Tennis Tournament Planner (TTP)

User Manual

Further support is available online at
www.LTA.org.uk/TTP

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LTA BRITISH TENNIS

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Welcome

Tennis Tournament Planner (TTP) is a Windows based application written by a software development company “Visual Reality” and provided to the Lawn Tennis Association to aid Tournament Organisers across Great Britain to help administer tennis competitions. The same software is used by National Governing Bodies across the world as well as organisations like the ITF.

We hope this user guide will provided guidance to new tournament organisers and refresh existing organisers in setting up and managing their competitions. The Competition Support Team has highlighted tips and important information throughout the guide and we hope you find it useful.

Software Requirements

To be able to use TTP you must have a Windows based operating system. Unfortunately TTP is not compatible with any Apple products and we do not foresee this changing.

It is possible to install the Tournament Planner on a Windows environment on your iMac or MacBook using a Virtual Machine for example Parallels or VM Ware.

System requirements

- 1-gigahertz (GHz) processor
- 1 GB main memory
- 500 MB free hard disk space

Optional

- Internet connection
- Printer

Supported Windows versions

- Windows 10
- Windows 8
- Windows 7
- Windows Vista
- Windows XP

Using this guide

Important parts of the guide are highlighted in red boxes:

IMPORTANT

Whilst tips are highlight in blue boxes:

TIP

Further support?

Further support is available from the British Tennis Services Team who can be contacted on 020 8487 7000 or by emailing info@lta.org.uk.

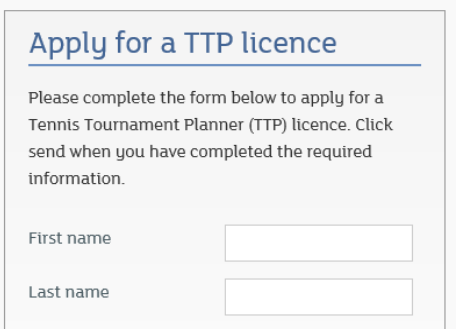
Getting Started

Obtaining your TTP Licence

In order to use TTP you will need a TTP licence and have the up to date version of the software installed on your computer. Both expire annually and licences are renewed in January each year although you can apply for a licence at any time throughout the year. To be eligible for a TTP licence you must:

- Be a Licensed Official, LTA Accredited Coach, Competition Organiser or Recognised Club Official.
- Complete the Data Protection Agreement Form. Please note you only need complete this once.

Having met these two requirements you can apply for a Tennis Tournament Planner (TTP) licence by going onto the LTA website www.LTA.org.uk/TTP and by completing the **Apply for a TTP licence** form.

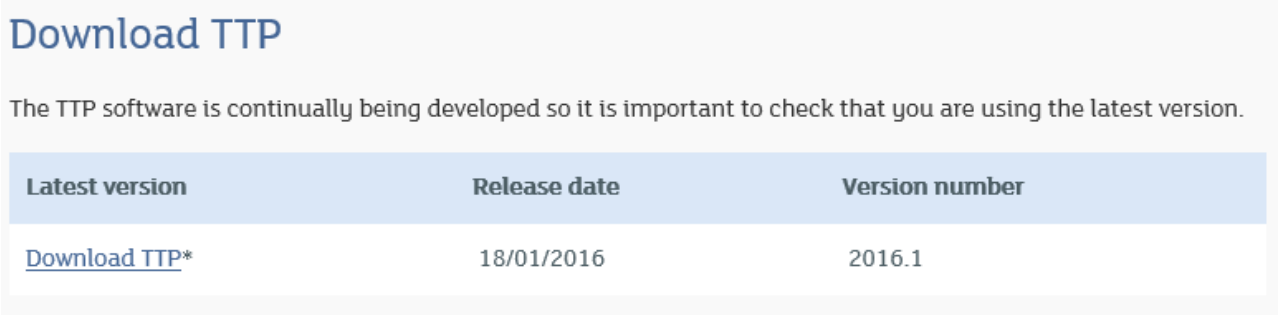


Licences are processed within 5 working days provided the requirements are met. Your licence will be sent by email as an attachment. When it arrives, save it to your computer but do not open it.

Installing TTP

Once you have been emailed your TTP licence click on the link within the message to download the software.

Alternatively log onto the LTA website www.LTA.org.uk/TTP and select the **Download TTP** link as shown below:



Further information on how to install the software can be found here.

Registering your licence with TTP

TIP

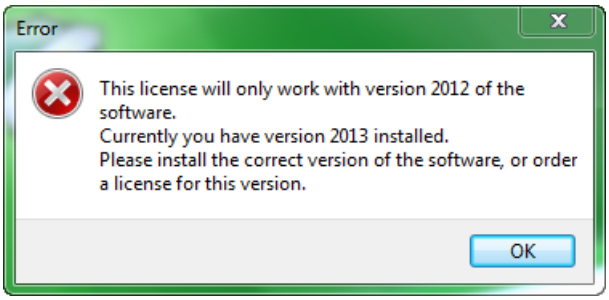
A step-by-step video is available to support users update their TTP licence. This video is available online from the following link:
https://www.youtube.com/embed/N0wAW9bETtE?autoplay=1

To register your licence:

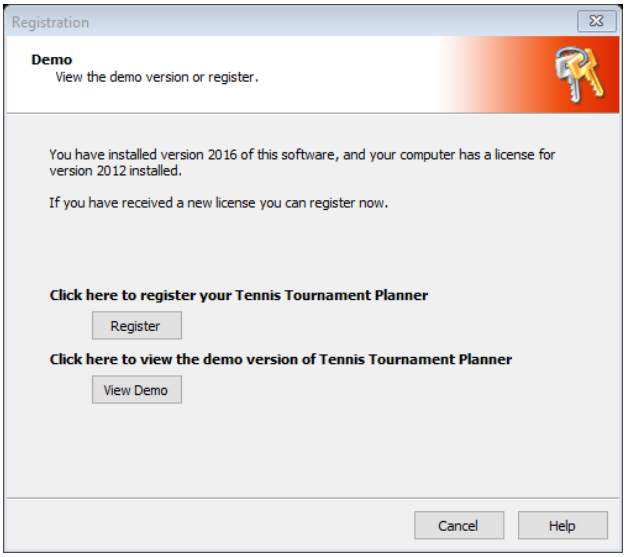
1. **Open the email** which you received from your LTA Competition Support Team and **save the attachment** to your computer. We recommend saving this to your desktop although you can save it anywhere (provided you remember where you saved it).

2. **Open TTP** on your computer.

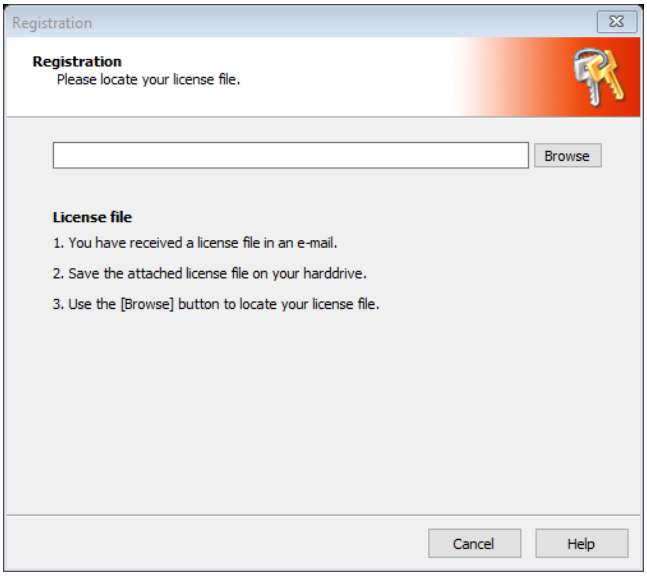
3. If you have a previously installed version of TTP on your computer an error message, similar to the following will appear showing the licence is not compatible with this version of TTP. Click **OK**.



4. If this is the first time you are installing TTP or you have clicked **OK** to acknowledge the above error message, the registration screen will appear as shown below:

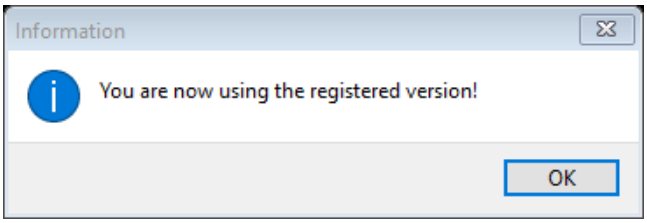


5. After clicking on the **Register** button you'll need to locate to the licence file you have stored on your computer by clicking **Browse**.



6. Navigate to the location where you stored your licence file (see step 1 above) and once found, select the license file and click the **OK** button or double click on the licence.

7. Once you have located the licence file the following window will appear. Click **OK**.



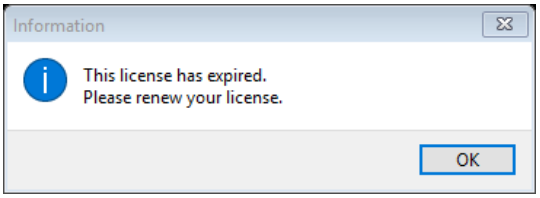
8. The software is now ready to be used for the calendar year.

Renewing your TTP software and licence

A new version of TTP is released each year and a new annual licence must be obtained from the LTA. Users are reminded that they will require a DBS within the past 3 years. Please check and act on emails from the LTA regarding new annual versions and licence renewals.

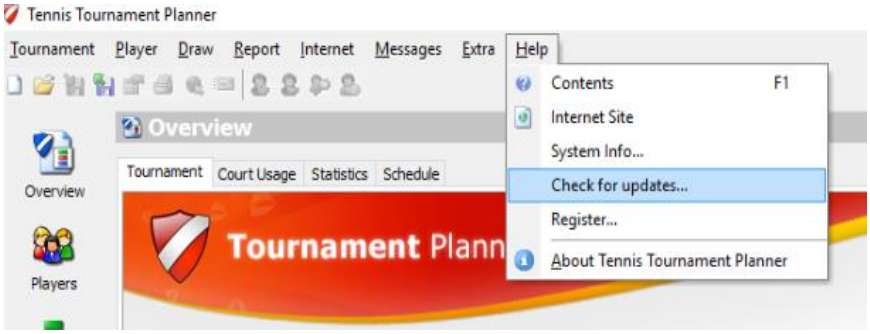
IMPORTANT

If you do not renew your licence or download the new version each year then the application will stop working on 1st March and you will be unable to administer any new or existing tournaments



Version updates

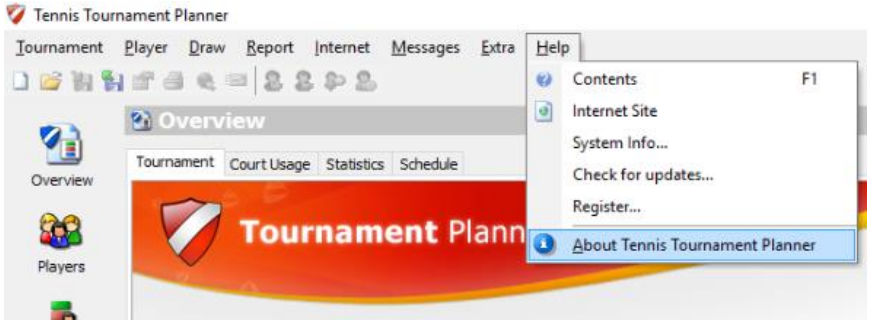
From time-to-time version updates are released to help ensure that the software is as up to date as possible. You can check this periodically as follows:



If an update is available then simply follow the on-screen instructions to make sure that you are using the latest version.

Checking which version of TTP you using

You may check the version you have installed as follows:



After clicking on **About Tennis Tournament Planner** you should see a screen similar to the following:

The version number and associated information (build number) may be needed by the LTA when resolving support related issues.

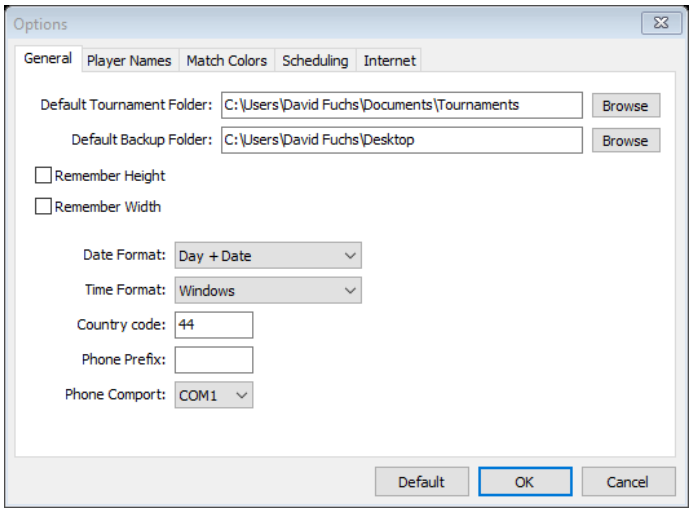
Setting up your TTP program options

Default settings will automatically apply when you first set up TTP on your computer. These can however be changed at any time by clicking on **Extra** from the top menu and choosing **Options**:

and choosing the relevant tab:

General Options (Default Tournament Folder)

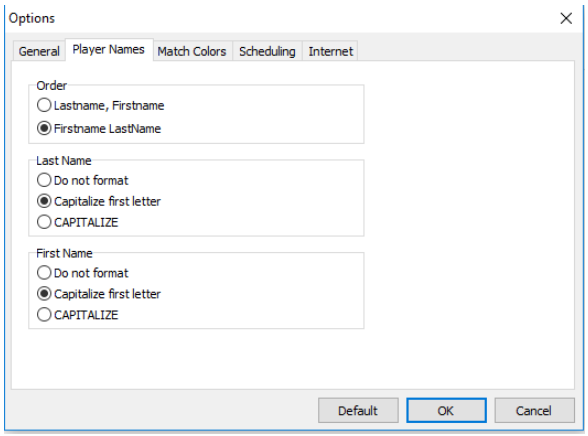
You can select or change the location on your computer where you would like tournament files to be saved:



The other options on this tab are unlikely to be used.

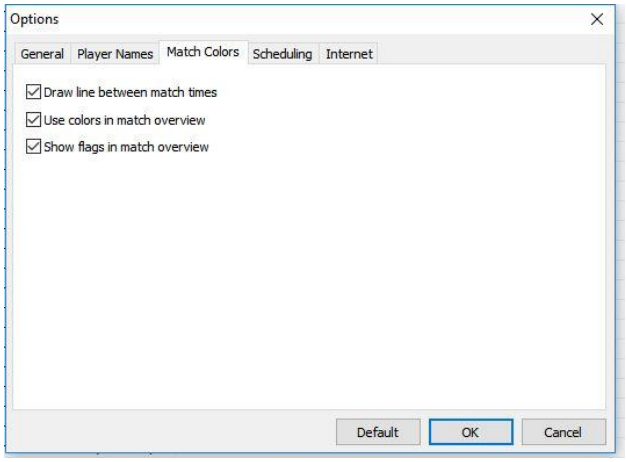
Player Display Names and Capitalisation

You can choose how player names appear within TTP and on reports (including draw sheets):



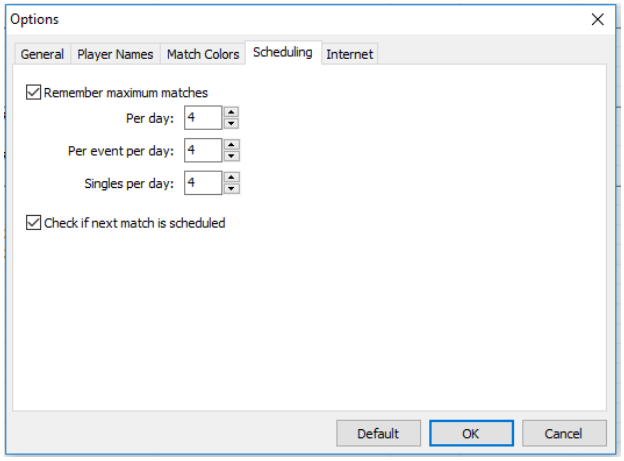
Match Colours

You can select display options for the **Matches** section of TTP as follows:



Note: "Warned" and "Not Warned" denote whether or not a player has received and opened a match related email i.e. if they have opened an email sent from within TTP advising them of the time of their match(es).

