

Tournament Planner Software Operation & Event Management

Tennis Queensland Version 2 Released – February, 2024



CONTENTS

[2024 Junior Events Regulations](#)

[2024 Open Event Regulations](#)

[Tournament Preparation for TD & Host Venue](#)

[Module 1: TP Licenses & Updating Running System](#).....3

[Module 2: Updating/Checking Event Properties & Linking Stripe](#).....5

[Module 3: Backend Venue & Events Set-Up - Garman](#).....9

[Module 4: Entry Management & Player Communications](#).....12

[Module 5: Draw Types & Set-up](#).....16

[Module 6: Sending Files to TQ & Timeframes](#).....23

[Module 7: Scheduling Event](#).....29

[Module 8: Event Operations](#).....32

[Module 9: Post Event Follow-up](#).....37

[Module 10: Frequent Knowledge Requirements](#).....40



Module 1:

TP Licenses & Software Download/Updates

Tournament Planner Software Operation & Event Management

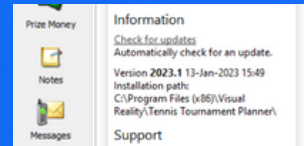
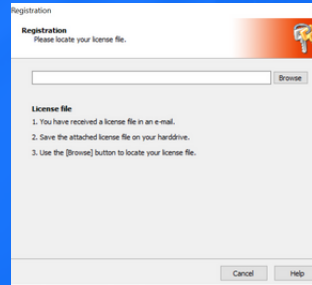
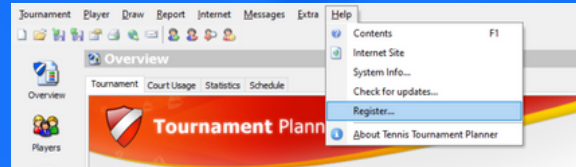
[Back to Contents](#)

TP Licenses & Software Download/Updates

Download Tournament Planner [here](#)

Save your license sent by Tennis Queensland and register when prompted. Now your software is ready for use.

Check for updates and download as required.



[Back to Contents](#)

Module 2:

Updating/Checking Event Properties & Linking Stripe

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

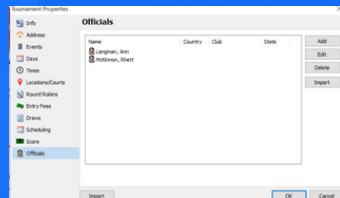
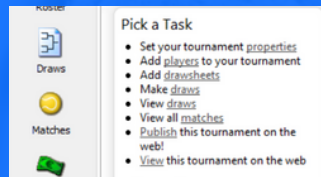
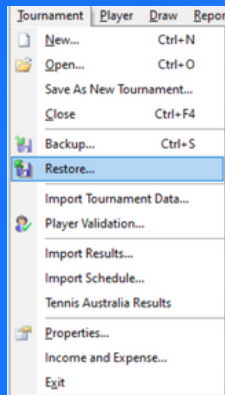
Updating/Checking Event Properties

Restore your backup:

Tournament > Restore

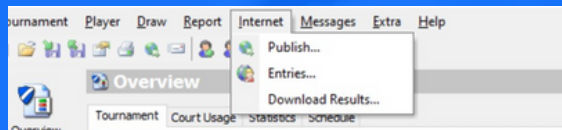
Select properties and check all information is correct from tabs on the left. Add the officials details.

Times, Locations/Courts, Scheduling and Score will be addressed in Module 3.



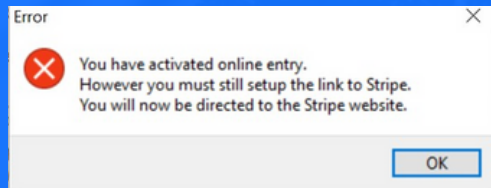
Linking Stripe

Open your file and click Internet > Publish



Then click on publish on the box that appears.

You will receive this error message:
Click Ok



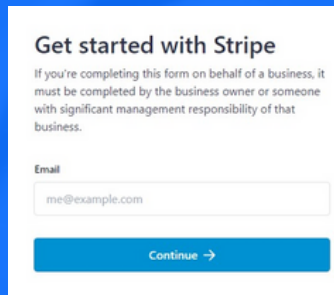
Linking Stripe

This will automatically take you to the stripe login page.

Use your email and password to login.

An authorization code will be sent to the mobile phone that is connected to this account.

