players) – see 16 below for details of how this works.
- *[When in use]* Edit the team name – use the pen icon next to the name.

9.2. Entry actions

Against each player you can also click Actions

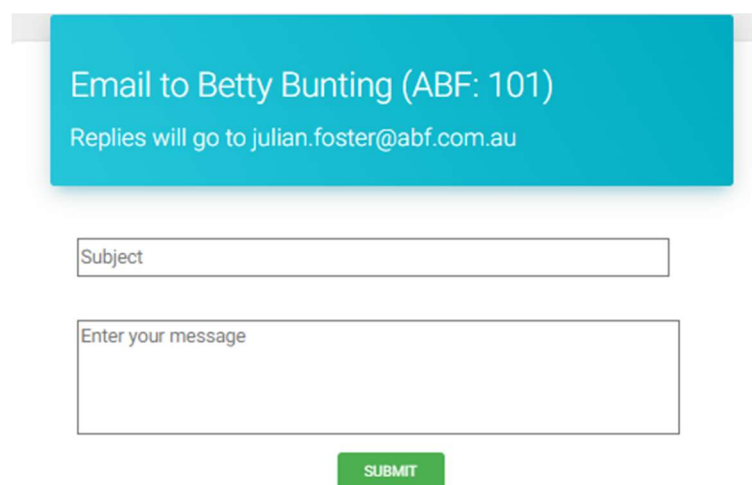


9.2.1. Edit player details

Edit takes you to the lowest data level (Player level) where you can see further details for that particular player and make amendments. See 10 below.

9.2.2. Email an individual player

Email allows you to send an email to a specific player (as opposed to a general email to all players entered in the event). This might be used to chase up an individual for payment, for example.

A screenshot of an email form. At the top, a blue box contains the text 'Email to Betty Bunting (ABF: 101)' and 'Replies will go to julian.foster@abf.com.au'. Below this is a text input field labeled 'Subject'. Underneath is a larger text area labeled 'Enter your message'. At the bottom center is a green button labeled 'SUBMIT'.

9.2.3. Delete Player [This is only available for Teams events]

This removes the player from the entry and replaces them with TBA. Payment information is not changed and no refunds are triggered:

Open Teams - Delete Player

This entry has been paid for, automatic refunds are not triggered if you delete this

Player	Julian Foster (ABF: 518891)
Payment Type	Bridge Credits
Payment Status	Paid
Entry Fee Reason	Full fee
Entry Fee	20.00
Payment Received	20.00

DELETECANCEL

If the entry already has more than 4 players then it is possible to remove a player completely provided the Entry Fee and Payment Received figures for that player are both zero.

9.2.4. Show Events Entered

This shows a view of all events in the Congress which the selected player has entered.

Congress Player Entries View - Rival Crazy Tourny

This shows the events that a particular user has entered in this congress.

Julian Foster (ABF: 518891)

Event	Entry	Status	Payment Received	Entry Fee	Payment Status	Payment Type	Paid By	Entry Fee Reason	Date Complete
Open Teams	Julian Foster, Betty Bunting, Alan Admin, Mark Guthrie	Complete	20.00	20.00	Paid	Bridge Credits	Julian Foster	Full fee	Monday 19th Jul 2021 12:38am

This function is the same as the general Player Search available at the Congress level (0 above).

10. Level 4 - Player details

Clicking Edit against a player opens up a screen displaying the detailed information for that particular player.

The screenshot shows the 'Congress Admin View' interface. At the top, there's an orange header with 'Congress Admin View' and 'Teams - Player Entry'. Below this, it says 'JF new series'. The main content area is divided into two panels. The left panel, titled 'Player: Julian Foster (ABF: 518891)', features a profile picture of Julian Foster, his name, and two buttons: 'CHANGE' (blue) and 'MAKE TBA' (red). The right panel, titled 'Details', contains a form with the following fields: 'Payment Type' (Bridge Credits), 'Payment Status' (Entry Paid), 'Entry Fee Reason' (Full fee), 'Entry Fee' (25.00), 'Payment Received' (25.00), and 'Paid By' (Julian Foster (ABF: 518891)). A green 'SAVE' button is at the bottom right of the details panel.

There are two sides to this screen – player name and entry/financial details.

10.1. Player name (left hand side)

10.1.1. Change the name or make TBA

From here you can change the player or replace them with TBA. Use the blue Change button to select the new player by name or ABF number.

If you are in an event designated for members only, if you attempt to add a non-member you will get a confirmation dialogue box asking you to confirm you wish to add the player:

The dialog box has a blue border and a light blue background. At the top center is a circular icon with a lowercase 'i'. Below the icon, the title 'Enter Non-member?' is displayed in bold. The main text reads: 'David Weston (ABF: 65617) is not a club member. Proceed with entry?'. At the bottom, there are two buttons: 'OK' (blue) and 'Cancel' (red).

You might do this if the club member list is not up to date in My ABF Club Admin so the player has been unable to add the person themselves.

10.1.2. Override “TBA” with a named player

If the player position is currently labelled “TBA” you have an additional option to override the details and add in a named player. This will be included in the download for the scorer.

This may be necessary if the player in question has still not registered for My ABF because it’s not possible for a player to include an unregistered player by name in an entry.

Note this should be a last resort. Ideally we want all players to register and be included in the entry in the normal way. Overriding the name here does not add the player to My ABF, it merely includes their name and ABF number in the csv download for the scorer.

Click Override TBA details:

Player: TBA

TBA

User changed

CHANGE

It is much better to get players to register for My ABF so you can assign them properly. However, if you have to, you can enter a name and ABF Number here to be included in the scoring download. This does not register them for My ABF.

0 Override ABF Number

Override tba name

CHANGE

You can key in an ABF number and the system will search the Masterpoint Centre database to bring up their name automatically. Click the grey Change button at the bottom to include this player in the entry.

Errors will be displayed in two circumstances:

- If the player is already a registered My ABF user (in which case you should use the regular Change function to “properly” add them to the entry)
- If the number isn’t an active ABF number (in which case you can still manually edit the number and name if you wish)

The name and number you select will be displayed in:

- The public entry list (but in italics showing the player isn’t a fully registered member of My ABF so will not behave the same way as others – e.g. they will not receive any email notifications about the entry)
- The admin entry list (but in brackets showing the entry is still officially “TBA”)
- The csv download for scorers
- The csv download for entrants (but with a note showing the entrant was manually added)

10.2. Entry/Financial Details (right hand side)

This screen is an area where you can override and amend things. You can (although it is not recommended unless you know what you are doing) change the Payment Type, Payment Status, Entry Fee Reason, Entry Fee or Payment Received. You can see, but not change, who the system has recorded as paying for this player.