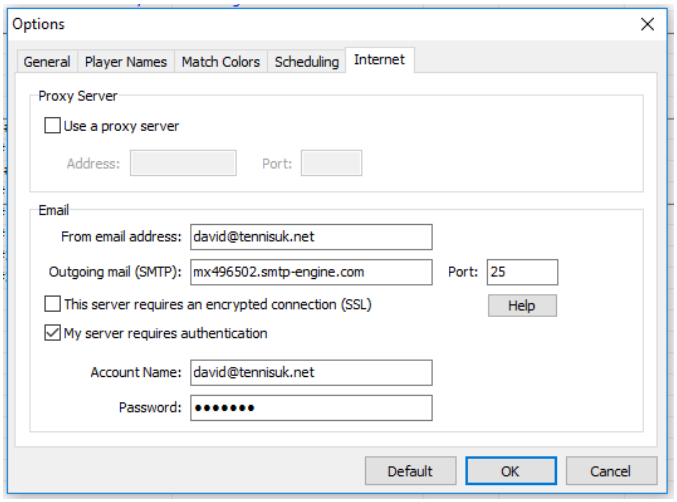
Scheduling Options



Remember maximum matches - if ticked - this will prevent players from being scheduled to play in more than the stated number of matches. It is however possible to override this using the "Force Planning" feature when scheduling matches.

Check if next match is scheduled - if ticked - when a match result is recorded TTP will warn you if the player's next round match has not been allocated a date/time.

Internet (Outgoing Email Settings)



In order to use TTP to send emails you will need to enter your mail service provider's details in this section.

If you receive your email through a desktop application such as Microsoft Outlook or Windows Mail App then you will be able to use the same configuration settings within TTP. An internet search will often provide the necessary settings (e.g. search terms: "Yahoo Mail SMTP settings").

Some free email providers do not allow emails to be sent from desktop applications (such as TTP) as they consider this as potential "spamming software" so you may need to set up a new email account. Others restrict the number of outgoing emails which can be sent within a single day. Check with your mail service provider if in doubt.

Users of Gmail, Hotmail, AOL or any other email provider that requires an encrypted connection (SSL) may need to install additional files on their computer to allow TTP to access their mail services. Click here to download a document which covers this in more detail.

In addition, firewalls and anti-virus settings may need to be reconfigured to allow sending of emails from TTP.

Setting up a PayPal business account

Introduction

PayPal is one of the world's leading payment providers and can be used to collect entry fee payments from players who enter a tournament via the LTA website. The use of online payments is optional and can be specified for each competition created using LTA Online Tournament Entry (OTE).

PayPal charges a fee for each transaction processed and this is deducted from the payment you receive from each player. The PayPal website allows tournament organisers to download reports showing all transactions processed and fees deducted. Details of all fees paid and refunds made also appear within TTP allowing organisers to keep a financial record for each competition.

Creating a new PayPal account

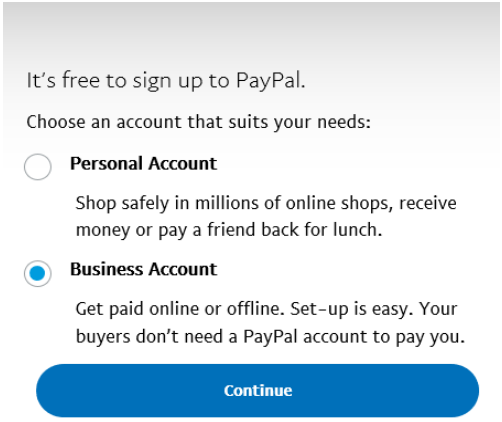
It is important to set up a PayPal account well in advance of the date that your first competition using online payments, starts taking entries.

IMPORTANT

Restricted limits apply to all newly created PayPal accounts. It is important to remove these limits as shown in step 8 below. Otherwise you may find that players are unable to enter your tournaments.

1. Go to www.paypal.com and click on **Sign Up**.

2. You will be asked to select the type of account that you wish to set up. You will need to create a **PayPal Business account**. If you are running competitions on behalf of a tennis club then this will allow you to withdraw funds to the club's bank account. You will need to work with the treasurer of the tennis venue to verify a PayPal Business account.

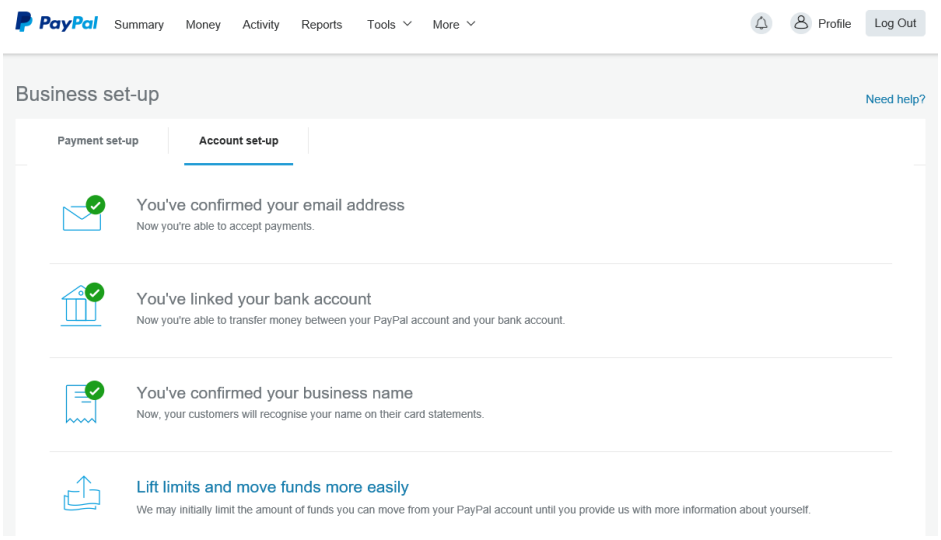


3. After clicking on **Continue** you will be asked to enter an email address. If you are running competitions on behalf of a club then it is advisable to create a new email account when setting up PayPal so that it can be easily identified as being associated with your PayPal account. An example would be avenuelawntennisclub@yahoo.com instead of john123@yahoo.com so that players can identify transactions in their bank accounts.

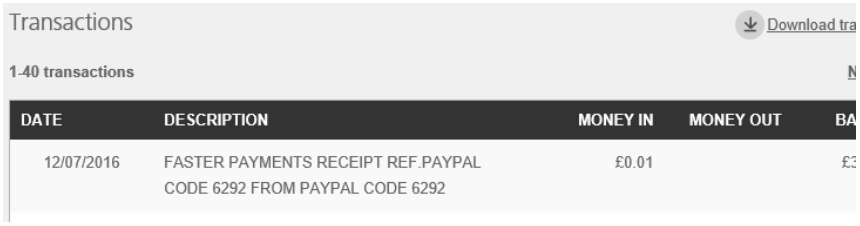
4. Please note that the information about PayPal in this guide has been produced to help you run competitions. Please refer to the help section of the PayPal website if you have any specific PayPal questions.

5. You will be asked to enter your details and then agree to the site's terms and conditions. One you have done this your new account will be created.

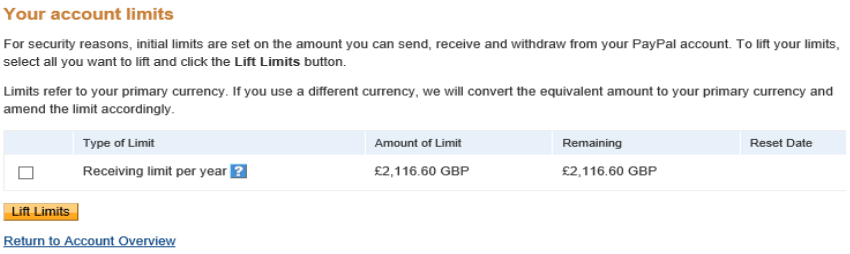
6. As part of the account setup process you will be asked to provide details of a bank account and also confirm how you wish transactions to appear on player's bank/credit card statements:



7. As part of the bank verification process PayPal will deposit a sum of £0.01 into your bank account which will include a confirmation code. You will need this code in order to verify your bank account details:



8. All newly created PayPal accounts have restricted limits on the amount of money which may be received and/or withdrawn from the account and it is important to make sure that these limits are removed. At the bottom of the main summary page, click on the **View your account limits** link, where you will see the following screen:



9. Click all boxes and select **Lift Limits**. You will be asked to provide name, address and contact telephone number details and other information depending on the type of organisation you declared when originally setting you your account. You will also need access to a printer and scanner as you will be asked to provide a signed confirmation letter (on headed paper if you are applying on behalf of a tennis club or centre).

   Please note that it can take a few days for PayPal to respond to your requests to lift limits.

10. By default, a PayPal account may only receive funds from a player who has their own PayPal account. It is important to change this setting so that player who do not have an account can still enter and pay their entry fee using the PayPal “guest” feature. This should be done as follows:

    Click on **Profile**

    Select **Profile and Settings**

    On the left menu, select **My Selling Preferences**

    Against **Website Preferences** click on **Update**

    Make sure that **PayPal Account Optional** is turned ON

    Click on **Save** at the bottom of the screen

    .

11. It is also important to allow the LTA website to access your PayPal account so that automatic refunds can be processed when a player withdraws from an event (prior to the withdrawal deadline) OR you process a refund via your LTA online profile (where a player was not accepted for an event/not called upon as a reserve). This should be done as follows:

    Click on **Profile**

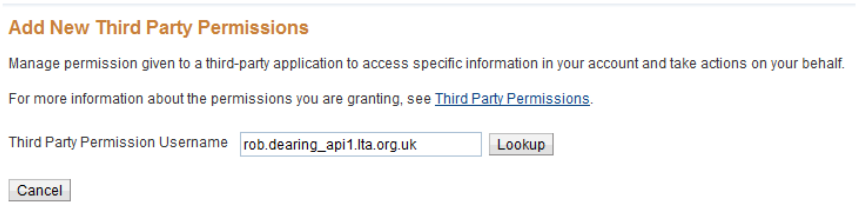
    Select **Profile and Settings**

    On the left menu, select **My Selling Preferences**

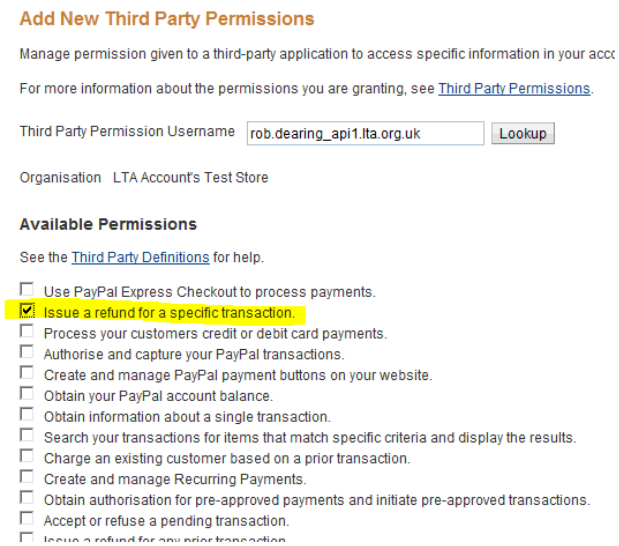
    Against **API Access** click on **Update**

    Click on **Grant API Permission**

    Within the field **Third Party Permission Username** enter “rob.dearing_api1.lta.org.uk” and click on **Lookup**



Click the box **Issue a refund for a specific transaction**



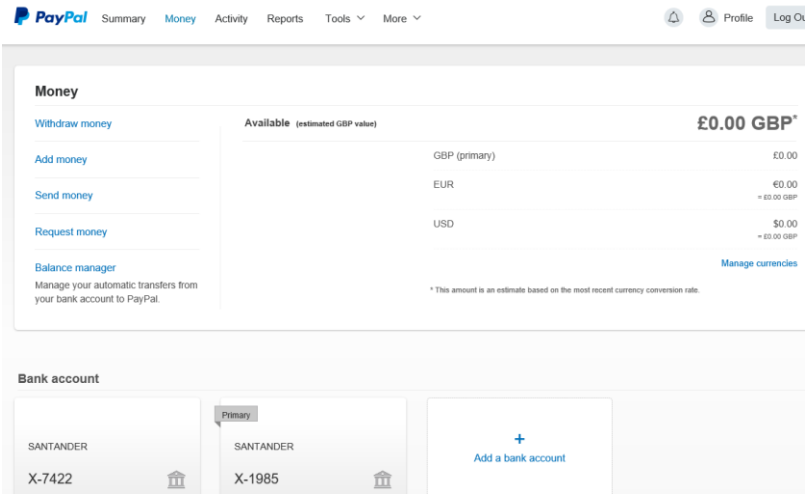
Click on **Add** at the bottom of the screen. You should see the following message confirming your actions:

IMPORTANT

Before accepting any entries into any competition, please ensure you have installed the PayPal refund API installed. It is worthwhile, on the first day that the competition accepts entries via this new PayPal account that you attempt to enter and withdraw from the competition to ensure the automatic refunds are working. This will save you a lot of work in the future.

Withdrawing funds from a PayPal account

To withdraw funds from your PayPal account, log on and click on **Money** at the top of the screen. Click on **Withdraw money** to transfer funds to your bank account:



You may also use the **Balance Manager** option to transfer funds automatically as payments are made.

TIP

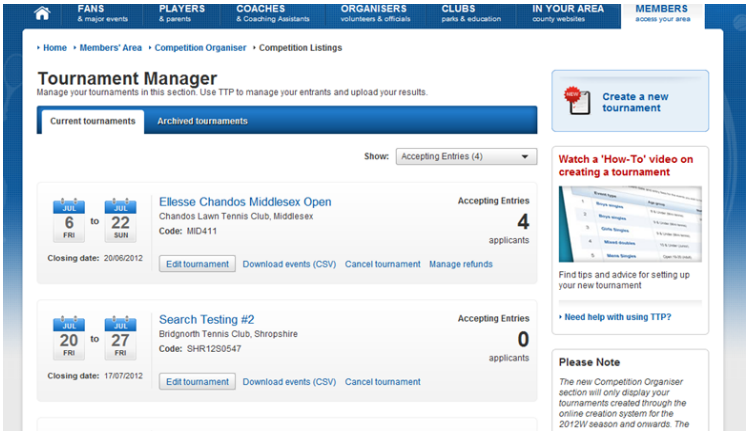
You may only withdraw up to the balance available on your account. Should there be insufficient funds in the account to process a refund then you will need to add funds. It can take several days for added funds to clear to your PayPal account and this will result in a delay in a player receiving their refund. We therefore recommend that you leave sufficient funds in your PayPal account to cover refunds until your tournament is over.