Enter the code and your event will now be connected to stripe and able to receive online entries.

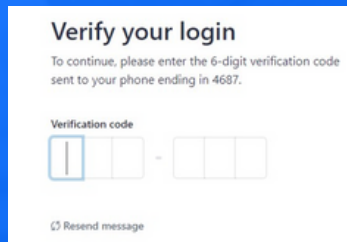


Get started with Stripe

If you're completing this form on behalf of a business, it must be completed by the business owner or someone with significant management responsibility of that business.

Email

[Continue →](#)



Verify your login

To continue, please enter the 6-digit verification code sent to your phone ending in 4687.

Verification code

 -

[Resend message](#)

[Back to Contents](#)

Module 3:

Backend Venue & Events Set Up: Garman

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

Backend Venue & Events Set Up - Garman

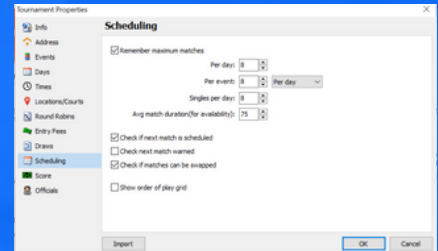
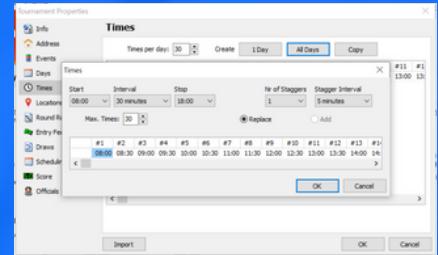
Select properties:

Select Times > times per day (30) > create 1 day > start time > 30 minute interval > ok. Then copy > choose days > ok.

Select Locations/Courts > Venue > Available Courts > Enter courts available each timeslot using Garman > copy to remaining days > apply > ok.

1 Hour 23 Minutes is an average Best of 2 set match.

Check the scheduling settings and update to suit your event.

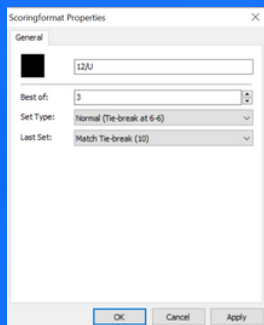


Backend Venue & Events Set-Up - Garman

Select Score > add > repeat for all formats used

Example - 12/U Best of 2 Sets, 10/u First to 6

Add a scoring format by selecting events > double click the event > stages > main draw > add the scoring format > ok



Scoringformat Properties

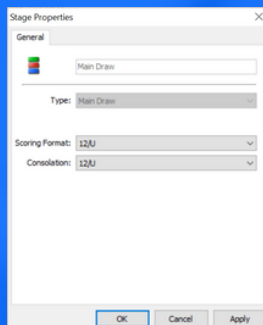
General

Best of:

Set Type: Normal (Tie-break at 6-6)

Last Set: Match Tie-break (10)

OK Cancel Apply



Stage Properties

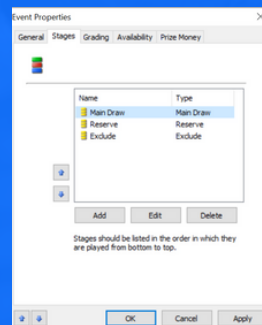
General

Type: Main Draw

Scoring Format: 12/U

Consolation: 12/U

OK Cancel Apply



Event Properties

General Stages Grading Availability Prize Money

Name	Type
<input checked="" type="checkbox"/> Main Draw	Main Draw
<input checked="" type="checkbox"/> Reserve	Reserve
<input checked="" type="checkbox"/> Exclude	Exclude

Add Edit Delete

Stages should be listed in the order in which they are played from bottom to top.

OK Cancel Apply

[Back to Contents](#)

Module 4:

Entry Management & Player Communications

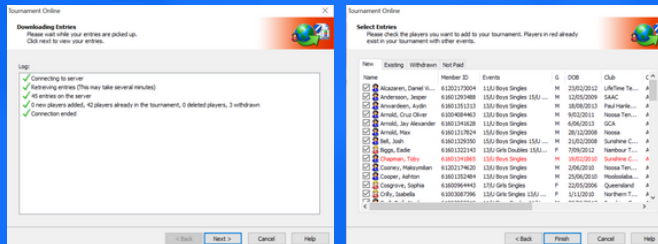
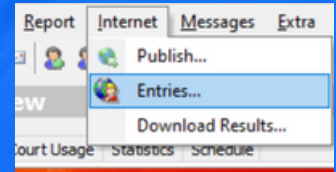
Tournament Planner Software Operation & Event Management

Entry Management

Entry downloads should be completed daily. To download select Internet > entries > next - this will show the amount of players on the server.