Important notes

1. This screen should generally only be used to correct unexpected issues or to amend a discount calculation for a player.
2. Your changes will flow through to the Entry list and will be taken into account in any overall financial reconciliation. But nothing you do here will cause any actual payments or refunds to occur.
3. You need to be careful here as all fields are separate. For example the payment status field can be set independently of the amounts involved. Hence it is possible to create nonsense – e.g. Entry Fee 100, Payment Received 100, Payment Status Unpaid. [A FUTURE CHANGE WILL MAKE THE PAYMENT STATUS A CALCULATED FIELD AND SHOW MORE DETAILED FINANCIAL FIGURES TO THE PLAYER]

Click Save to save any changes.

11. Making refunds or other payments (e.g. prizes) to players

At present it is not possible to make sundry refunds or other payments to players from within the Congress Manage area.

It is, however, possible to do so via the Finance area of Club Admin (Congress organisers will not automatically have access to this area – it depends how their club has set up its administration access rights).

The two situations you might normally do this are:

- A sundry refund that has arisen for some reason
- Paying a prize in the form of Bridge Credits

Note the Finance area operates completely separately to the Congress area. That means if you do make a refund to a player from here then it is not automatically reflected in the Congress area – you will need to separately update the amount the player has paid within their entry (as described in 10.2 above).

11.1. Paying prizes

Paying prizes in the form of ABF Bridge Credits is quite popular as it's a lot more convenient for the club than getting hold of cash or bank details. It's also convenient for players who are regularly using credits.

BUT

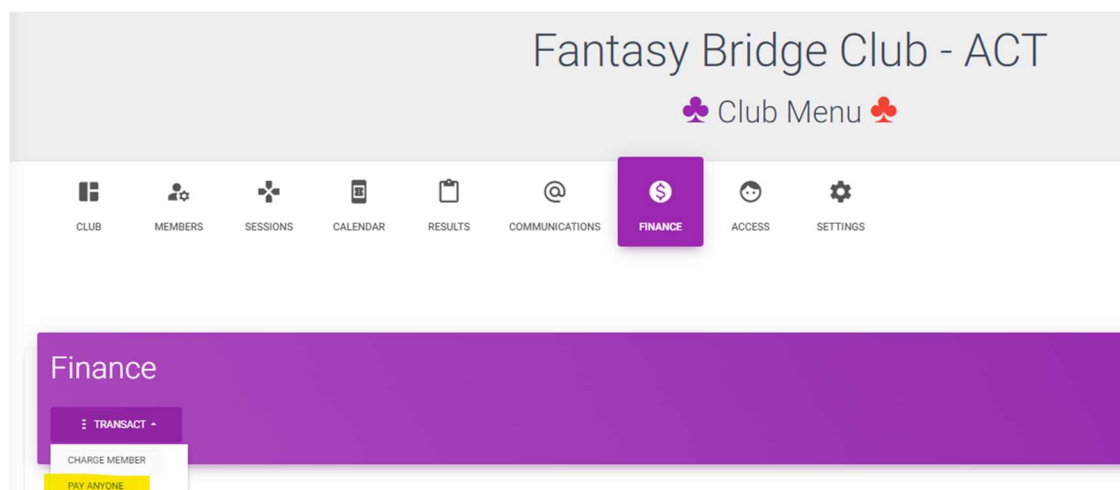
It is very important that a club checks with players whether they want to receive a prize in this way. They should always be given the option of receiving direct payment.

If a club pays a prize like this, only for the player to then come to the ABF demanding a refund that creates 2 problems:

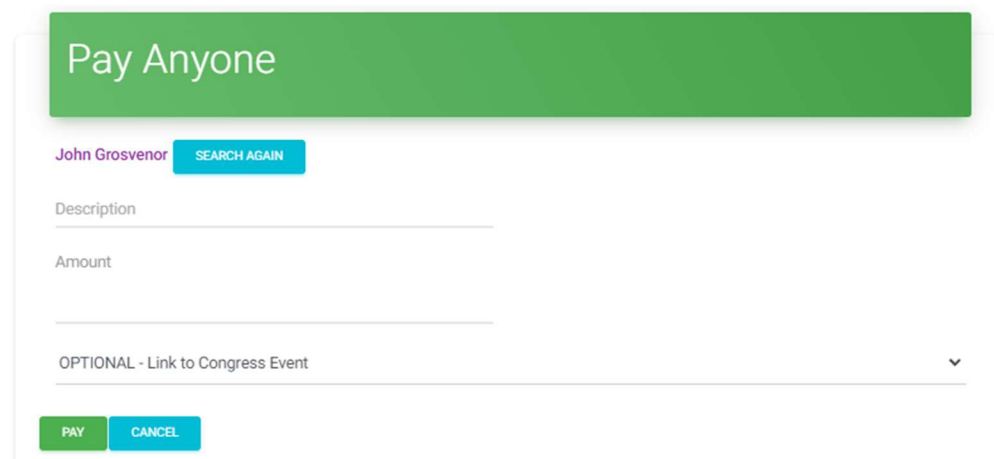
- It's an unreasonable additional workload for the ABF
- It may not be easy to actually do the refund – most refunds are done by reversing card payments. But if a player has only received credits and nothing else then this is not possible.

11.2. Making the payment

To do this, select Finance – Transact – Pay Anyone



Select the person you wish to pay. Then you can add a Description and an Amount to make the payment.

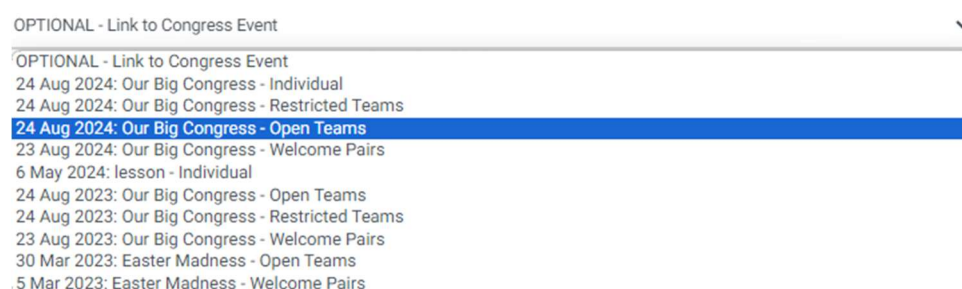


It is possible to associate a payment with your event (see 11.3 below) but that is only for the purposes of the overall financial reconciliation. If the payment relates to a Congress refund then you may also need to manually update the player's financial details in the Congress (as described in 10.2 above).