Processing refunds

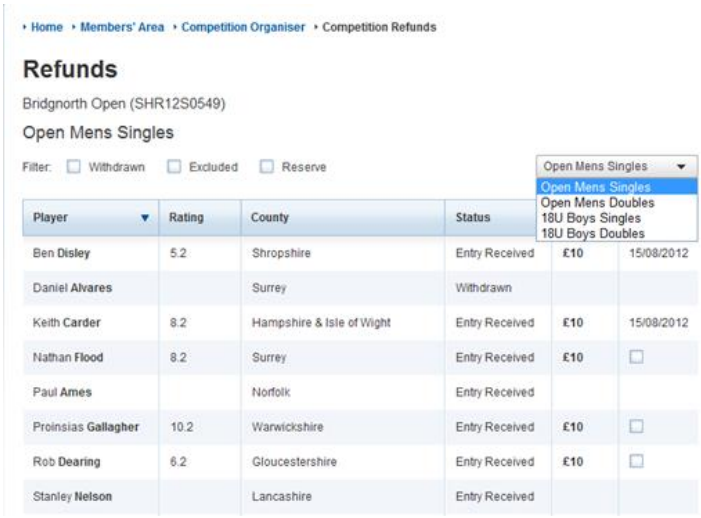
Player refunds may be made from within your PayPay account although this can also be done via your LTA online account as follows:

1. Logon to your LTA online account and go to the **Competition Manager** section.

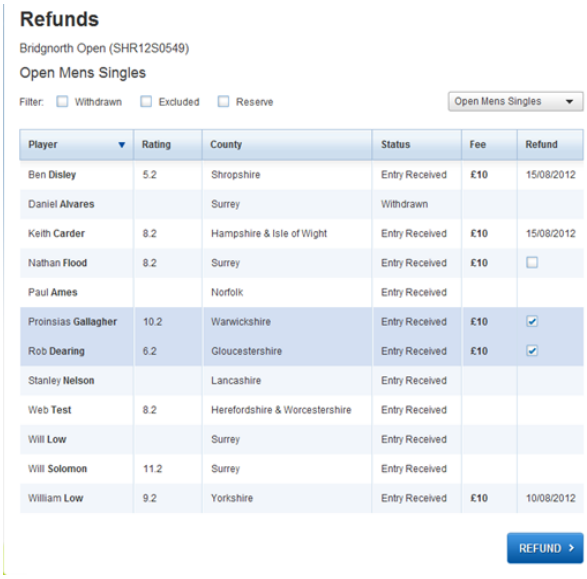
2. Select the relevant tournament and click on **Manage Refunds**.



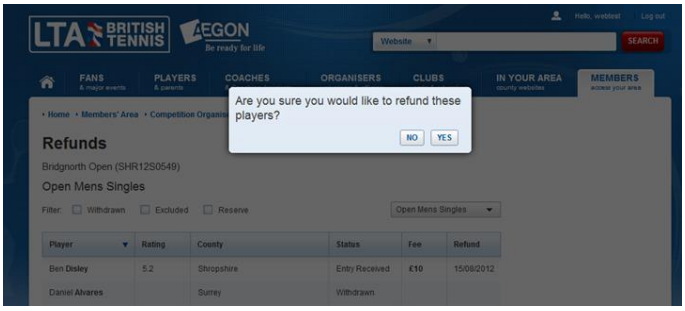
3. Find the relevant event by using the filter. You can also choose to show players according to their entry status as shown below:



4. Click on the relevant player/s and then click on the **Refund** button at the bottom of the screen:



5. You will be asked to confirm that you wish to make refunds:



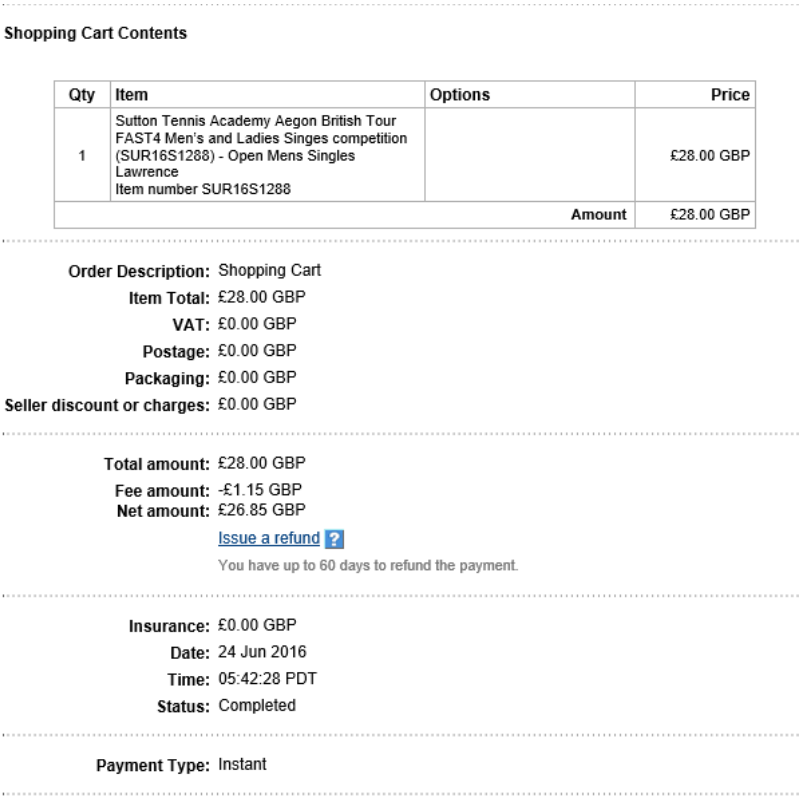
6. It may take a few minutes for the refunds to be processed especially if you are processing several at a time. **It is important NOT to refresh the page when the refunds are being processed**.

7. The refund must be made within 60 days of the player entering your tournament. If you do make the refund within 60 days PayPal will retain 20p of the transaction fees. After 60 days the refund option will no longer be in the Tournament Manager area or against the player's transaction in your PayPal account and you will have to transfer the money directly to the player using the **Send Money** feature within PayPal.

8. Do remember that where a player withdraws from a competition prior to the withdrawal deadline then their entry fee is refunded automatically. Refunds need only be made to players who were not accepted for an event (including reserve players who were not called upon to play).

Issuing a part refund

It is not possible to process a part refund via your LTA online account. This can only be done by logging onto PayPal finding the relevant transaction and clicking on the **Issue a refund link** as shown below:



Shopping Cart Contents

Qty	Item	Options	Price
1	Sutton Tennis Academy Aegon British Tour FAST4 Men's and Ladies Singes competition (SUR16S1288) - Open Mens Singles Lawrence Item number SUR16S1288		£28.00 GBP
		Amount	£28.00 GBP

Order Description: Shopping Cart
Item Total: £28.00 GBP
VAT: £0.00 GBP
Postage: £0.00 GBP
Packaging: £0.00 GBP
Seller discount or charges: £0.00 GBP

Total amount: £28.00 GBP
Fee amount: -£1.15 GBP
Net amount: £26.85 GBP

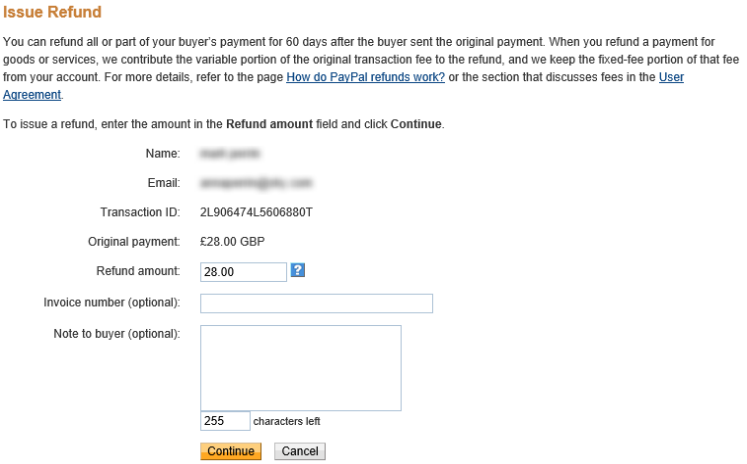
Issue a refund

You have up to 60 days to refund the payment.

Insurance: £0.00 GBP
Date: 24 Jun 2016
Time: 05:42:28 PDT
Status: Completed

Payment Type: Instant

You will then be asked to confirm the amount of the refund:



Issue Refund

You can refund all or part of your buyer's payment for 60 days after the buyer sent the original payment. When you refund a payment for goods or services, we contribute the variable portion of the original transaction fee to the refund, and we keep the fixed-fee portion of that fee from your account. For more details, refer to the page How do PayPal refunds work? or the section that discusses fees in the User Agreement.

To issue a refund, enter the amount in the **Refund amount** field and click **Continue**.

Name:
Email:
Transaction ID: 2L906474L5606880T
Original payment: £28.00 GBP
Refund amount: 28.00
Invoice number (optional):
Note to buyer (optional):
255 characters left
Continue Cancel

Enter the amount you wish to refund and click on **Continue.**

Please bear in mind that any refunds made directly via the PayPal website will not appear within the “Fee” area of the player’s record within TTP.

How is a refund credited?

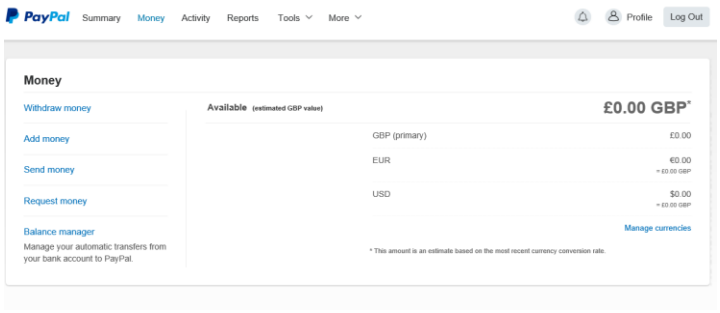
- If the sender used their PayPal balance or bank account the money will be refunded to their PayPal account balance
- If the sender used their credit or debit card, the money will be refunded to their card. **This may take up to 30 days to appear on the card statement**
- For payments funded partially by credit or debit card and partially by balance, PayPal refunds the card portion back to the card and the remainder to the player’s PayPal balance
- The refund will be credited to the sender in the currency of the original payment using the same conversion rate used for the original payment
- When you refund the money you received PayPal also refunds any fees that were charged to you

Issuing refunds after 60 days

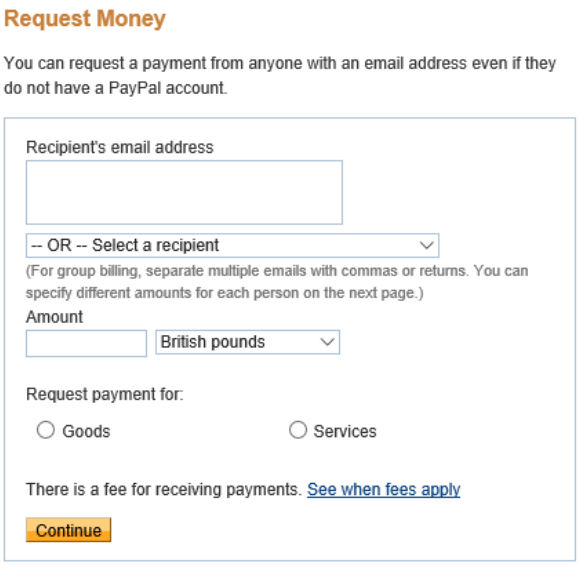
You can still issue a full or partial refund after 60 days by clicking the **Send Money** tab. **However, the recipient will be charged a receiving fee so the organiser must calculate what this will be and add the amount to the refund.** The standard charge is 3.4% + a flat 20p transaction fee. If you process a high volume of transactions the fee charged may be less than this. Check with PayPal for more details.

Collecting payments from late applicants

Once the entry deadline for a tournament has passed it is no longer possible for players to enter or pay online. If you accept a late entry and wish the player to pay using PayPal then you will need to send them a money request. This can be done from within your PayPal account by clicking on **Money** from the main page and then **Request money** as follows:



Enter the player's email address, the amount due and any other information and click **Continue**:



After confirming the details the recipient will receive an email with instructions on how to pay.

Please remember that when the fee is paid the details will NOT appear within the **Fee** area of the player's record within TTP.

Setting up a tournament

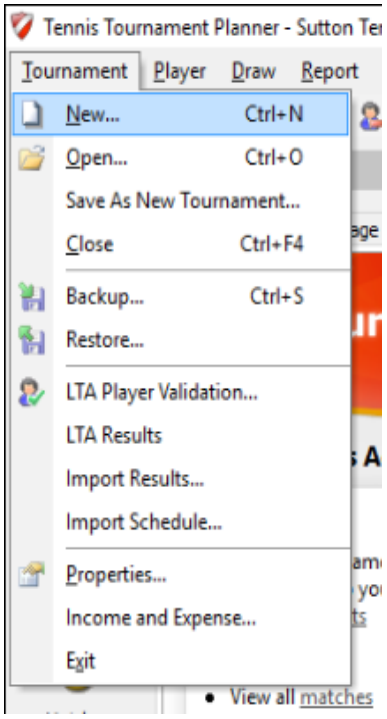
Each tournament uses its own TTP file and in most cases you will create a new tournament file by connecting to the LTA. It is however possible to create a tournament without connecting to the LTA although in practice this would only be done for a tournament where results will not be submitted for ratings and rankings purposes (such as an internal club tournament).

TIP

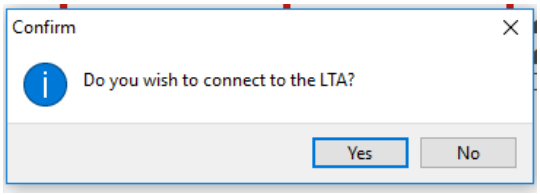
Although you may set up your TTP file at any time after your tournament is approved, we recommend that you do this once the entry deadline has passed.

Creating a tournament from LTA online

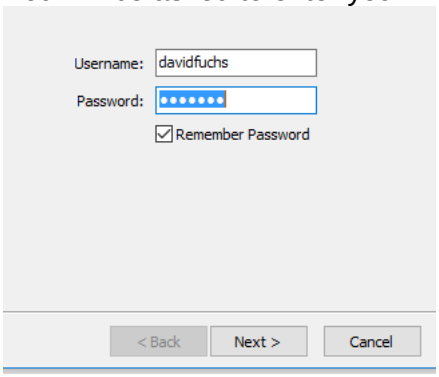
1. To create a new tournament click on the word **Tournament** in the top menu or hold down the **Control key** and press **"N"** on your computer keyboard (Ctrl+N).