Click next and view all new, existing, withdrawn and not paid entries. It's best practice to NOT download not paid entries. Finish > Publish

Add Manual Entries [here](#)

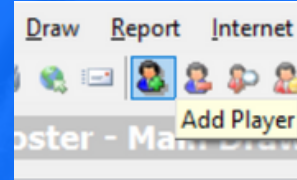


[Back to Contents](#)

Manual Entry Management

Manual entries can be added by selecting the add player icon, please make sure all details are correct including name, DOB and Tennis ID. Then select fee > add > complete manual payment. Go to address > events > ok.

After any change or update is made make sure to publish, especially when a major change occurs such as an additional venue as entries may be bigger than predicted.

A screenshot of a 'Properties' dialog box. The title bar says 'Properties'. There are four tabs: 'Fee', 'Note', 'Messages', and 'Code Violations'. The 'General' tab is selected. Below the tabs is a small profile picture icon. The form contains the following fields:

- Last Name:
- First Name:
- Middle Name:
- Gender:
- Date of Birth:
- Member ID:
- Club:
- Entry Date:
- Time:
- Entry Method:

At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

[Back to Contents](#)

Player Communications

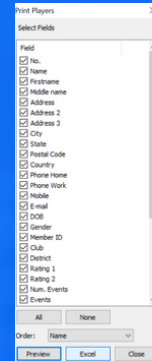
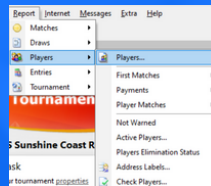
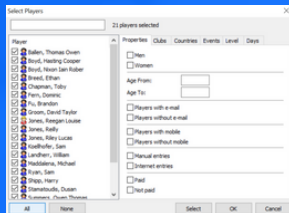
Communication to players is essential in providing a quality service and successful tournament before and during the event.

To download all players select Report > players > players.

This will show all players - click all > select > ok > choose fields > excel > save file

Open the saved file and copy all email addresses to BCC of your email.

[Sample Email](#)



[Back to Contents](#)

Module 5:

Draw Types & Setup

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

Draw Types

Elimination - losers eliminated from the draw, matches reduce by half each round. Events may also choose playoff for position 3-4 or 3-8.

Round Robin - play all players in the draw.

Group Stage with Playoffs - play all players in designated pool - playoff against corresponding finishing position of other pools
ie. 1st in Pool A v 1st in Pool B

Match play - In groups of 4 with the closest UTR's to give players 2 matches

Monrad - continuous play, losers of each round to drop into separate draw until multiple draws of 4 players.

Match Play (Consolation)

Compulsory - players automatically drop into the elimination consolation once losing in the main draw up to the Quarter-Final round.

Sign-on - all players must register for an elimination consolation draw.

Matchplay - set amount of matches with multiple draws in 1, no winner is declared from this draw.

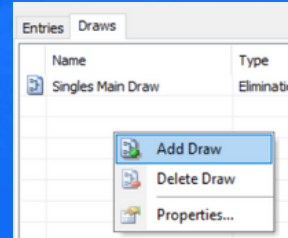
The logo for the Junior Tour, featuring the word "JUNIOR" in a light blue, sans-serif font above the word "TOUR" in a larger, bold, white, sans-serif font. A small blue and white icon of a tennis racket is positioned between the two words.

Draw Set Up

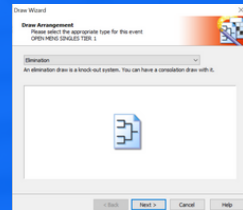
Adding Draws:

Go to Roster > Draw > Right Click add draw > select which draw and properties > finish. Draws can be deleted by selecting them > delete in the roster.