11.3. Associating a payment with your event

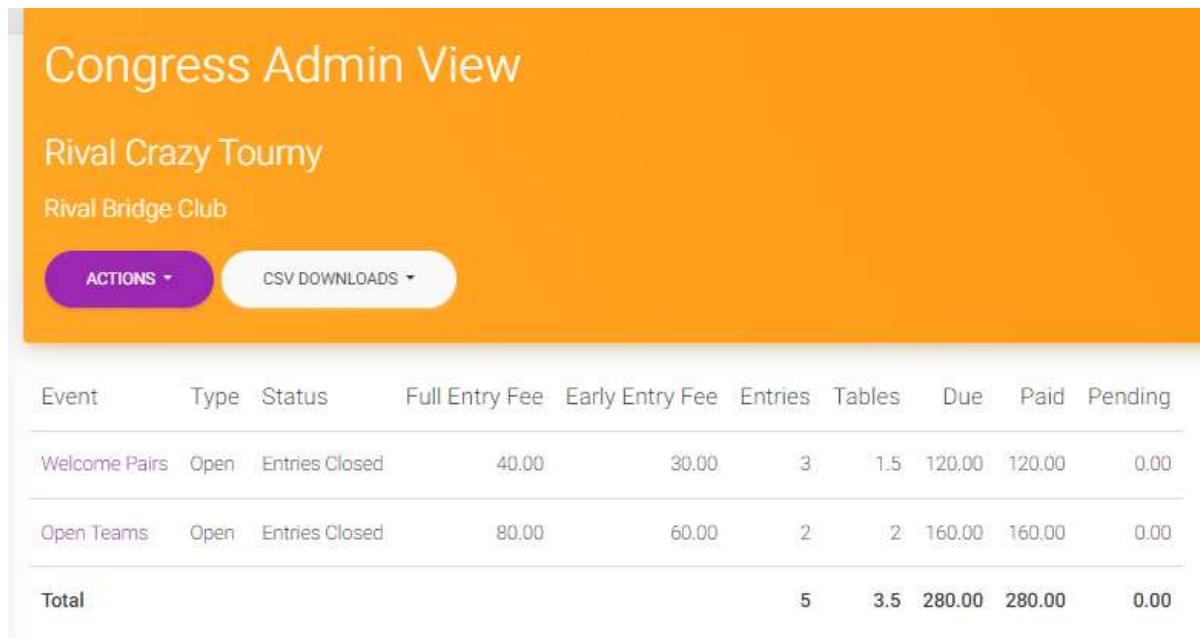
If you are making a payment from this area, it is strongly recommended that you link it to the event that it relates to. If you do this, the payment will be associated with the event and included in the financial summary for it (visible in the Finance menu of the Club Admin). If you don't, it will be shown as a separate payment not associated with any event and that will make the financial reconciliation of the event and congress harder.

There is a drop-down list where you can select the event you want to link it to:



12. Closing off an event

After an event is completed it is important that the financial reconciliations are completed. The organiser should aim to have the front screen of the Manage area showing everything Paid and nothing remaining as Pending:



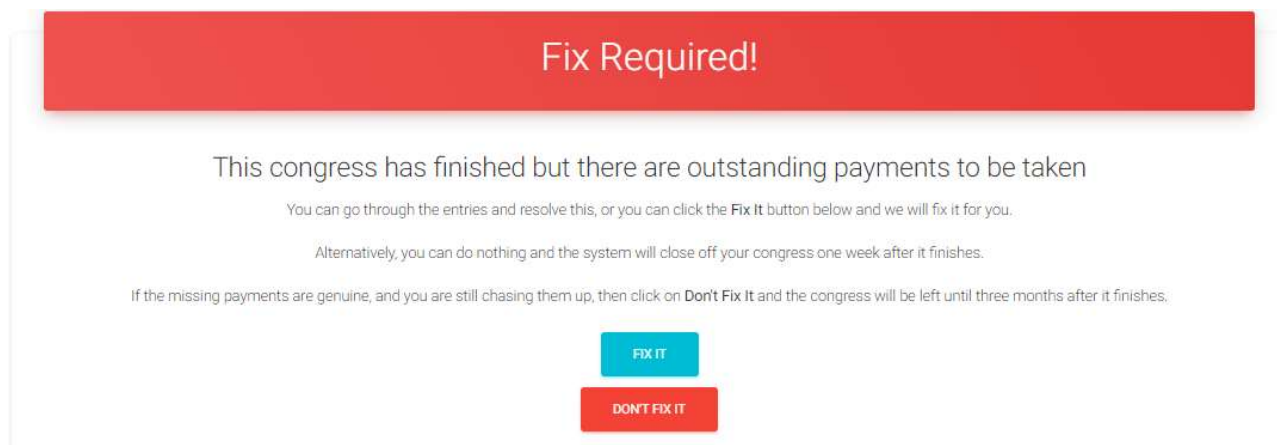
Event	Type	Status	Full Entry Fee	Early Entry Fee	Entries	Tables	Due	Paid	Pending
Welcome Pairs	Open	Entries Closed	40.00	30.00	3	1.5	120.00	120.00	0.00
Open Teams	Open	Entries Closed	80.00	60.00	2	2	160.00	160.00	0.00
Total					5	3.5	280.00	280.00	0.00

There have been situations where organisers have left players marked as unpaid. It could obviously be the case that someone has been late in paying but it's far more likely that the player paid another way on the day and this just has not been reflected in My ABF. For an entry marked to be paid with bridge credits, this could even result in a player being charged for that entry when they make another future one as the system has been told their payment is still outstanding – clearly this scenario is unacceptable.

There is therefore a function to help an organiser quickly complete their congresses. The system will also do this automatically after a period of time if no action is taken.

12.1. Initial notification

If there are entries still marked as unpaid in a congress then a message in the Congress management area is displayed as soon as the congress is completed:



Fix Required!

This congress has finished but there are outstanding payments to be taken

You can go through the entries and resolve this, or you can click the **Fix It** button below and we will fix it for you.