2. When asked **Do you wish to connect to the LTA?** Click **Yes**.



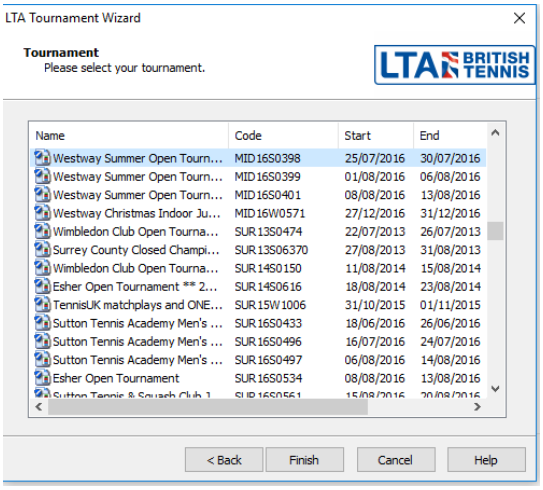
3. You will be asked to enter your LTA Online logon details:



These are the same that you would log onto the LTA website with. You can reset your password at https://www.lta.org.uk/member/forgotten-password/.

4. Click **Next** to view a list of all tournaments linked to your account. Please note that you will only be able to create a tournament using this method if you are the named primary organiser and the event appears within the “Competition Organiser” area of your LTA Online account. If this is not the case then please contact your LTA regional office for advice.

5. Within the list, select the tournament that you wish to create and click on **Finish**:



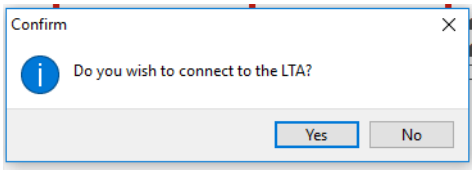
6. You will then be prompted to save your tournament file to your computer. By default the file will be saved with the LTA tournament code as the file name, although you can change this if you wish.

7. After you have done this you will be taken to the tournament properties area (see **Tournament Properties**).

Creating a tournament from new (without connecting to the LTA)

1. Click on the word **Tournament** in the top menu or hold down the **Control** key on your keyboard and press “N” (Ctrl+N).

2. When asked **Do you wish to connect to the LTA?** click on **No**.



3. You will then be prompted to save your tournament file to your computer and may choose what you wish to name the file.

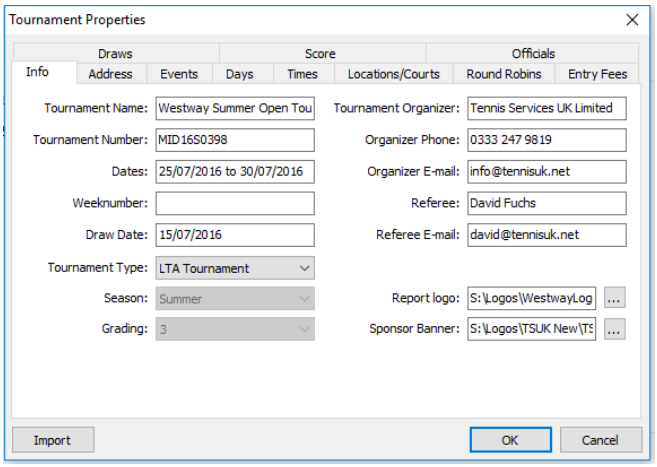
4. After you have done this you will be taken to the tournament properties area (see **Tournament Properties**).

Tournament Properties

The basic tournament information is held within the Tournament Properties area which is split into 11 separate areas each of which has its own tab. For tournaments created by connecting to the LTA some of this information will already be populated for you.

Tournament Info

This area contains the basic tournament information including the tournament name and contact details. When the tournament is published some of this information will appear on http://lta.tournamentsoftware.com.

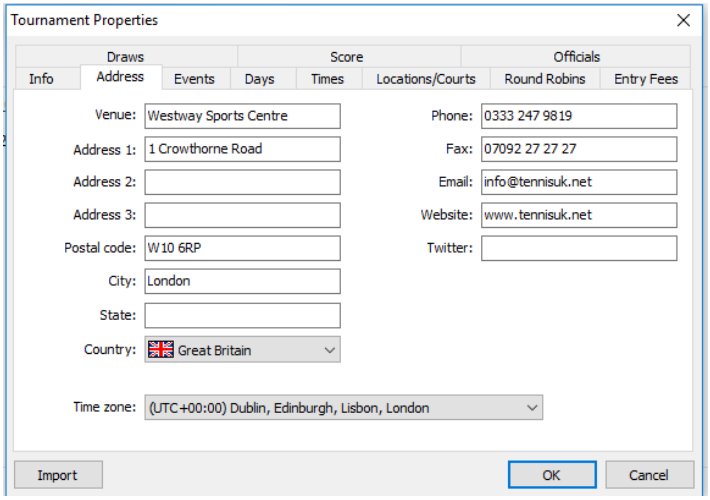


Make sure that the Tournament Type is set to **LTA Tournament**.

You may also set a Report Logo/Sponsor Banner which will appear on draws and reports.

Address

You may enter and/or update the tournament address details on this tab. This information will be populated from the LTA database for competitions created using Connect to the LTA:

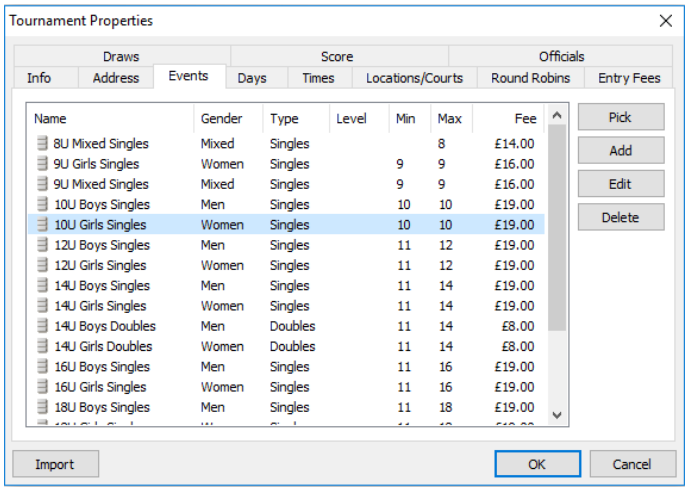


TIP

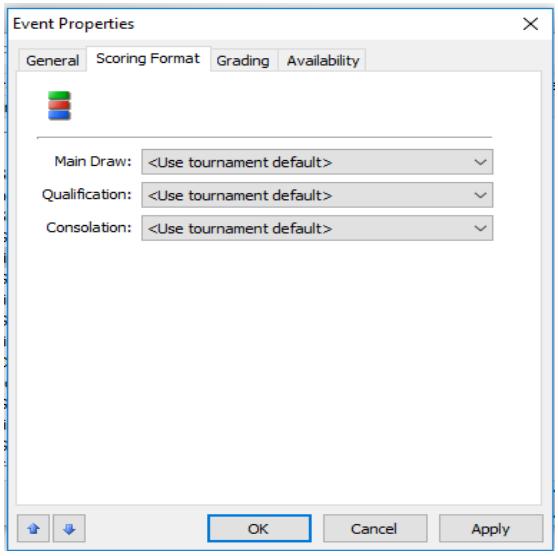
Add your venues/companies Twitter handle (e.g. @BritishTennis) or Twitter hashtag (e.g. #countychamps)

Events

This area may be used to create, amend or delete events and to define event information such as entry fee, scoring format and event dates:



For tournaments created by connecting to the LTA most event information will not be amendable. You should however set the **Scoring Format** for each event as shown below:

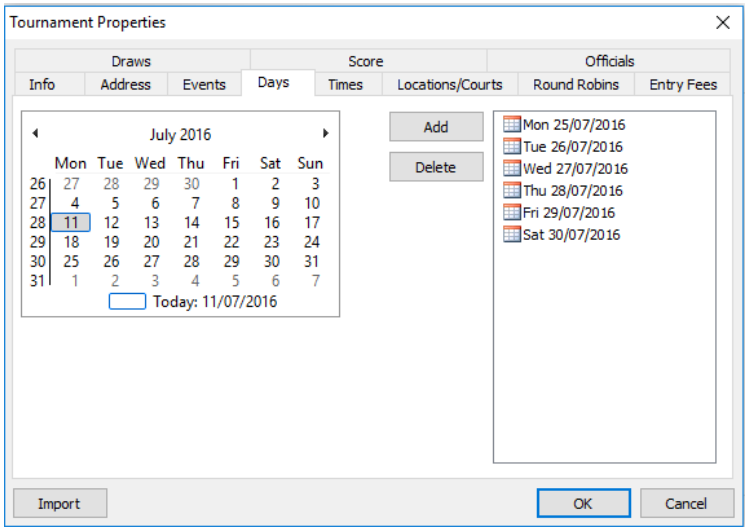


The **Availability** tab may be used to record dates and times during which an event will not take place. This will help prevent you from accidentally scheduling a match on a date (or at a time) outside the published event information.

To mark dates and times during which an event will not take place, simply select on or more cells with your mouse and press the **spacebar** button on your keyboard (the cells will turn red). To unselect, press the **delete** key.

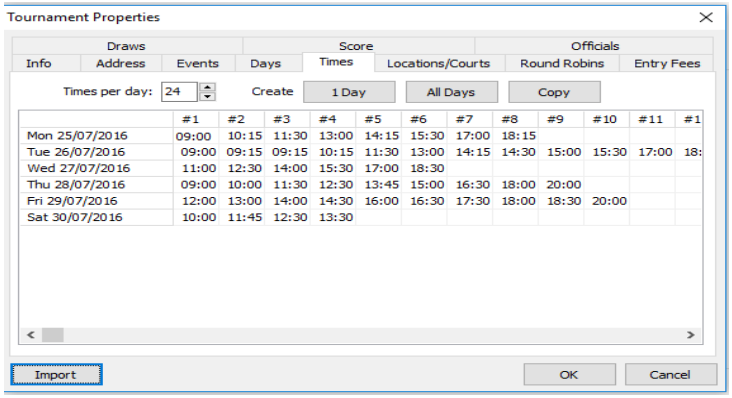
Days

The **Days** tab may be used to set up the days on which your tournament is taking place. For tournaments created by connecting to the LTA, the dates will be populated automatically. You may delete dates on which no matches will be scheduled, if applicable:



Times

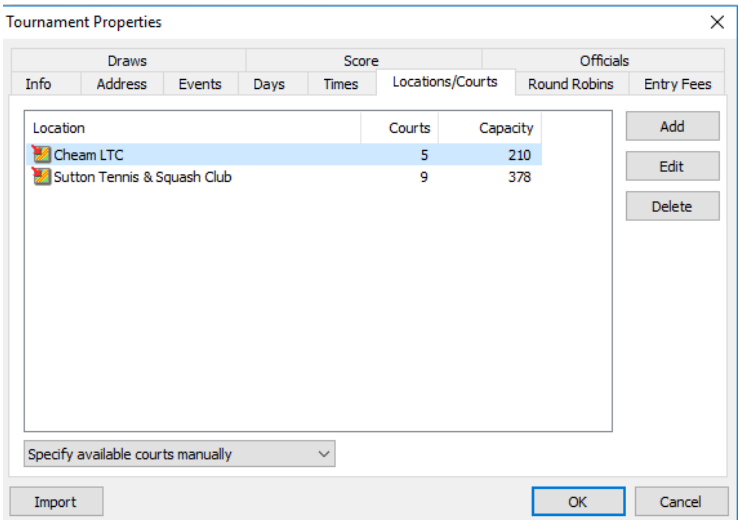
This area is used to set up time slots for match scheduling purposes. You may set up as many times as you wish and these may be different for each tournament date. By default TTP allows up to 10 different time slots per day although this may be increased as needed by changing the value of the **Times per day** field:



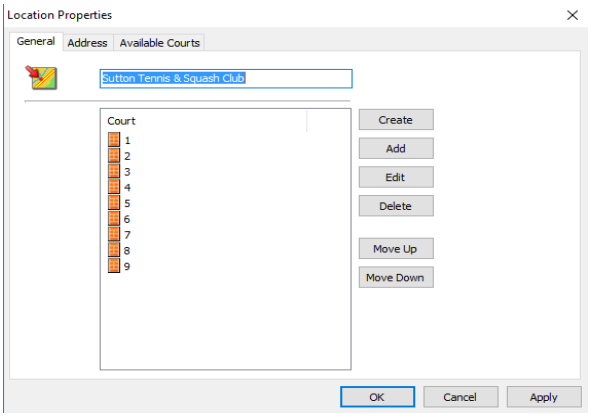
You may copy times from one day to another and also use the time slot creation wizard by clicking on **1 day** or **All days**.

Locations/Courts

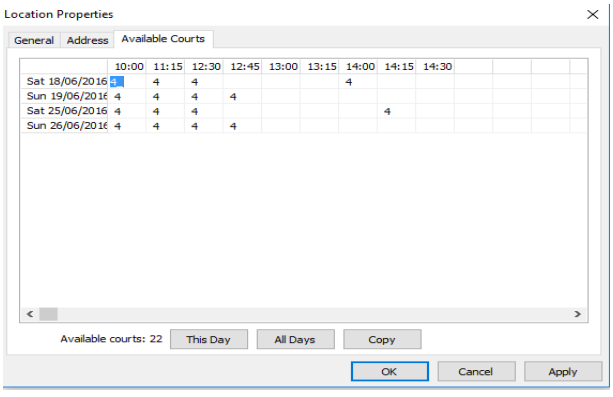
This area should be used to record each tournament venue and also to specify individual court details:



For each venue you can create, amend or delete courts:



Within each location you may also specify how many matches should be scheduled in each time slot. Click on **Available Courts** to see a grid where you will be able to specify this:

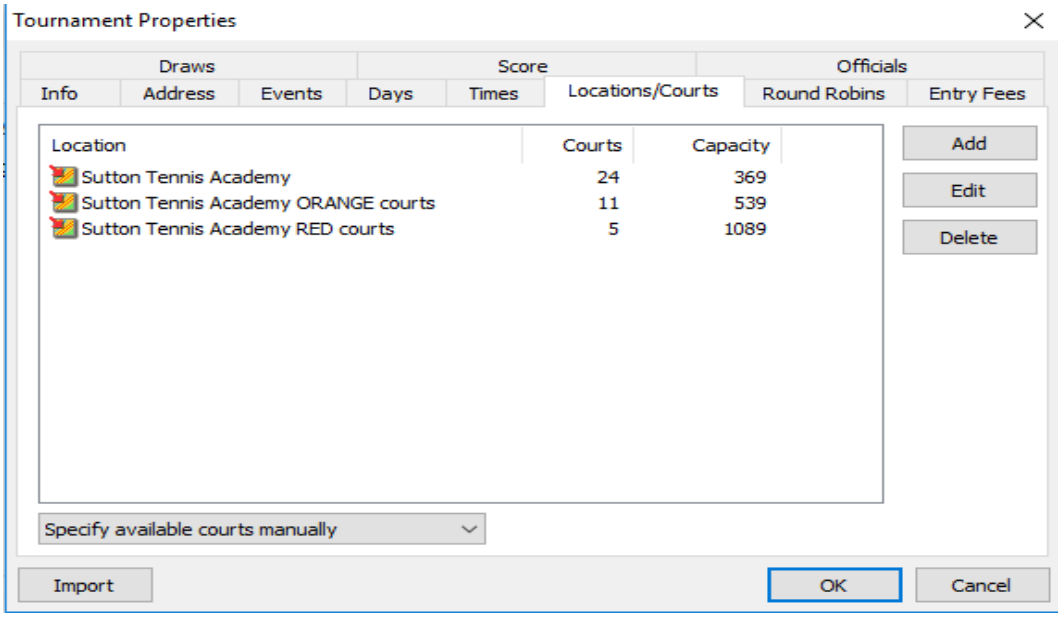


IMPORTANT

In order to schedule matches you must set up tournament days, times, locations and available courts.