Multiple draws connected to the same event will have different stages ie. group stage main draw > playoff (playoff stage)



Name	Type	Size	Stage	Playoff	Consolation	Cons.Playoff	Position
Position 01-02	Elimination	2	Playoff				1
Position 03-04	Elimination	2	Playoff				3
Position 05-06	Elimination	2	Playoff				5
Position 07-08	Elimination	2	Playoff				7
Position 09-10	Elimination	2	Playoff				9
Group A	Round Robin	5	Main Draw				1
Group B	Round Robin	5	Main Draw				1



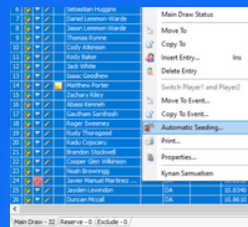
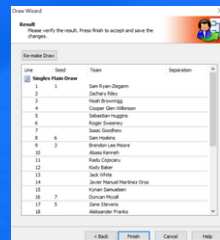
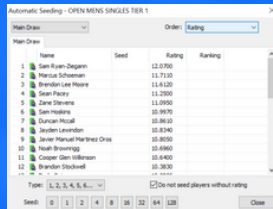
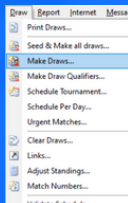
[Back to Contents](#)

Adding Players to Draws

Once draws are created, players can be added. Import player ratings if not already then seed players through roster > entries. To import player ratings go to tournament > player validation.

Seeding > right click > automatic seeding > select number of seeds (size of draw divide by 4) > seed by UTR > ok

To make draws select draw > make draws > event > stage > choose how to separate including separate doubles partner > next > draw will appear > if satisfied select finish or re-make draw until satisfied.

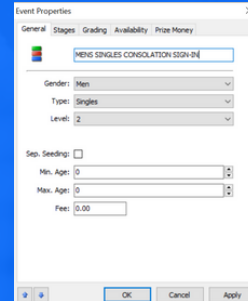
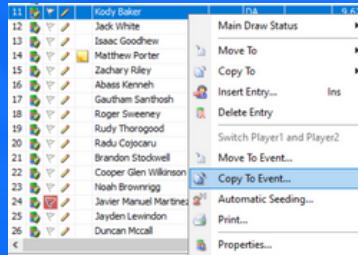


Adding Players to Match Play Event

Go to properties > events > add > create new event (Men's Singles Consolation Sign-in) ok. The same process is used when adding to multiple tiers.

Select roster > main draw event where they lost > right click > copy to event > select consolation event > ok. Make sure the properties of the 2 events are the same ie. Gender of the events is boys, girls or mixed.

Now you can add and make draws ready to schedule.

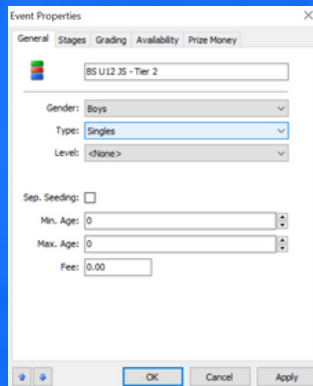


Adding Players to New Event

Go to properties > events > add > create new event BS U12 JS Tier 2 > ok.

Select roster > main draw event where they nominated > right click > move to event > select event > ok. Make sure the properties of the 2 events are the same ie. Gender of the events is boys, girls or mixed.

Now you can add and make draws ready to schedule.



The screenshot shows a software window titled "Event Properties" with a close button (X) in the top right corner. The window has several tabs: "General", "Stages", "Grading", "Availability", and "Prize Money". The "General" tab is active. Inside the window, there is a text field containing "BS U12 JS + Tier 2" with a small icon to its left. Below this are three dropdown menus: "Gender:" set to "Boys", "Type:" set to "Singles", and "Level:" set to "<None>". There is a checkbox for "Sep. Seeding:" which is unchecked. Below that are two numeric input fields: "Min. Age:" set to "0" and "Max. Age:" set to "0". At the bottom is a "Fee:" field set to "0.00". At the very bottom of the window are three buttons: "OK", "Cancel", and "Apply".

[Back to Contents](#)

Module 6:

Sending File to TQ, Referee Communications & Timeframes

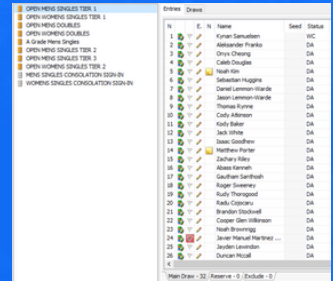
Tournament Planner Software Operation & Event Management

Sending Files to TQ

Once entries close complete a final download of entries, save a backup and send to TQ for the UTR Import.