Alternatively, you can do nothing and the system will close off your congress one week after it finishes.

If the missing payments are genuine, and you are still chasing them up, then click on **Don't Fix It** and the congress will be left until three months after it finishes.

FIX IT

DONT FIX IT

There are 4 courses of action an organiser can take upon seeing this message:

1. Manually go through any entries still showing money owing and fix them up (either by updating the system or chasing any players who actually do still own money).
2. Click “Fix it”. This will mark all the outstanding amounts as cleared immediately (see below for details of what exactly this does).
3. Click “Don’t Fix It”. This will leave the congress unchanged but it will be automatically closed off after a period of 3 months if it hasn’t been done manually before then.
4. Do nothing. The message will remain on the Manage screen and the congress will be automatically closed off after 1 week if it hasn’t been done manually before then.

12.2. Actions taken when you click “Fix it” or when a congress is automatically closed off later:

Any entry marked as unpaid will have:

- the payment received field changed to match the entry fee;
- its payment status changed to paid;
- the payment method field changed to “system adjusted”; and
- log entries placed in the entry to describe all the above and provide an audit trail for what’s been done.

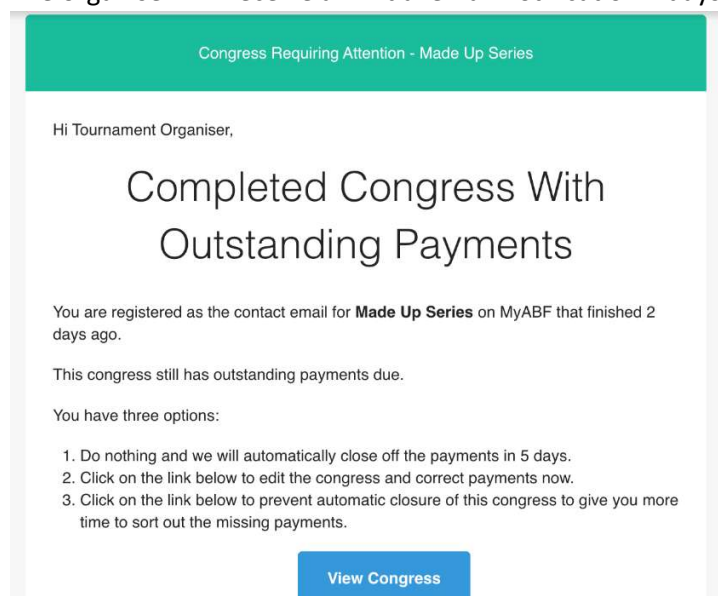
The effect of this is to remove any entries still marked as Pending with amounts due. It’s important to understand that no actual Bridge Credit payments are collected by these actions. They are purely MARKING the entry as having been paid.

12.3. Notifications to Tournament Organiser contact email

NOTE: These emails go to the email set up as the contact email address for the Tournament Organiser in the Congress setup. They do NOT go to everyone with Congress administration access.

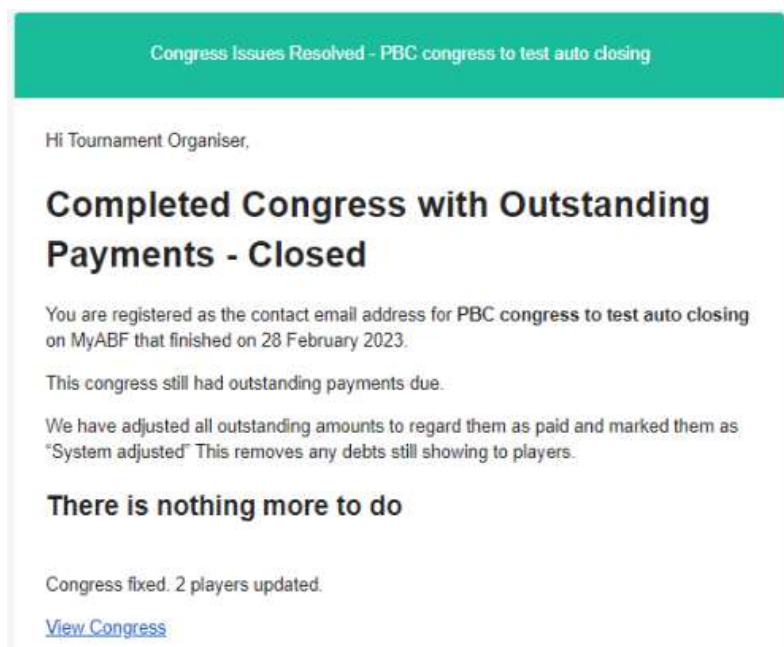
12.3.1. Initial prompt 2 days after the congress

The organiser will receive an initial email notification 2 days after the congress to prompt them:



12.3.2. Confirmation email after closing off actions have been completed

After the congress has been closed off another notification email will be sent indicating that fixes have been applied and how many players have been adjusted (it also includes a link to the congress so the organiser can see in more detail if required):



Timing

This email will be sent immediately if the “Fix it” button is used, after 1 week if no action is taken, or after 3 months if the “Don’t Fix It” button is used.

12.4. Accessing a completed congress

At this stage it is still possible to access and edit a completed congress – both the Edit area and the Manage area. However, because trying to edit a completed congress would be unusual a message is now displayed in case the user is doing so by mistake (meaning to edit a newly rolled forward one instead):



You are editing a congress that has finished

Are you sure you want to do this? Did you perhaps copy a previous congress and edit the wrong one?



A future function will allow completed congresses to be locked from editing (unless specifically unlocked by an administrator).

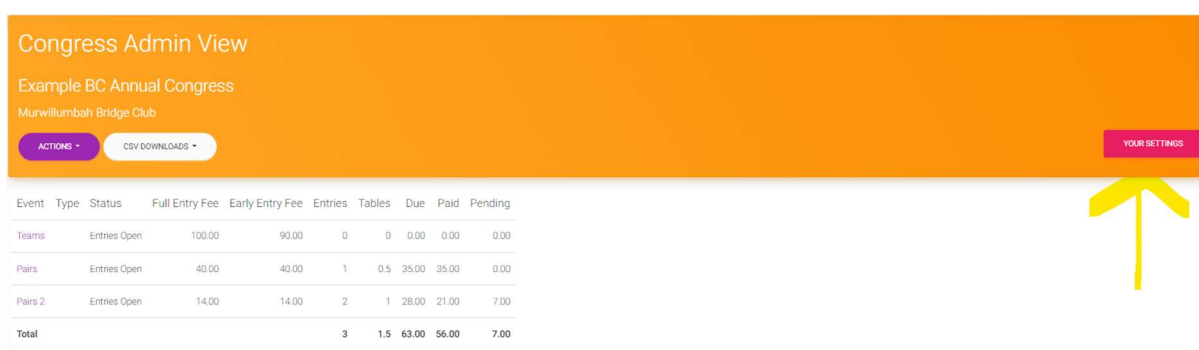
13. Email notifications

The system automatically generates email notifications when various events take place. These events can include the initial entry but also subsequent edits or withdrawals of entries by players or the tournament organiser. They all give rise to an Icon alert as well (indicated by the bell icon in the top right of a user's screen).