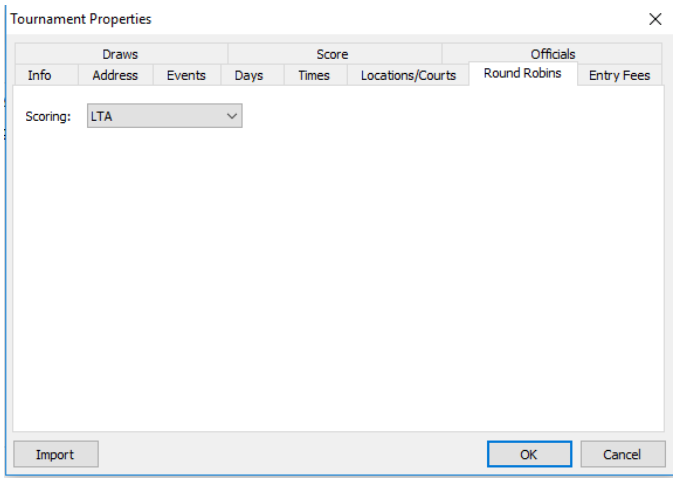
TIP

If you are running a tournament which includes mini orange and/or mini-red events then setting up these courts as separate locations will help you to produce separate orders of play, sign-in sheets and match cards as per the following example:



Round Robins

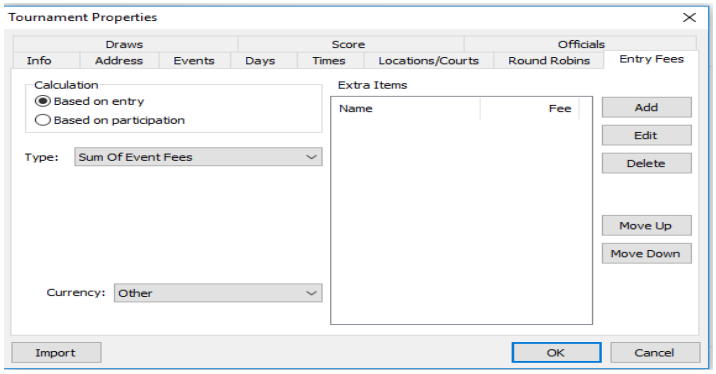
You should not change the settings in this area if you are running an LTA tournament:



The other round robin scoring options are for non-LTA tournaments and are outside the scope of this user guide.

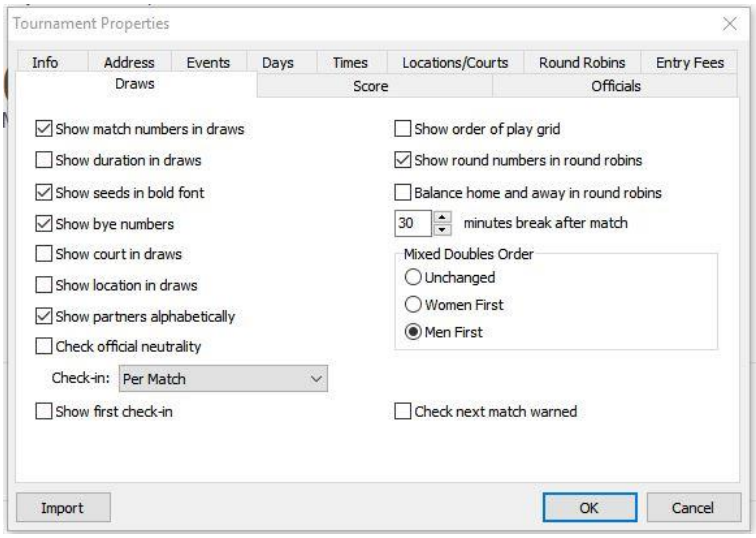
Entry fees

You should select **Based on Participation** for all LTA tournaments. This section also allows you to add entry fees for late withdrawals, set up discounts for multiple events and also **Extra Items** which may be chargeable to players (such as Social Event Tickets, T-shirt sales etc.):



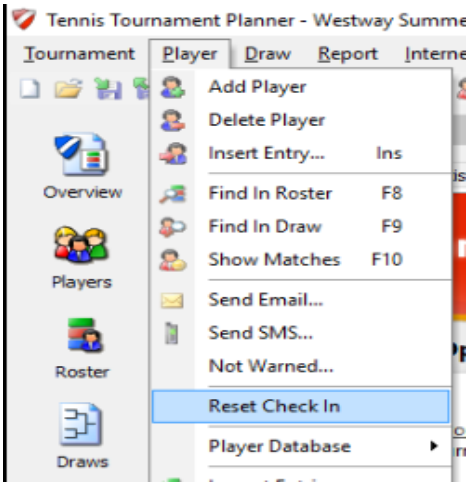
Draws

The options in this section may be set according to individual user preferences and the type of tournament you are running:



The **Check-in** setting allows you to check in players for individual matches (per match) or for ALL matches (per player).

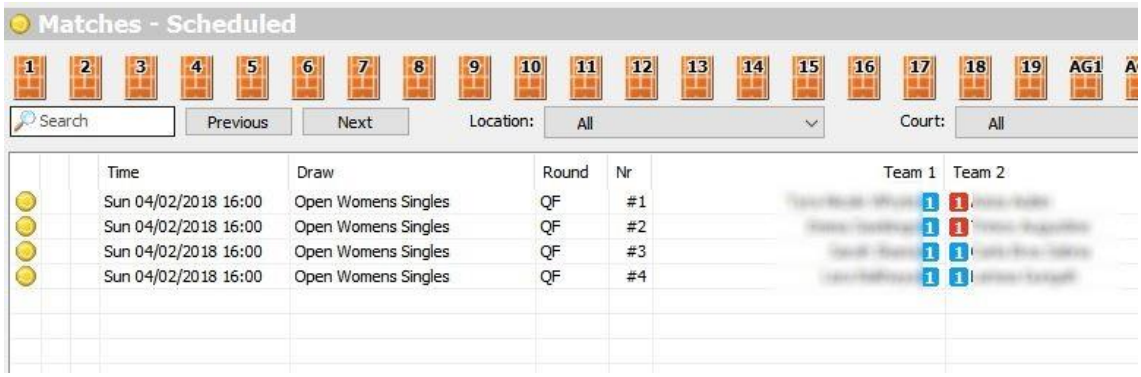
If the **per player** option is used this checks in a player for all matches in the entire tournament. As players sign in on a daily basis, the check in flags should be reset at the end of each day using the **Reset Check in** function on the **Players** menu.



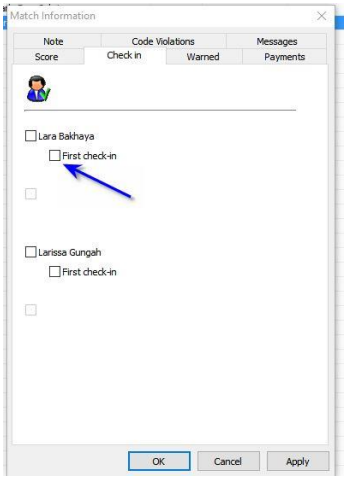
You may also choose to highlight each players “First Check-in”. This is useful if you wish to hand each player a welcome pack or a free gift when they arrive for their first match at a tournament.

First match check-in

If the “Show first check-in” option is selected the list of matches will show the number “1” against each player who has not checked in previously:



To remove the number “1”, double-click on the match, choose the “Check-in” tab and tick the checkbox against the player’s name to show that they have checked in for the first time:

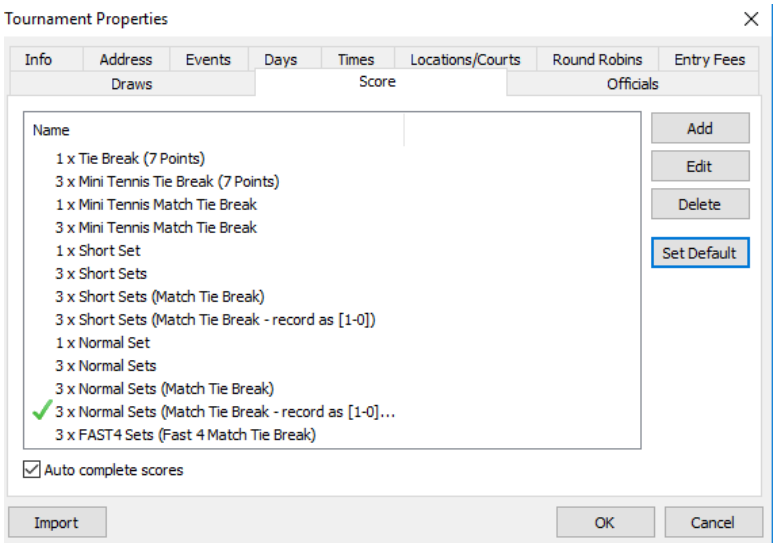


Score

This area allows you to set a a default scoring format. This will apply to all events, unless another format has been specifically selected within the **Events** area.

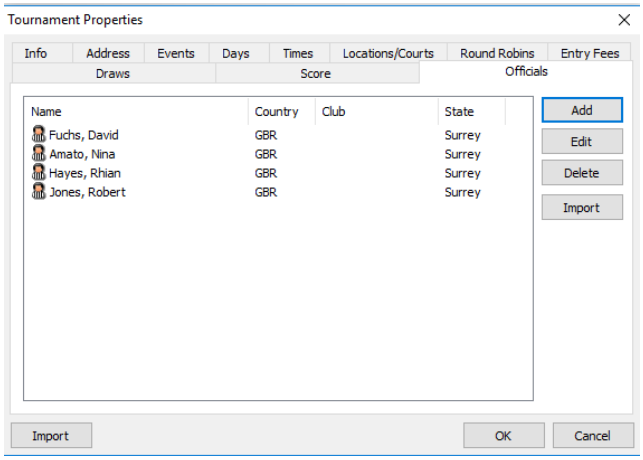
It should not normally be necessary to add, delete or edit score formats.

Tick **Auto complete scores** to enable you to only have to enter the loser’s score when recording results:

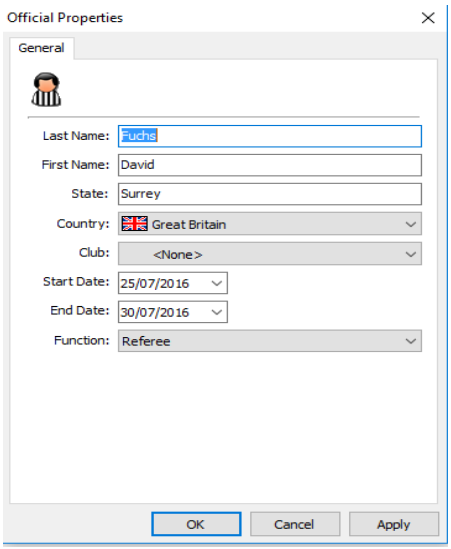


Officials

This allows you to enter the referee, assistant referee, court supervisors and the umpires who may be working at your tournament. This information is shown on umpire's score sheets and is also used when recording code violations:



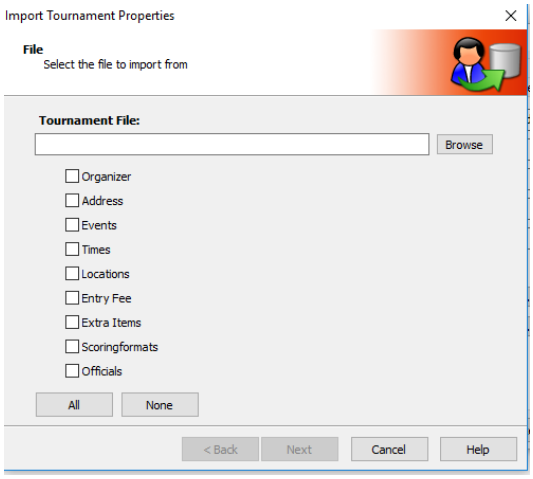
- Enter the name and country of the official
- Enter the start and end date the official will be working
- Select their role from the **Function** drop down



It is also possible to import a list of officials from an Excel spreadsheet.

Importing details from a previous TTP file

An **Import** button appears each of the tabs within tournament properties which can be used to copy details from a previous tournament. You can select which details to copy by ticking the appropriate boxes:



IMPORTANT

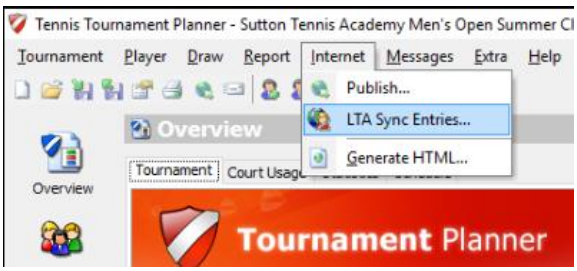
You should not import **Events** using this feature when a tournament has been created by connecting to the LTA. This is because events are assigned a unique identifier within the LTA database and entries/results will not be processed properly if the pre-populated information is overwritten by importing information from a previous TTP file.

Players and entries

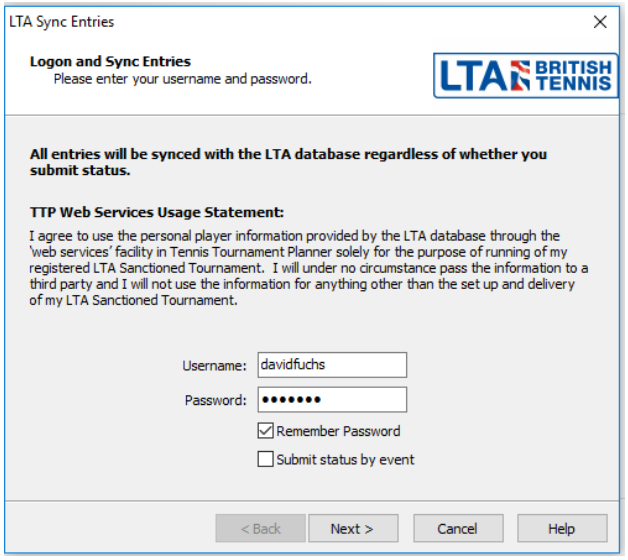
There are two ways of processing entries to your tournament. If you have enabled online entries for your tournament then entries can be downloaded from the LTA website periodically. You may also add entries to your TTP file manually.

Downloading entries from LTA Online (Sync Entries)

To download entries from the LTA website choose **Internet** from the top menu of TTP and then click on **Sync Entries**.