Once the UTR import is complete which will include acceptance list and tiers, restore and publish immediately. This allows players to review their position.

Players will now have 3 days to withdraw with a refund, during this time the TD also must communicate to players requesting doubles partners. Both players must confirm. All players that haven't responded by the withdrawal date will be partnered with a player closest to their UTR.

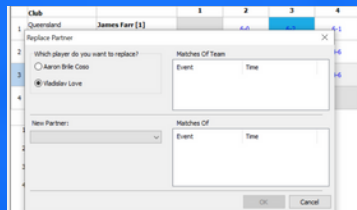
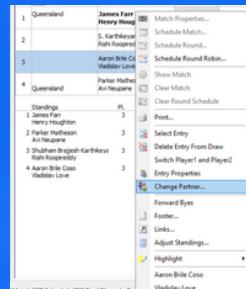
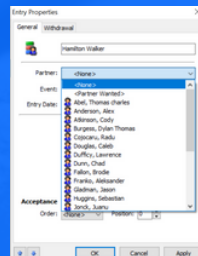


Sl	E	N	Name	Seed	Status
1			Kyrán Samulsson	HC	DA
2			Alexander Franks	DA	DA
3			Orin Chiang	DA	DA
4			Call-Douglas	DA	DA
5			Naah Kim	DA	DA
6			Sebastian Huggins	DA	DA
7			Daniel Lennon-Wardle	DA	DA
8			Jason Lennon-Wardle	DA	DA
9			Thomas Lynne	DA	DA
10			Corey Alderman	DA	DA
11			Kyle Baker	DA	DA
12			Jack White	DA	DA
13			Dean Goodwin	DA	DA
14			Matthew Parke	DA	DA
15			Zachary Riley	DA	DA
16			Abbas Karim	DA	DA
17			Gaughan Smith-Hugh	DA	DA
18			Roger Swainey	DA	DA
19			Ruby Thompson	DA	DA
20			Raku-Caplan	DA	DA
21			Wardley Stockwell	DA	DA
22			Conner Dan Villarsen	DA	DA
23			Naah-Bronnag	DA	DA
24			Jason Michael Harwood	DA	DA
25			Justin Loveland	DA	DA
26			Duncan Nicoll	DA	DA

Pairing Doubles Partner

To pair doubles partners select the event in roster > on the entries tab > double click the player > select partner > ok. To split partners before draws are created - in the partner option select partner wanted. To add a player into the draw without a partner, first you need to create a player (14BD Partner Wanted).

To change partners to a player added to the roster. Right click on the team > change partner > choose the player to replace > select replacement > ok.



[Back to Contents](#)

Sending Files to TQ - Withdrawal Deadline

At 7 days prior to the event is the withdrawal deadline. Complete an entry download to remove any withdrawals > backup and send to TQ for draws and seeds to be completed. Players will be seeded based off UTR and draws built.

Once the draws and seeds are complete send your file immediately to the tournament referee for approval > publish. Now any withdrawals are ineligible for a refund and will receive disciplinary points.

**JUNIOR
TOUR**

**PROGRESS
SERIES**

Sending Files to TQ - Key Timeframe

- Receive TP File from TQ - January - March
- Link Stripe - On receiving TP File - publish straight away
- Entries Open - 6 weeks before event
- Entry Download - Daily from entry opening date.
- Entries Close - 10 days before event - send to TQ for UTR Import & Acceptance Lists
- Withdrawal Deadline - 7 days prior to the event - doubles partners confirmed. File sent to TQ for Draws and Seeds
- Communicate to players - 6 days before event
- Schedule Released - 3 days prior to event

Player Communications

Now that the draws are set it's important to communicate to the players. Below is a list of important details to include.

- Tournament Staff
- Referee
- Balls Used
- Consolation conditions
- Match Formats
- Surfaces used for which events
- Schedule Release Date

During the lead-up to the event make yourself readily available for any changes and update the players immediately.

Module 7: Scheduling Event

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

Scheduling Event

Planning and taking time with the schedule is vital in a successful event.

Start by working out the total number of matches using a match plan - this will also allow you to work out how many courts you may need.

Things to consider when scheduling.