Some notifications go to the players in the entry, some to the tournament organiser (in both cases to the email address in the user's profile). All notifications also go to the nominated Congress contact email address.

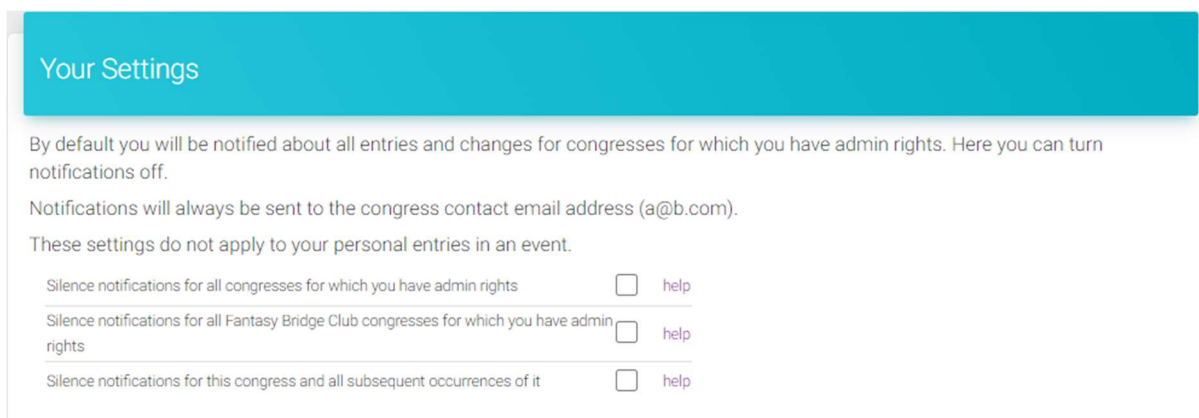
13.1. Managing notifications sent to an Organiser

An Organiser can control whether they receive these notifications or not. They do this via the top level of the Manage area:



Event	Type	Status	Full Entry Fee	Early Entry Fee	Entries	Tables	Due	Paid	Pending
Teams	Entries Open		100.00	90.00	0	0	0.00	0.00	0.00
Pairs	Entries Open		40.00	40.00	1	0.5	35.00	35.00	0.00
Pairs 2	Entries Open		14.00	14.00	2	1	28.00	21.00	7.00
Total					3	1.5	63.00	56.00	7.00

Click Your Settings to be presented with a series of choices. These allow you to switch off receiving administration notifications either just for this congress, or for all congresses run by the organisation you are an organiser for, or for all congresses (from all organisations) that you are an organiser for.



Your Settings

By default you will be notified about all entries and changes for congresses for which you have admin rights. Here you can turn notifications off.

Notifications will always be sent to the congress contact email address (a@b.com).

These settings do not apply to your personal entries in an event.

- ☐ Silence notifications for all congresses for which you have admin rights [help](#)
- ☐ Silence notifications for all Fantasy Bridge Club congresses for which you have admin rights [help](#)
- ☐ Silence notifications for this congress and all subsequent occurrences of it [help](#)

13.2. Emails sent to players

Players receive notification emails about the following events (either initiated by themselves, another player in the entry, or the tournament organiser):

- They are included in a new confirmed entry
- They are added to an existing entry
- They are removed from an existing entry

- An entry they are part of is withdrawn from the event

Note players do **not** get a notification when an entry is commenced but left in a user's shopping cart, these only go out at the time a user confirms the entry.

13.3. Emails sent to Tournament Organiser(s) and the Tournament Contact Email address

The Tournament Organiser(s) also receive notification emails about the following events:

- A new entry is confirmed by a player (but not if one is just commenced and left in a shopping cart)
- An entry is edited by a player
- An entry is withdrawn from the event by a player
- A player changes a category in an entry

Note the tournament organiser does NOT receive an email notification for actions they initiate directly – e.g. if they add, edit or withdraw an entry themselves.

These emails go to the main Tournament contact email address and also the email address in the Profile pages of the people with Congress administration access for the organisation.

13.4. Emails sent to the Tournament contact email after the congress

After a congress is finished if not all players are shown as paid then emails are sent to the main Tournament contact email address.

2 days after the congress is finished, a reminder email is sent to offer 3 options:

- Fix the congress (all outstanding payments will be recorded as paid)
- Do not fix the congress (it will remain unchanged but will be automatically closed off after 3 months)
- Do nothing (it will remain unchanged but will be automatically closed off after 1 week)

See section 12 above for more details about closing off an event.

14. Understanding player entry and payment mechanics

14.1. The player entry screen

Players are presented with a screen where they are defaulted as player 1 (this can be changed).

The screenshot shows the 'Enter Event' interface for the 'ABF Mid Year Congress' on 'Saturday 4th Dec 2021 10am'. A category dropdown is set to 'CATEGORY 1'. Below is a table for entering players:

Player	Payment Method	Pay Now	Pending
Julian Foster	My Bridge Credits	25 credits	
Alan Admin	Ask them to pay		25 credits
Betty Bunting	Ask them to pay		25 credits
Select...	Select...		
Total		25 credits	50 credits

Below the table, there is a 'Team Name' field with the value 'Foster'. A 'Tournament Organiser asking a question of entrants' section contains a 'Player response to question' field. A 'Comments' section contains a 'Player comments' field. At the bottom are two buttons: 'CONFIRM AND PAY NOW' and 'SAVE AND PAY LATER'.

They choose their partner/teammates (either by searching or by pre-setting them as teammates in their profile page).

The entry fee is calculated for each player (the ticket icon provides an explanation of any discounts given).