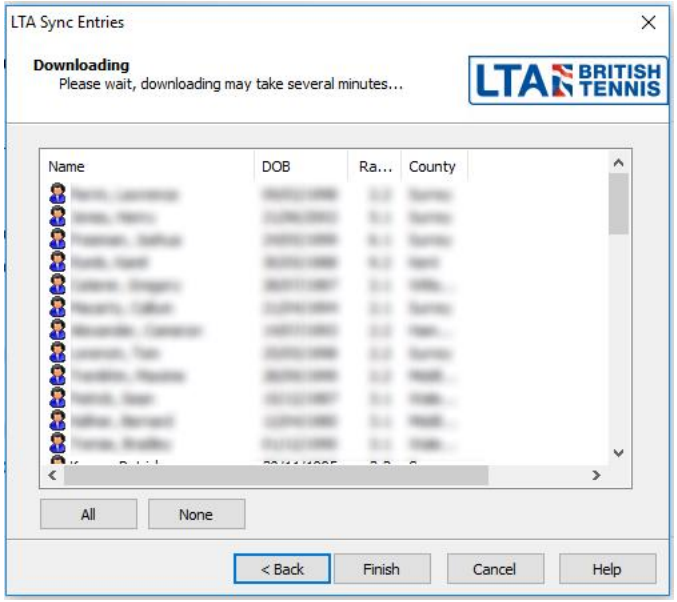
Enter your LTA username and password. Make sure that the **Submit status by event** checkbox is **NOT** ticked.



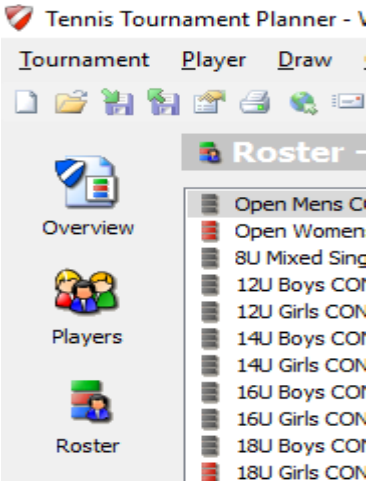
IMPORTANT

<u>Submit status by event should only be ticked (and then remain ticked) once you have prepared one or more acceptance lists ready to publish.</u> Otherwise all players will show on the LTA website as being accepted into the **Main Draw** of each event.

Click on **Next** to start the synchronisation process. This can take several minutes depending on the number of entries in your tournament. When you see the following box, click on **Finish**:



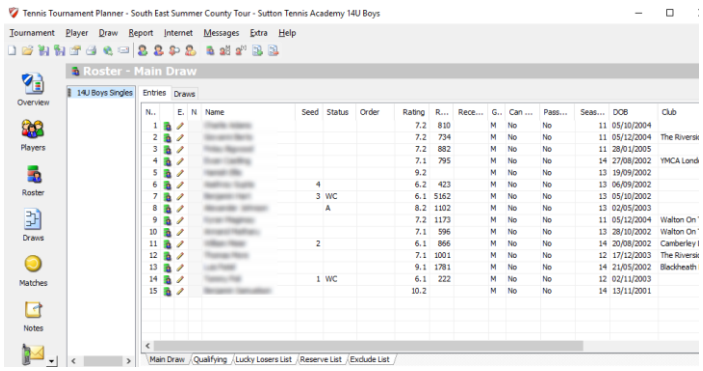
A progress bar will be displayed and once the process has completed you will be able to see the players who have entered the tournament on the **Players** area .You will also be able to see a list of individual entries within the **Roster** area as shown to the right.



The **Roster** area contains the following five tabs:

- Main Draw
- Qualifying
- Lucky Losers List
- Reserves List
- Exclude List

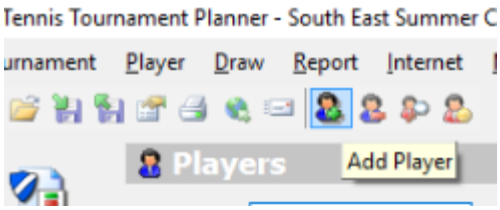
Players who have entered the tournament will appear on the **Main Draw** tab by default. Players who have withdrawn from your tournament will be shown on the **Exclude List**:

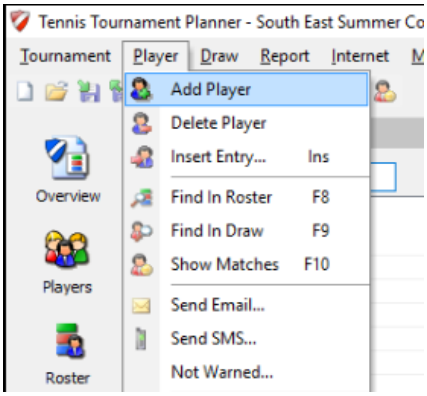


Manual entries

Entries may also be added to your TTP file manually by selecting **Players** from the top menu and clicking on **Add Player**.

You may also click on the **Add Player** button underneath the top menu as shown below:

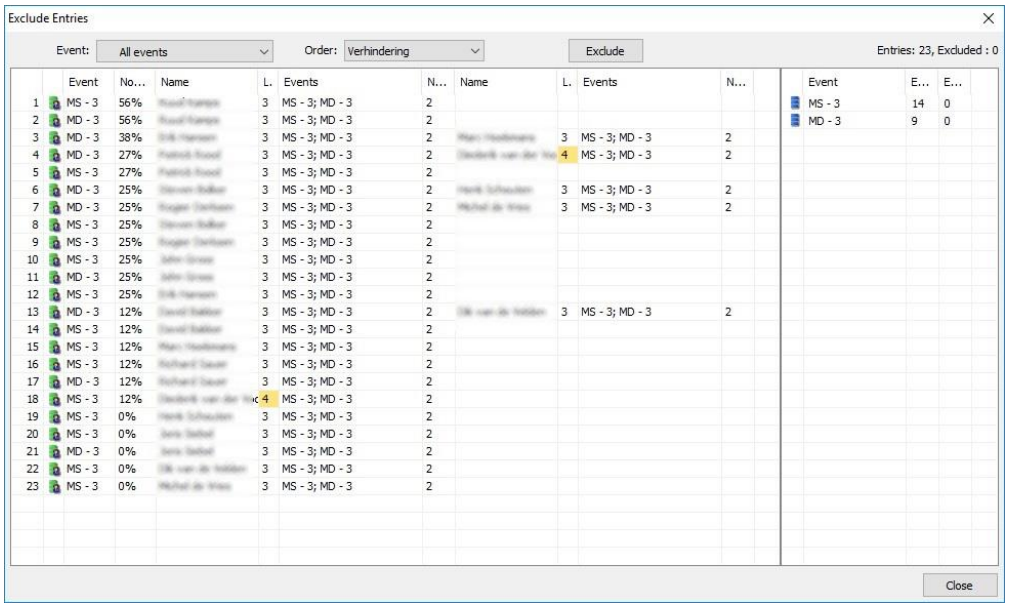




It is important to check that any players added manually to events are eligible to play. Although TTP will warn you if you attempt to put a player of the incorrect gender into an event it will not check age eligibility.

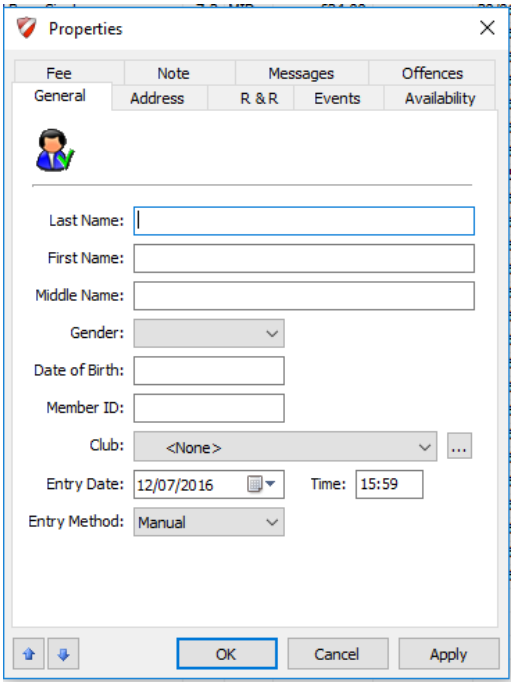
Excluding Entries

On the “Draw” menu there is an “Exclude Entries” option. This screen will help you to exclude entries based on the number of events for each player. This may be useful to check whether a players has entered more than the maximum number of events allowed or an invalid combination of events



Player Properties

Each Player record contains nine tabs and these are shown to the right:



- General
- Address
- R&R (Rating and Ranking)
- Events
- Availability
- Fee
- Note
- Messages
- Offences

As a minimum you need to enter the player's

- Last name
- First name
- Gender
- Member ID (British Tennis Number).

You can import other player information from the LTA database when you run the **Player validation** process

Player fields explained

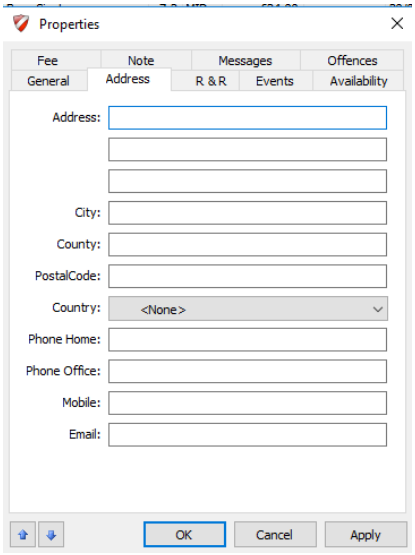
Many of the player fields are not needed in order to process entries although these may be used at a later stage. These tabs are explained in more detail below.

General

This tab stores the basic player information together with the date and time that the player entered the tournament and whether the entry was made manually or via the LTA website.

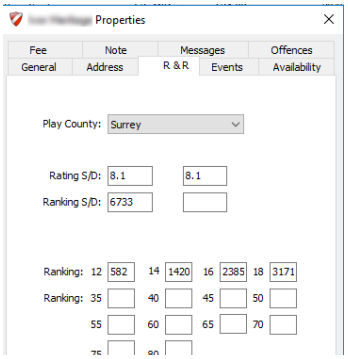
Address

The player's address, contact telephone number(s) and email address are recorded here. These fields may be populated automatically when the **Player validation** process is run:



R&R (Player Rating and Rankings)

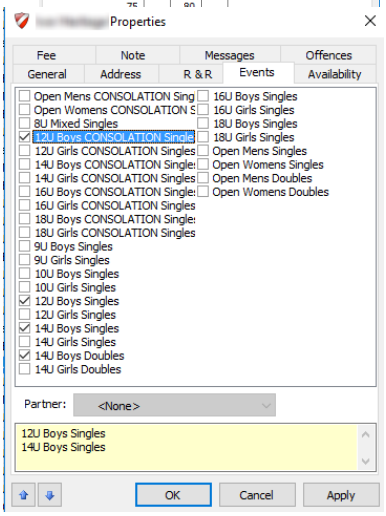
Player rating and ranking information is stored here together with a player's Play County. This information is populated when the **Player validation** process is run and it should not normally be necessary to change anything in this tab:

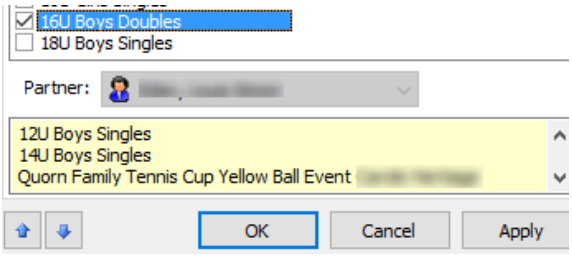


Events

This tab allows you to enter a player into an event. Simply click on the relevant events to enter the player who will appear on the **Main Draw** tab in the **Roster** area by default.

For doubles events if the player you are entering has a partner who has already entered, you can select them from this drop down list. If the player does not have a partner yet you can leave it blank or select partner wanted:



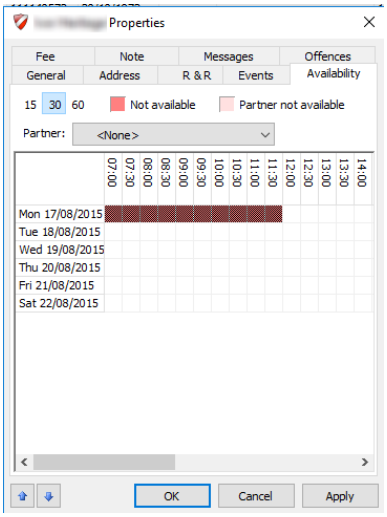


Availability

If a player is unavailable for a period of the tournament then this may be recorded here by selecting one or more cells and pressing the **spacebar** button which will turn the cell red. To remove data – select the relevant cells and press the **Delete** button on your keyboard.

The example to the right shows a player who has indicated that they are unavailable until 12:00noon on the first day of the tournament.

When scheduling matches, you will be warned if you try to schedule a match for a player which conflicts with his/her unavailability. This can however be overridden by using the **Force Planning** feature.

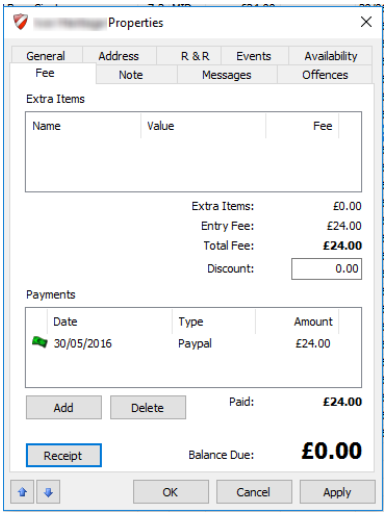


Fee

This tab is used to record player entry fees and should be updated if you process a manual entry.

For entries made via LTA online where payment is made by PayPal then this information will be populated automatically each time you Sync. and/or Submit Entries. PayPal refunds will also appear here too providing they are made using the LTA website and not directly via your PayPal account.

You may also print a payment receipt from this tab is you wish to.

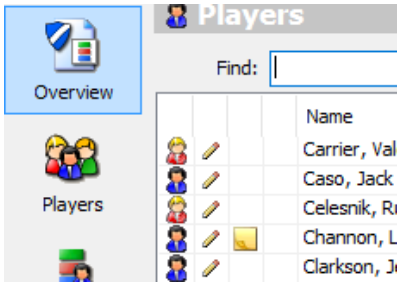


Note

This area may be used to record any information relating to the player or his/her application. E.g. If a player has declared a medical condition to you.

Players may also submit additional information when making an online application via the LTA website which will also appear here.

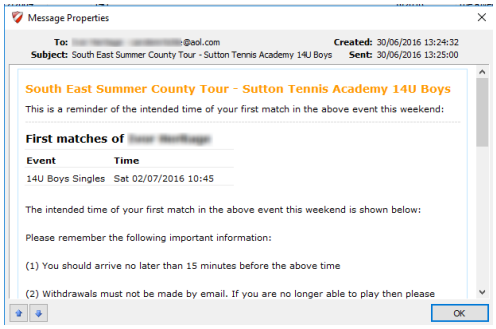
Any players with **Notes** recorded will appear in the player list with a yellow post-it note next to their name:

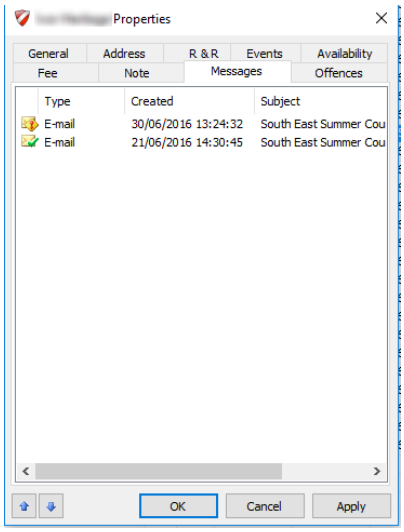


Messages

If you send the player any messages then these will be shown within this tab.