- Match Loads - Max. 6 sets of singles and 4 sets of doubles or 9 sets of singles if not playing doubles
- Players that will have multiple matches
- Matches per court
- Follow the Garman carefully
- Don't overload your schedule
- Consider a second venue if required

The logo for the Junior Tour, featuring the word "JUNIOR" in a light blue, sans-serif font above the word "TOUR" in a larger, bold, white, sans-serif font. A small tennis racket icon is integrated into the letter "O" of "TOUR".

**JUNIOR
TOUR**

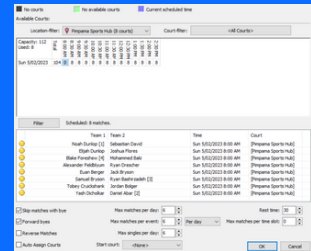
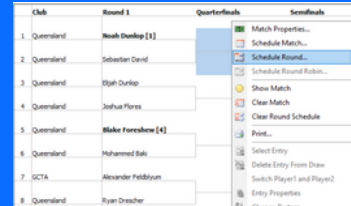
Scheduling Event

Open the [Garman Part 2](#) - Ideal for Best of 2 with MTB (Table 2)

Find the amount of courts at your venue. Start with your largest event or the event with multiple matches on that day.

To start scheduling open the draw > right click on the round to either schedule the match or the round > select the day and time > ok. Now those matches will appear in the match schedule. Move onto the next event.

Please be mindful of players with multiple matches and move them to the top of the list for that timeslot. Once the schedule is complete, publish immediately. The schedule must be published 3 days before the event.



Module 8: Event Operations

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

Event Operations

In the lead up to the event please send any last communications to the players, check all equipment is ready including, balls, singles sticks, score boards, radios.

The day before the event print all draws and display in a visible area at the venue.

The morning of the event make sure all staff and officials are aware of their responsibilities. Ensure officials are comfortable with the venue setup, toilets etc.

Ensure you have a copy of the regulations in case an issue needs checking.

Event Operations

All the preparations are now complete, it time to start your event.

15 minutes before the first matches, call all those players to the tournament office to check-in. When players arrive go to matches > right click their name > select check in. This will now appear green, once both players are checked in they will move to the top of the time slot. Highlighting matches is a great way to alert you of important matches.

Once the match is ready to play, remind players of the format. Select the match and drag it to the assigned court. Repeat for all matches.

Team 1	Team 2
Cael Pike	Harry Crokam
Alistair Marsden	Jamie O'Shea
Thomas charles Abel	Juanu Jonck
Troy Goodwin	Max Arnold

Team 1	Team 2	Court	Location	Ums
Alistair Marsden	Jamie O'Shea			
Thomas charles Abel	Juanu Jonck			
Troy Goodwin	Checkin	Thomas charles Abel		
Cael Pike	Thomas charles Abel	Juanu Jonck		
Ozzy Robins	Juanu Jonck			
Mathew Nenadic				

Round	Nr	Team 1	Team 2	Court
INGL: R.32	#1	Alistair Marsden	Jamie O'Shea	
INGL: R.32	#2	Thomas charles Abel	Juanu Jonck	10
INGL: R.32	#3	Troy Goodwin	Max Arnold	

[Back to Contents](#)

Event Operations

Once a match is complete, double click the match > enter score and TB if needed - please enter the loser of the set first and the winner will automatically populate. If an incomplete match - add current score > choose a selection from status > choose winner

Now the next match can be put on to that spare court.

It's important to reduce the time of when a match finishes to the next match starting. The referee is essential in alerting the TD of spare courts or matches about to finish. Scoreboards significantly help reduce lag time.

Follow your match schedule until the end of play.

The screenshot shows a 'Match Information' dialog box with the following details:

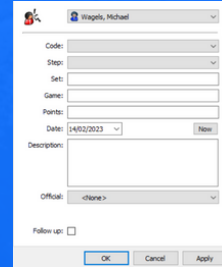
- Title:** Code Violations, Messages
- Score:** Check #1, Warned, Payments
- Scoreboard:**

Player	S1	S2	S3	S4
Noah Dunlop	3	6	7	
Sebastian David	6	3	5	
Tie-break				
- Status:** [Dropdown menu]
- Winner:** F4 Unknown, F5 Noah Dunlop [1], F6 Sebastian David
- Court:** <None> [Dropdown menu]
- Duration:** 0 [Spinners]
- Umpire:** <None> [Dropdown menu]
- Buttons:** OK, Cancel, Apply

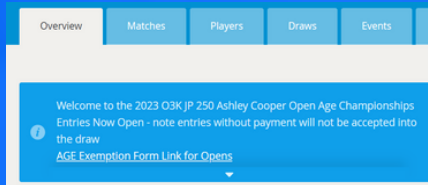
Event Operations & Code Violations

Always update the players at the end of play by email and TP blue box. This is especially essential with any delays or changes.