They can vary the payment method for each player in the entry if they wish (see 14.3 below for details of the various payment methods accommodated). The default is My Bridge Credits for each player – i.e. assuming the first player will pay online for the whole entry but other methods can be selected or “Ask them to pay” if their partner or teammate will be paying separately.

They can also add a comment or additional request (e.g. for fixed seating).

The Tournament organiser has options to include:

- a) categories for entrants to select from
- b) a question they want entrants to answer
- c) team names

When complete the player can either checkout and pay immediately or add the entry to a shopping cart to be saved and later paid with other entries.

14.2. The player edit entry screen

Edit Entry

Teams in JF new series

[VIEW ALL ENTRIES](#) [ENTER FOR SOMEONE ELSE](#)

You made this entry

Category: Category 1

Category [CATEGORY 1](#)

Organiser's question to entrants
Player response to question

[CHANGE ANSWER](#)

Player	Actions	Entry Fee	Payment Method	Status
 Julian Foster	 	25 credits	Bridge Credits	 Paid
 Mark Guthrie	  PAY	25 credits	Bank Transfer 	 Pending Manual
 Alan Admin	  PAY	25 credits	TBA 	 Unpaid
 Betty Bunting	  PAY	25 credits	TBA 	 Unpaid

Comment: [Player comment](#)

Team Name: [FOSTER](#)

[PAY FOR EVERYONE](#)

[WITHDRAW WHOLE TEAM FROM EVENT](#) [EXIT](#)

Any player in an already completed entry can later open it. From there they can edit it in a number of ways:

- Change their selected category
- Edit any response to the Organiser's question, comment or team name
- Change a player in the entry (to TBA or replace with another player)
- Pay with their own bridge credits (either for individual players within the entry or for all outstanding amounts)
- Change a payment method for any player with unpaid amounts
- Withdraw the entire entry (up to a date specified by the Organiser)

They can also enter for someone else (a common example of this is a weekend congress with pairs one day, teams the next – the same person may want to put in entries for both pairs and the team).

14.3. Payment methods

The payment methods available for players will vary depending on what the Tournament Organiser specifies for the Congress during setup. The following options are available.

Method	Description
Accept Card Payments (via Bridge Credits)	This is the default. It is equivalent to paying by card. It is what we want everyone to do! If players select this one of two things will happen when they pay: • If they already have funds in their Bridge Credits account, these will be used (if the balance is insufficient they will be given the option to make a manual credit card payment for the balance) • If they do not have funds in their Bridge Credits account, they will be taken directly to a Stripe screen to input card details and pay. The system will “top-up” their account with these funds and then immediately use them to pay for the entry. See notes below for how this operates in practice and how the organising body receives the money.
Accept Cash	You will accept cash from players on the day
Accept Bank Transfers	You will allow players to pay outside the system using a bank transfer (which you will have to check has arrived)
Accept Cheques	You will allow players to pay outside the system and send a cheque
Use your own pre-paid system (not My ABF)	You will allow players to nominate to use a prepayment system run by the organising body. My ABF will produce a list of players who have nominated this payment method. This list can be exported and uploaded to that system to be processed there. See 0 for details.

“Off System” payments (Cash, Bank Transfer, Cheque) go to a state of “Pending manual” and the Organiser can then mark them as paid when the money has actually been received. See 0 for details.

Players are presented with the options set up by the Organiser. They also have the option of selecting “Ask them to pay” against other players in the entry. This is to indicate they are not paying for that player and the expectation is that player will log in to My ABF and edit the entry to make their own payment arrangements.

15. Understanding refunds

Refunds occur in three primary situations:

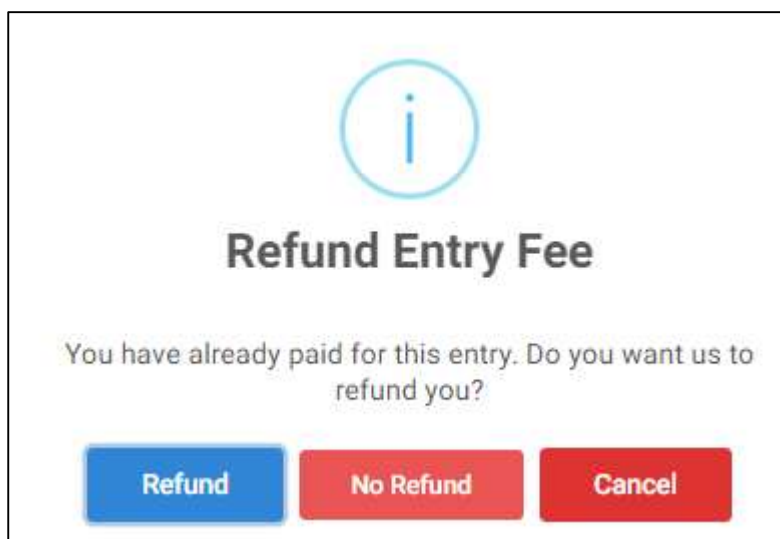
- Removing a player from an entry
- Withdrawal of an entire entry by a player
- Withdrawal of an entire entry by the organiser

The primary mechanism of refunds is always to a player's Bridge Credits account. It is intended that this become the norm to reduce the amount of times that Tournament Organisers will have to specifically reverse credit card transactions or initiate their own bank transfers.

If players do receive a bridge credits refund and they then want an actual \$ refund to the card they used to pay, they need to put in a support request and ABF head office will process the credit card refunds.

15.1. Removing a player within an entry

When an individual player is removed from an entry (either by the player or by the organiser) the option of a refund to whoever paid for that player is now given. For example if the player doing the removal had themselves paid:



If the incoming player is going to pay for themselves then it's appropriate for the departing player to receive a refund. If the players are going to sort it out amongst themselves then no refund need be given through My ABF.

If a full price player is replaced with a youth player the difference between the original fee and the youth discounted fee is automatically refunded to the Bridge Credits account of the player who paid for the original entry (not this does not necessarily have to be the player being replaced.)

Note it is impossible for the last named player in an entry to be removed as that would leave the entry with all entrants showing as "TBA". The last player needs to withdraw the entire entry using the red button at the bottom left of the player's edit entry screen.

15.1.1. Special circumstances for refunding players

Refunds are not offered automatically when an organiser has previously manually edited the entry to show an amount as paid for a player when nothing had been automatically recorded (perhaps due to an entry being manually moved or some other adjustment). In that situation it will be necessary to manually transfer credits to the player via the Organisation's own bridge credits account.