You can double click a message to view the contents.



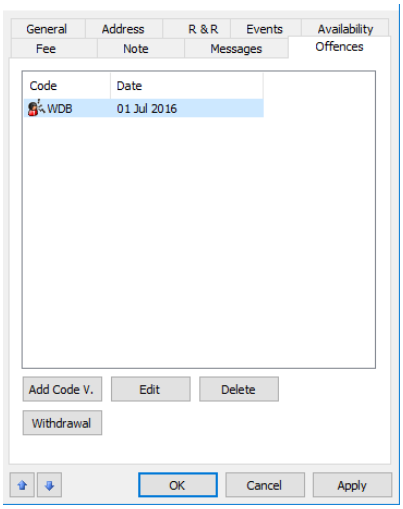


Offences

This tab should be used to view and record:

- Withdrawals (made after the withdrawal deadline)
- Non-appearances (“no shows”)
- Any code violations issued

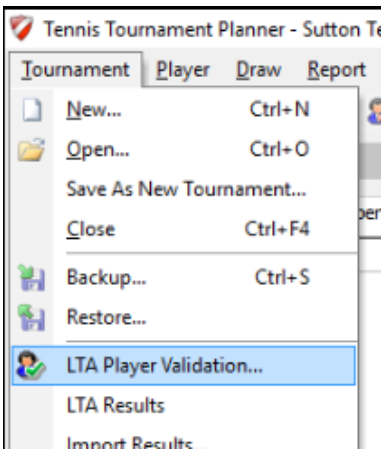
Please see separate sections on Recording code violations and Recording withdrawals and non-appearances for more details:



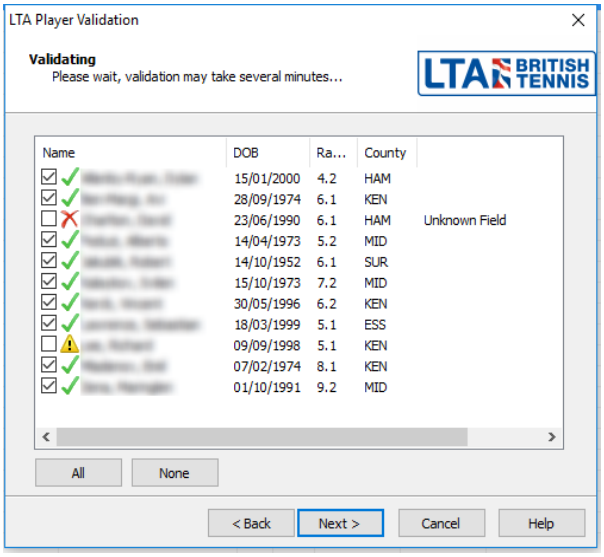
Player validation

It is important to validate all players in your tournament before preparing your acceptance lists **and** before making any draws. Validation ensures that the details for all players in your tournament are up to date, particularly player ratings and rankings.

To run the player validation process, click on **Tournament** from the top menu and then select **LTA Player Validation**.



You will be asked to enter your LTA Online username and password. A list of all players in your tournament will be displayed on the screen as shown below. Please note that this may take a few minutes to load, particularly if you are running a tournament with a large number of players.



It is important to check that all players have a green tick next to their name.

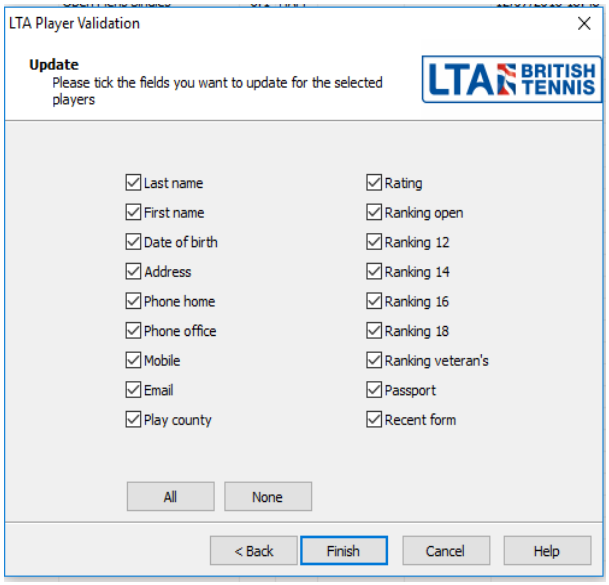
If a player appears with a red cross next to their names this means that that their surname, date of birth, gender or British Tennis Membership number does not match the information held by the LTA.

An exclamation mark in a yellow triangle indicates a missing British Tennis Membership number

In either case, you will need to update the records of the highlighted players before proceeding further. If you cannot resolve the issue yourself then please contact your LTA Regional Office or the British Tennis Services Team for assistance.

If you wish to validate all players in your TTP file then you should make sure that all players are ticked (in the first column). However if you only wish to validate an individual player (or a selection of players) then you may clear the tick boxes by pressing **None** and then select players individually.

After clicking on **Next** you will be asked choose which fields you wish to update. You would normally click on **All** to update all player fields as shown to the right.

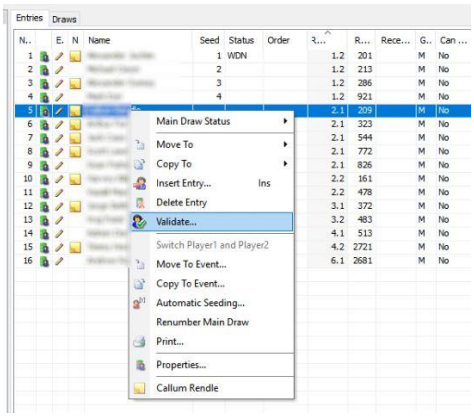


Click on **Finish** to start the validation process. This can take several minutes particularly if your TTP file contains a large number of players. A progress indicator will be displayed whilst the process is running.

Once finished you should click on **Players**. If any players are highlighted in orange then this means that they have not been validated and you will need to check the reason(s) for this before continuing.

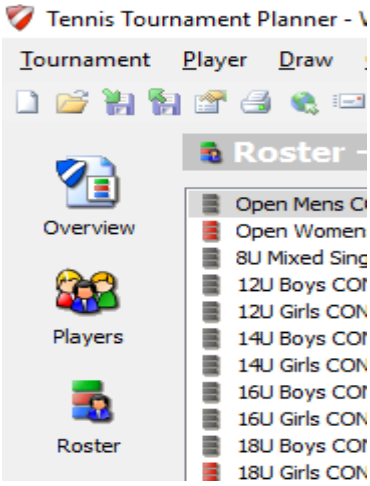
You may also validate a player individually from within the Roster by right clicking the player's name and choosing **Validate**.

This is particularly useful when adding a late entry or a "Doubles Only" player.



Acceptance Lists

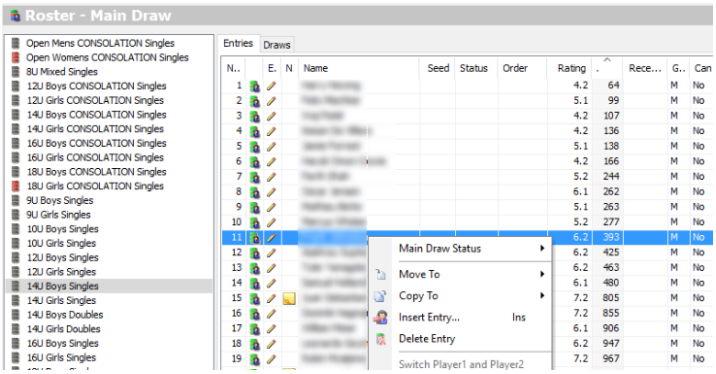
As soon as your tournament entry deadline has passed you should finalise and publish your acceptance lists. Do remember to "Sync." entries before you prepare your acceptance lists. All entries for each event within your tournament will show within the **Roster** section. It is important NOT to select "Submit Status by Event" at this stage otherwise you will automatically accept all players into the main draw.



The **Roster** area contains the following five tabs:

- Main Draw
- Qualifying
- Lucky Losers List
- Reserves List
- Exclude List

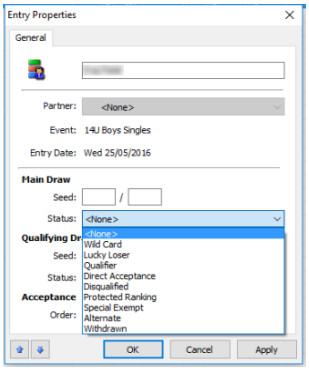
To sort players by rating or ranking, click on the appropriate column heading. You can move players from one tab to another by right-clicking on the player's name selecting **Move To** and then selecting the tab to which you wish to move the player to:

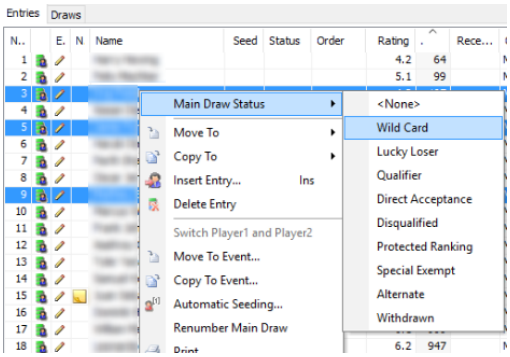


You may select multiple players by holding down the **Ctrl** key on your keyboard and then clicking on individual player names. Holding down the **Control** key and then pressing **A** (Ctrl+A) will select all players.

Allocating wild cards and setting acceptance statuses

You can indicate a player's status in an event by right clicking on a player's name and choosing **Main Draw Status** (or **Qualifying Draw Status** if you are in the Qualifying roster tab) and then selecting one of the statuses as shown to the right. You may also do this for an individual player by double clicking on their name as shown below:





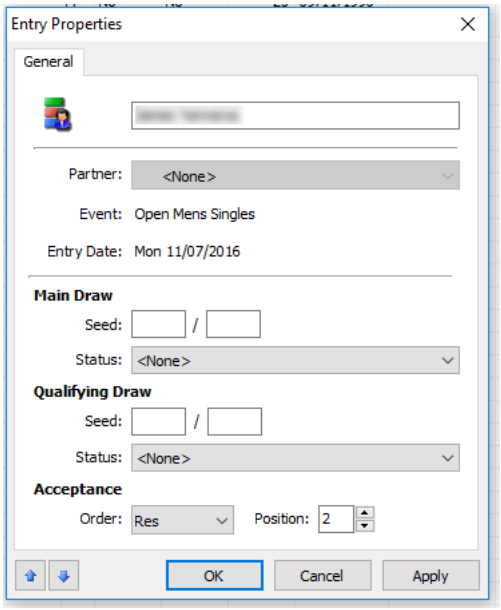
You may select multiple players by holding down the **Ctrl** key on your keyboard and then clicking on individual player names. Holding down the **Control** key and then pressing **A** (Ctrl+A) will select all players.

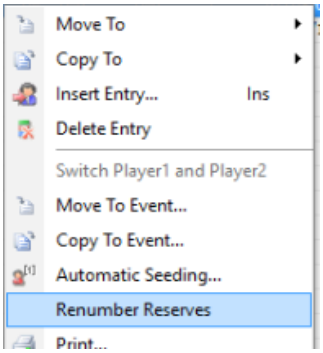
Player statuses will show when printing draw sheets (if the **status** option is chosen when setting the **draw layout**) and when publishing your draws to http://lta.tournamentsoftware.com. Wild cards will also show on the acceptance lists on the LTA website (once you have synced and submitted status and submitted status by event).

Numbering and re-numbering reserves

If a tournament is oversubscribed then all players who are not accepted should be moved to the reserve tab and allocated a reserve number. This can be done as follows:

- Double click on each player individually to open the **Entry Properties** box
- Within the **Acceptance Order** field, change this to **Res**
- In the **Position** field, enter the player's reserve number

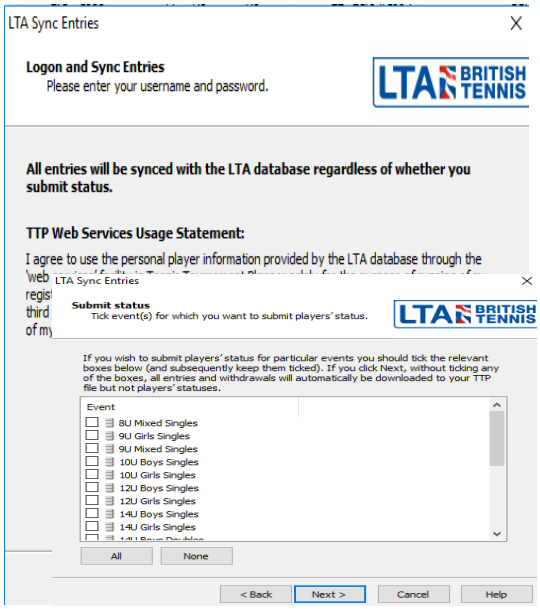




If you wish to renumber the reserve list then you can do this automatically without having to amend each player individually. Simply right-click on ANY player name in the reserve tab and click on **Renumber Reserves**.

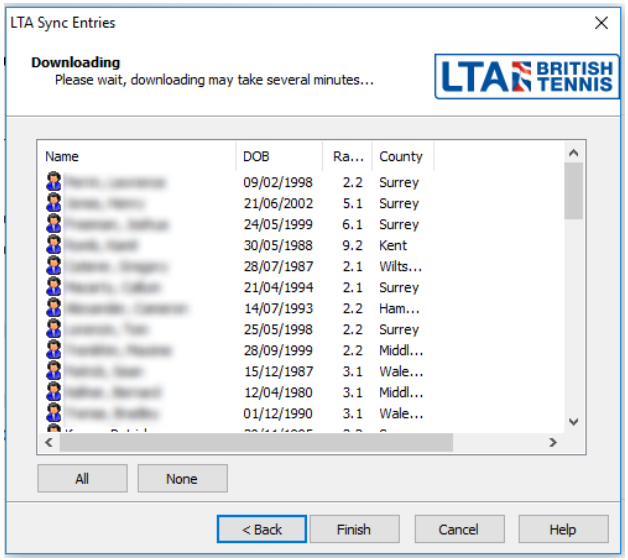
Publishing acceptance and reserve lists

Once you have finalised your acceptance and reserve lists you should publish these online so that players can check their status. This is done by following the same procedure detailed in **downloading entries from LTA online (Sync entries)**. However when the following screen appears then you should tick the **Submit status by event** checkbox as shown to the right.