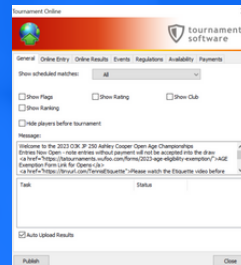
To enter code violations select the players tab > double click the player > code violation > fill-in the details of the incident including the official > ok.



A screenshot of a web form for entering a code violation. The form includes a dropdown menu for the player's name (currently showing 'Wagels, Michael'), a 'Code:' dropdown, 'Step:' dropdown, 'Set:' text input, 'Game:' text input, 'Points:' text input, 'Date:' dropdown (showing '14/02/2023') with a 'New' button, a 'Description:' text area, an 'Official:' dropdown (showing '<none>'), and a 'Follow up:' checkbox. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.



A screenshot of the tournament software interface. The top navigation bar has tabs for 'Overview', 'Matches', 'Players', 'Draws', and 'Events'. Below the tabs, a message box reads: 'Welcome to the 2023 O3K JP 250 Ashley Cooper Open Age Championships Entries Now Open - note entries without payment will not be accepted into the draw'. Below the message is a link: '[AGE Exemption Form Link for Opens](#)'.



A screenshot of the tournament software interface. The top navigation bar has tabs for 'General', 'Open Entry', 'Draws Results', 'Events', 'Regulators', 'Availability', and 'Payments'. Below the tabs, there are checkboxes for 'Show scheduled matches', 'Show Flage', 'Show Rating', 'Show Club', and 'Show players before tournament'. A 'Message:' section contains a text area with the same message as the previous screenshot. Below the message is a 'Task' section with a table for 'Task' and 'Status'. At the bottom are 'Publish' and 'Clear' buttons.

[Back to Contents](#)

Module 9: Post Event Follow-up

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

Post Event Follow Up

At the completion of the event, follow-up any player refunds that may have occurred such as no doubles partner.

Player refunds by situation.

- Player withdrawal before withdrawal deadline - full refund
- Player withdrawal after withdrawal deadline but before draws are published - 50% refund
- Player withdrawal after withdrawal deadline and draws are published - no refund
- Nominated in doubles but no partner available - 50% refund (Tennis Queensland recommends a full refund)

Refund Using Stripe

Stripe Payment Refunds

Adjust TP File - Refunds

Go to players > select player > Fee > add negative refundable amount, name & reason > ok. Note > add a note regarding refund. Now the player will show as \$0 owing in the players tab.

Complete the prizemoney payment form for all recipients. Send prizemoney contribution invoice to TQ with the completed TP File.

Berndt, Alexis	0412699845	61601328958	13/08/2011	202	AUS	12U Girls Singles	12U Grl...	QLD	\$70.00
Biggs, Eadie	04172847897	618801322143	7/09/2012	202	AUS	12U Girls Singles	12U Grl...	QLD	\$70.00
Blok, Thea	0414874067	61202107850	29/09/2008	202	AUS	14U Girls Singles	14U Grl...	QLD	\$100.00
Brown, Milla	0419832031	61601327264	18/03/2008	202	AUS	14U Girls Singles	14U Grl...	QLD	\$100.00

The screenshot shows a 'Fee' management window with tabs for General, Address, Sport, Events, and Availability. The 'General' tab is active, displaying 'Extra Items' with columns for Name, Value, and Fee. Three items are listed: 'All parents and...', 'Parents and co...', and 'I have watche...'. Below this, a summary shows 'Extra Items: \$0.00', 'Entry Fee: \$70.00', 'Total Fee: \$70.00', and 'Discount: 0.00'. The 'Payments' section shows a single payment on 30/12/2022 for \$70.00 via Stripe. At the bottom, the 'Balance Due' is \$0.00.

The screenshot shows a 'Prizemoney' payment form. The 'Type' is set to 'Cash'. The 'Date' is 20/04/2023 at 4:42:33 PM. The 'Amount' is -30.00. The 'Code' is 'Withdrawal'. The 'Account' and 'Name' fields are empty, with 'Name' containing 'Rhett McGinnon'.