15.2. Withdrawal of an entire entry by a player

Any player who has made a payment at the time the withdrawal occurs will automatically get a refund to their bridge credits account (with an opposite entry to the Organisation's account). This includes payments made by manual means (e.g. bank transfers). Note that My ABF does NOT automatically reverse any actual Stripe card payments (this could be done but would have to be done via the Stripe website).

My ABF also does not yet track refunds made by the Organiser outside the system (e.g. by bank transfer).

In future we will probably change this to automatically refund only those players who have paid with bridge credits (the presumption being that players who paid outside My ABF directly to the Tournament organiser will be refunded that way as well).

15.3. Withdrawal of an entire entry by the organiser

When the organiser does a withdrawal they have additional control over what refunds are given. They are presented with a screen showing the amounts paid by each player in the entry. My ABF keeps track of who has paid what so it will display the amounts actually paid by each player – so that the refunds go to the right people.

Congress Admin View

ABF Mid Year Congress

Pairs (Open) - Cancel Entry

Julian Foster, Mark Guthrie

Paid - 30.00 credits

Refunds are at the discretion of the convener. Funds will be transferred from the club account to the entrant's account and could result in the club being overdrawn. Rival Bridge Club has a balance of 584.00 credits.

If you don't want to give a refund then set the amount to zero.

Player	Refund
Julian Foster (ABF: 518891)	15.00
Mark Guthrie (ABF: 620246)	15.00

CANCEL ENTRY

Note that the figures being presented here are the potential refunds to go to players and, **IF PROCESSED, THEY WILL BE BRIDGE CREDIT REFUNDS.**

The Organiser can accept these figures or edit them. Upon clicking Cancel Entry, the entry is removed and the nominated refunds will be made to the players' Bridge Credits accounts (with an opposite entry to the Organisation's account).

There are two circumstances when an Organiser will probably want to edit the amounts:

1. If the event refund policy means the player(s) are not entitled to a full refund for whatever reason; OR
2. If the players have not originally paid via bridge credits and the organiser intends to make a refund directly to them outside My ABF (this most commonly occurs for players who paid by bank transfer). In that case the figures presented should be removed (this doesn't mean that no refund will be given – it just means that no bridge credits refund will be given).

It is acknowledged that the system should probably only show a suggested refund figure for players who HAVE paid by bridge credits. Future changes to this area will allow the Organiser to specify the amount of the refund AND whether it should be by bridge credits or "off-system" (this will allow more complete financial reconciliations to be produced).

Withdrawn entries are retained in My ABF behind the scenes although they are no longer visible on any entry lists. Future financial reconciliation reports (currently in design) will take payments and refunds for these entries into account.

16. Handling teams of 5 or 6 players

A large majority of teams entries are for teams of 4. Entry fees are all initially configured to assume this.

There are, however, situations where teams of 6 (or sometimes 5) are also playing.

My ABF initially assumes that the entry fee is allocated only to players 1-4. Players 5 and 6 are listed as free. There is then, however, an ability for both players and organisers to recalculate the fees to distribute them across all players in the entry.

Note this is not nearly as simple to do as it may first appear – because an entry can include any or all of the following:

- Youth players receiving a discount
- Early entry discounts
- Special discounts attributable to particular players
- Different member and non-member entry fees

16.1. Recalculate entry fees when creating an entry (player)

After a 5th player has been added to an entry, although they are initially still included with no charge a “Recalculate Fees” button appears at the bottom of the screen.

The screenshot shows a web form titled "Enter Event" for "Test Teams in Easter Red Points Congress" on "Saturday 22nd Jun 2024 10am". It contains a table with the following data:

Player	Payment Method	Pay Now	Pending
Julian Foster	My Bridge Credits	30 credits	
Mark Guthrie	My Bridge Credits	30 credits	
Alan Admin	My Bridge Credits	30 credits	
Betty Bunting	My Bridge Credits	15 credits	
David Weston	No Charge		

Below the table is a purple button with a white plus sign. The total is shown as "Total 105 credits". At the bottom, there is a text input field with the placeholder "Split entry fees across all team members" and a tooltip that says "Split entry fees across all team members". Below this are three green buttons: "RECALCULATE FEES", "CONFIRM AND PAY NOW", and "SAVE AND PAY LATER". The "RECALCULATE FEES" button is highlighted with a yellow box.

Hovering over this button brings up a tool tip explaining what it will do.

In this example the entry fee per player was specified at \$30 – i.e. \$120 per team (based on the normal team of 4). One player (Betty Bunting) is a youth player and receives a 50% discount.

Clicking the recalculate button will spread the fees between all players in the entry. Note that if you are adding a team of 6 it is more sensible to wait until you have also added the 6th player and THEN use the Recalculate Fees button.

After the recalculation (for a team of 6) the entry fees are now spread like this:

Enter Event

Test Teams in Easter Red Points Congress

Saturday 22nd Jun 2024 10am

Player	Payment Method	Pay Now	Pending
Julian Foster	My Bridge Credits	20 credits	
Mark Guthrie	My Bridge Credits	20 credits	
Alan Admin	My Bridge Credits	20 credits	
Betty Bunting	My Bridge Credits	10 credits	
David Weston	My Bridge Credits	20 credits	
TBA	My Bridge Credits	20 credits	
Total		110 credits	

Comments

RECALCULATE FEES

CONFIRM AND PAY NOW

SAVE AND PAY LATER

The details of the recalculation (referencing this example) are shown in the next section.

16.2. Details of the recalculation

The exact mechanics of the recalculation can get quite complex when multiple discounts are involved. The system does the following:

- The specified entry fee per player is multiplied by 4 to reach an entry fee for the team ($4 \times 30 = 120$)
- That fee is divided equally between the players now in the entry to reach a new fee per player ($120 / 6 = 20$)
- If the team includes any youth players, the youth discount is then applied ($50\% \times 20 = 10$)
- If member/non-member fees are also involved, separate per-team amounts are determined for each and divided – with the relevant amounts per player being allocated to members/non-members included within the entry.

Youth players: This means that a youth player in a team of 6 will receive a percentage discount (usually 50%) applied to $1/6^{\text{th}}$ of the total team price. As opposed to 50% of $1/4$ of the total team price in a team of 4.

Rounding: If the total entry fee does not divide evenly, the figures for each player are calculated to 2 decimal places (rounded up). For example an entry fee of \$80 in a team of 6 leads to \$13.34 per player. No rounding difference is included (so in that scenario a total of \$80.04 would be listed). If the organiser wishes to, they can manually adjust one of the players' fees to remove the rounding difference. *[Or choose fees that divide by 4, 5 and 6 to start with!]*

If any other combination of entry fees is required, the organiser will need to manually amend the entry.

16.3. Recalculate entry fees when editing an entry (player)

It is also possible to do this when editing the entry (provided no-one has paid yet). If, for example, an entry was originally lodged as a team of 4 and a 3rd pair is now being added the same recalculation can be performed from the Edit Entry screen:

Edit Entry

Test Teams in Easter Red Points Congress

This item is still in your shopping cart [CHECKOUT](#)

[VIEW ALL ENTRIES](#) [ENTER FOR SOMEONE ELSE](#)

You made this entry

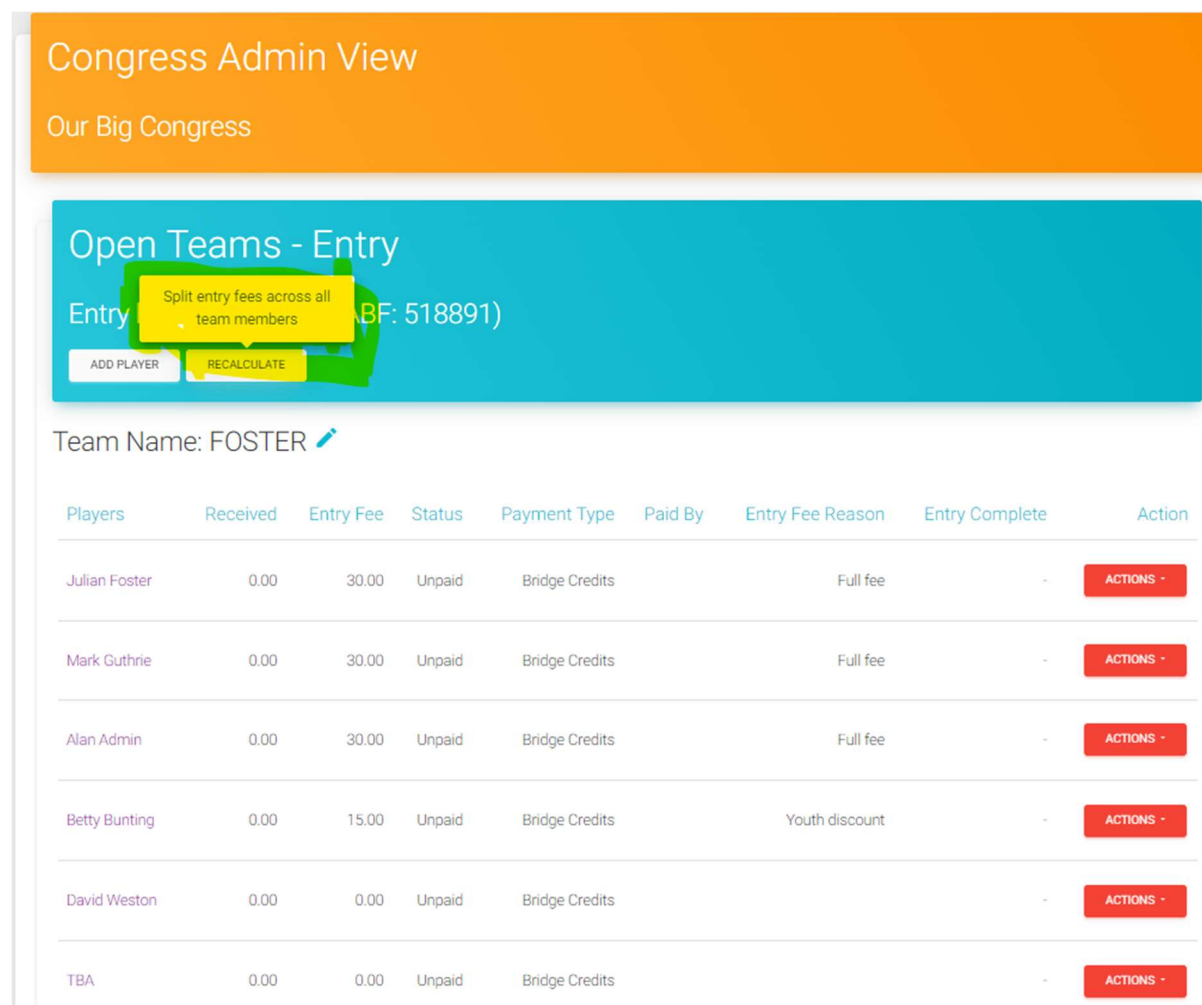
Player	Actions	Entry Fee	Payment Method	Status
 Julian Foster	  PAY	30 credits 	Bridge Credits 	 Unpaid
 Mark Guthrie	  PAY	30 credits 	Bridge Credits 	 Unpaid
 Betty Bunting	  PAY	15 credits 	Bridge Credits 	 Unpaid
 Alan Admin	  PAY	30 credits 	Bridge Credits 	 Unpaid
 David Weston	 	0 credits	Free	 Free
 TBA	 	0 credits	Free	 Free

Split entry fees across all team members

[RECALCULATE](#) [PAY FOR EVERYONE](#)

16.4. Recalculate entry fees (organiser)

The Organiser also has the ability to do this recalculation in the Congress Manage area.



Congress Admin View

Our Big Congress

Open Teams - Entry

Entry (BF: 518891)

ADD PLAYER **RECALCULATE**

Team Name: FOSTER

Players	Received	Entry Fee	Status	Payment Type	Paid By	Entry Fee Reason	Entry Complete	Action
Julian Foster	0.00	30.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
Mark Guthrie	0.00	30.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
Alan Admin	0.00	30.00	Unpaid	Bridge Credits		Full fee	-	ACTIONS -
Betty Bunting	0.00	15.00	Unpaid	Bridge Credits		Youth discount	-	ACTIONS -
David Weston	0.00	0.00	Unpaid	Bridge Credits			-	ACTIONS -
TBA	0.00	0.00	Unpaid	Bridge Credits			-	ACTIONS -

16.5. When you cannot recalculate

If any payment has been made by any player in the entry then the Recalculate button is no longer available. This is because it could lead to silly little additional payments or refunds.

In this circumstance the Tournament Organiser may need to manually reallocate fees and give sundry refunds if necessary. But it is often better if the players sort things out amongst themselves in such cases.