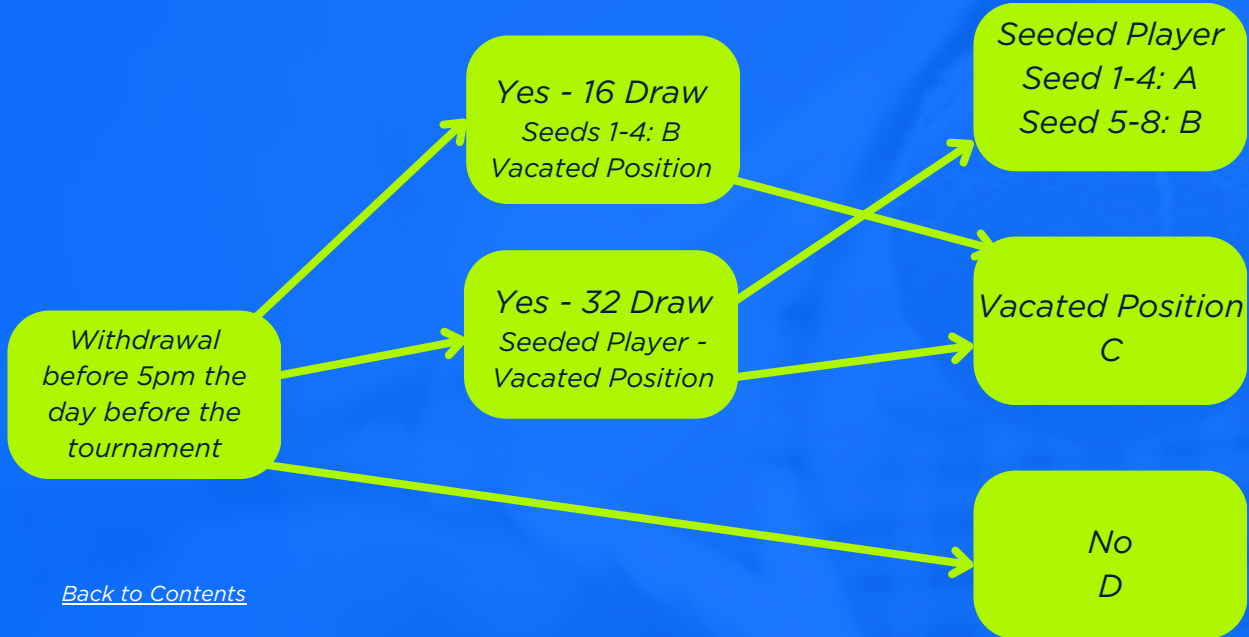
Module 10:

Useful Links & Frequent Knowledge Requirements

Tournament Planner Software Operation & Event Management

[Back to Contents](#)

Seed Shuffle - 32 Draw



Seed Shuffle - Must be at the approval of the Referee

A - If the withdrawal is among seeds 1 to 4, the 5th seed is moved into the open position and the 5th position shall be filled by the next highest rated UTR athlete eligible to be seeded (32 Draw).

B - If the withdrawal is among seeds 5 to 8 (32 draw), the open position shall be filled by the next highest rated UTR athlete eligible to be seeded.

C - The next highest rated player in the below tier or on the alternate list moves into the vacant position in main draw or a BYE.

D - Put through withdrawal or BYE

TIER MOVEMENT DUE TO A SEED SHUFFLE IS NOT MANDATORY

Rest Breaks

Rest Breaks The following are the suggested minimum rest periods between matches:

- Matches lasting less than 2 hours = 30 minutes rest
- Matches lasting between 2 to 3 hours = 1 hour rest
- Matches lasting more than 3 hours = 1½ hour rest

Where the Extreme Heat Policy has been invoked, the suggested minimum rest periods should be extended within reason in conjunction with using shortened match formats. Under no circumstances are players to be forced to play inside their allocated rest period, unless they voluntarily choose to do so. The Referee/Venue Supervisor must provide a minimum of 12 hours rest between matches played on consecutive days except in exceptional circumstances where a minimum of 10 hours can be applicable.

- **Seed Shuffles**
- **Consolation types & creating those draws**
- **Moving players into events**
- **Pairing & Splitting doubles partners**
- **Rest breaks for players**
- **Inputting code violations**