You may choose only to publish acceptance lists for selected events or for all events as shown below:

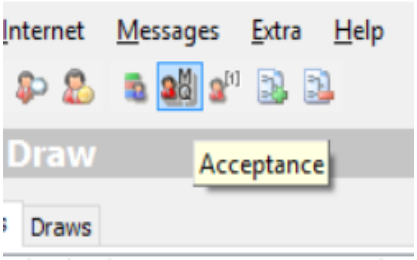
Click on **Next** to start the synchronisation process. This may take several minutes depending on the number of entries in your tournament. When you see the following box, click on **Finish**:



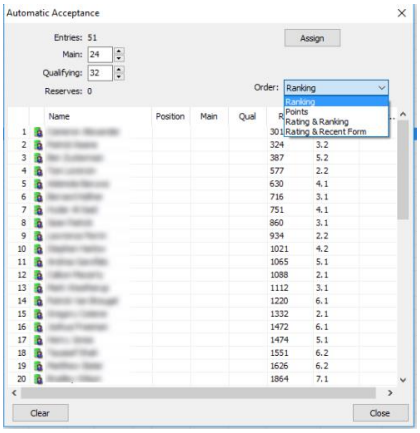
TIP

To ensure that the entry lists on the LTA website are up to date you should sync and submit each time there are changes (e.g. if players withdraw, players are moved from the reserve list to the main draw (or qualifying) tab new players are added or the reserve list is renumbered).

Automatic acceptance



TTP includes a useful feature which allows you to automate the acceptance process and assign players to the main draw tab, qualifying tab (if applicable) and reserve tab, based on a predetermined acceptance method. To select this feature click on the icon shown to the right.



You can choose how many players should be include on the main draw, qualifying and reserve tabs and select one of the following acceptance methods:

- Ranking
- Points (not use for LTA tournaments)
- Rating and Ranking
- Rating and Recent Form

Clicking on assign will move all players to the correct tabs and automatically number any players on the reserve list.

TIP

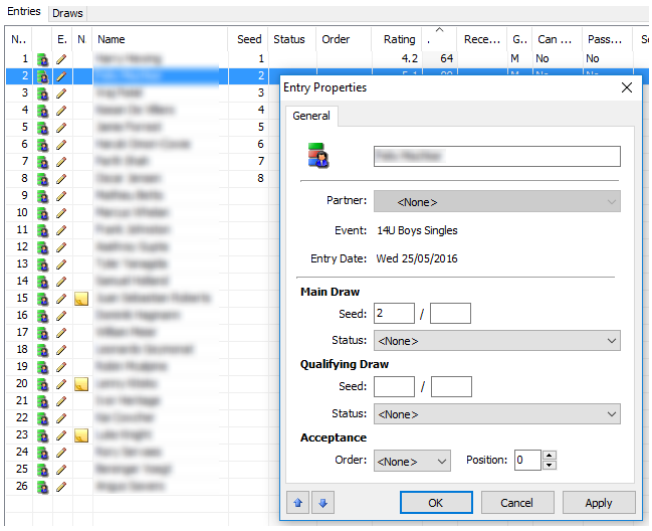
Within the **Main Draw** and **Qualifying** rosters you can create entries by pressing the Insert button on your keyboard which will display a list of players. Selecting a player will enter them into the event.

Seeding

Seeds may be allocated automatically or manually within the main draw (or qualifying) tab of the **Roster**.

Manual seeding

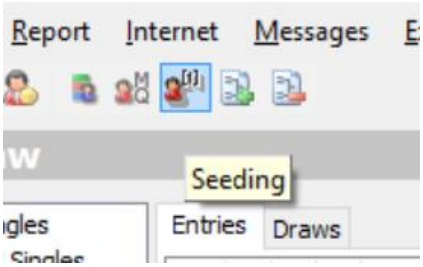
You may manually allocate a seed number by double clicking the player within the roster and allocating a seed number as shown in the example on the right.

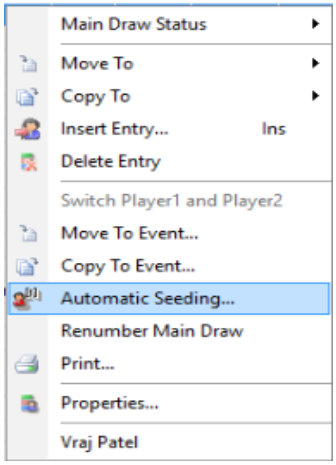


Enter the player's seed number in the first box. If however you are using "block seeding" then you should complete both boxes (e.g. if you have four players of the same standard and you wish to show them all as seeds 5/8).

Automatic seeding

You may choose **Automatic Seeding** by right-clicking on any player within the roster (as shown on the right) or choosing the **Automatic Seeding Icon** from the top of the page (as shown below).

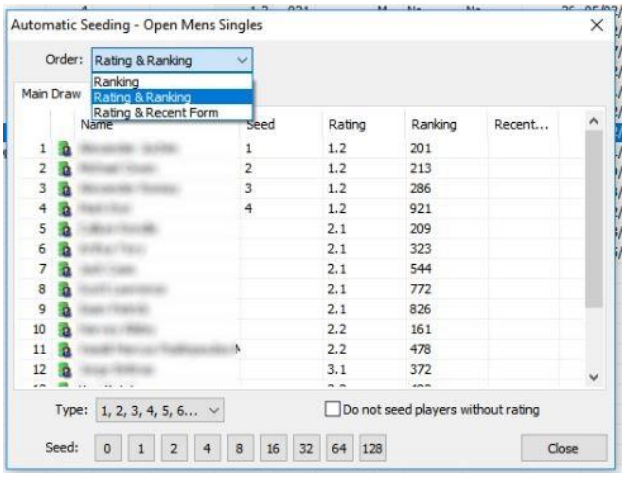




Choose the following options:

- Order:
  - Ranking
  - Rating OR
  - Rating and Recent Form
- Type – normal seeding or block seeding
- Number of seeds

You can choose whether or not to seed players without a rating.



Please note that your seeds will be assigned as soon as you select an option from the **Order** field.

IMPORTANT

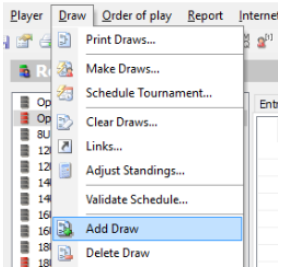
If you choose the wrong seeding method (order) then you must remove all seed numbers before carrying out the process again. You can clear seed numbers by choosing “0” as the number of seeds, closing the page and starting again.

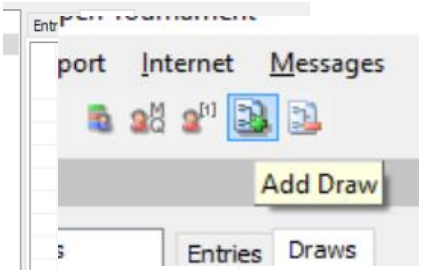
Draws

Creating Draws

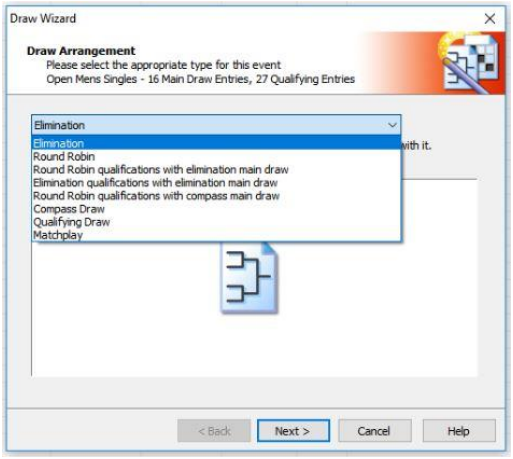
There are three ways to create a draw within an event:

- Within the **Roster** click on the **Draw** tab at the top of the page, right click a blank area of the screen and click on **Add Draw**
- From the top menu choose **Draw** and select **Add Draw**
- Click on the **Add Draw** icon underneath the main top menu





You will be asked to choose which type of draw you wish to create (draw arrangement). TTP supports the following draw types:



- Elimination
- Round robin
- Compass
- Qualifying
- Matchplay

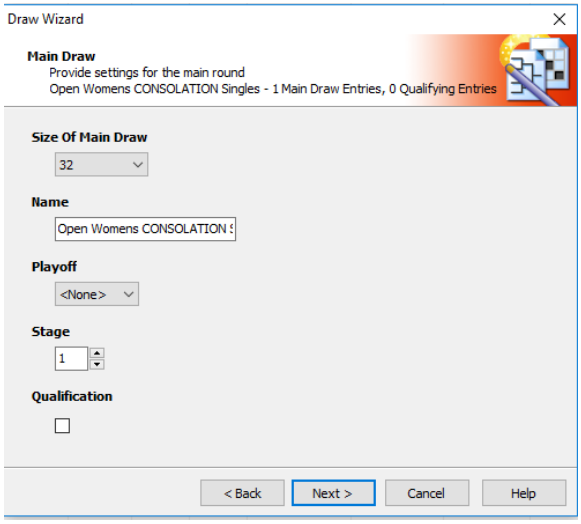
You may also link two or more draws within the same event (e.g. to create one or more qualifying draws leading to a main draw).

The following linking options can be created by TTP automatically:

- Round robin qualifications with elimination main draw
- Elimination qualifications with elimination main draw

Draw properties

Draw properties differ according to the type of draw you choose and not all options apply to every draw format. You should choose the properties according to the needs of your event.



Size

Choose the size of the draw appropriate to you event:

- For elimination draws this will be a power of 2 (i.e. 2, 4, 8, 16, 32 etc)
- Round robin draws may contain up to 16 players
- Compass draw may be set up for a maximum of 8, 16 or 32 players
- Qualifying draws sizes may vary from 4 to 128 players producing 2 to 64 qualifiers)
- Matchplay draws may contain up to 32 players in increments of 4 players

IMPORTANT

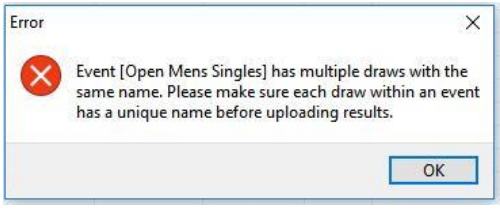
If you change the format or size of a draw then in most cases all data contained in the previous draw will be deleted. You should take a backup copy of your TTP file before attempting to change a draw if you are unsure.

Name

This would normally be “Main Draw” or “Qualifying”. For multiple qualifying events TTP offers you the option of numbering (1,2,3,4 etc.) or lettering (A,B,C,D etc.) individual groups automatically. You may also give multiple qualifying groups names if you wish (Blue Qualifying Group, Pink Qualifying Group etc.).

IMPORTANT

When creating multiple draws within an event it is very important that each draw is given a unique name. If you do not do this then results will not be submitted properly. When submitting results, you will receive an error message, if you have done this and will not be permitted to submit your tournament results until this is corrected



Playoff

This option applies to “Elimination” draws only and should be ticked if your wish to have a 3rd/4th playoff.

Stage

This field should be set as follows:

- 1 = Main Draw
- 2 = Qualifying Draw
- 3 = Pre-Qualifying Draw
- 90 = Consolation (where set up as a separate draw)
- 99 = Ratings only draws (i.e. where results will only count for ratings purposes)

IMPORTANT

When creating linked draws (such as round robin elimination to main draw) TTP does not assign stage numbers according to the above rules. It is very important to change draw stage numbers as shown above. Otherwise results will not be submitted properly and rankings points will be awarded incorrected.

Qualification

Tick this box if the draw you are setting up is a qualifying event.

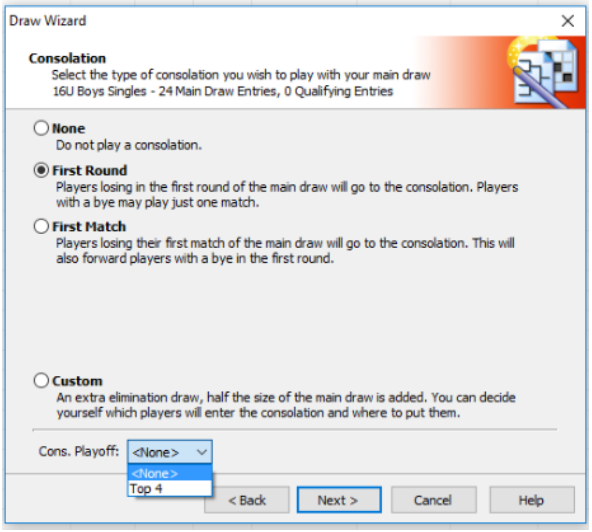
Consolation draws

When creating an elimination draw you have the option to create an associated consolation draw which may be one of the following types:

- None – if you do not wish to include a consolation draw
- First round
- First match
- Custom

The options are explained as shown to the right.

You may also choose whether or not you wish to include a 3rd/4th consolation playoff.



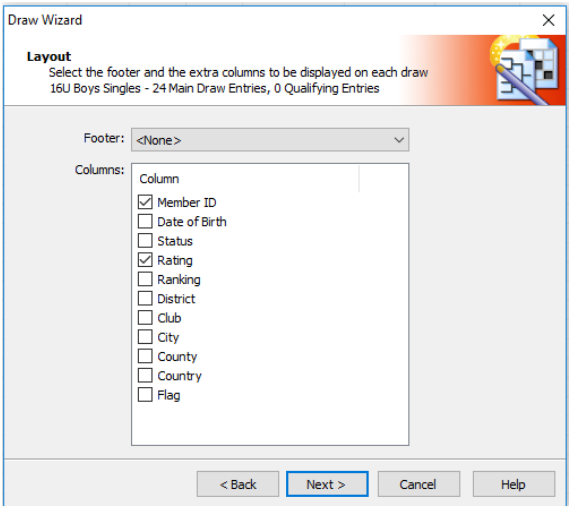
Draw layout

You will then be asked what information you wish to include on your draw sheet. You may choose these according to your individual preferences.

TIP

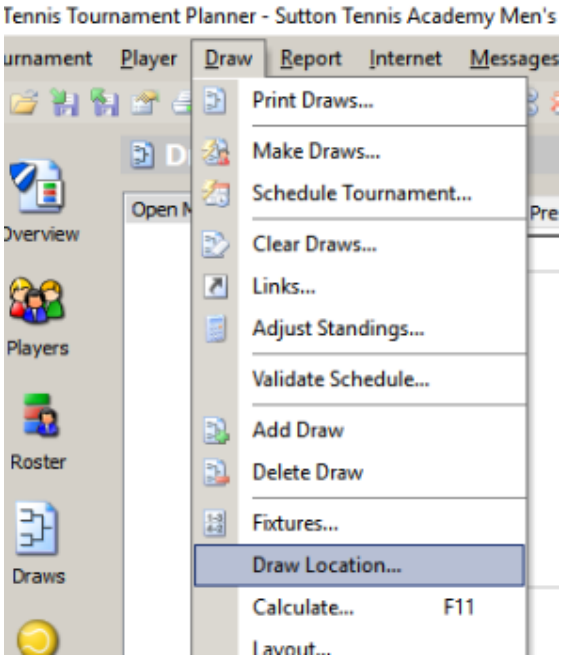
Make sure that the “Status” checkbox is ticked if your draw includes any wild cards.

We also recommend showing the “Status” field in a main draw which include any qualifiers or lucky losers.

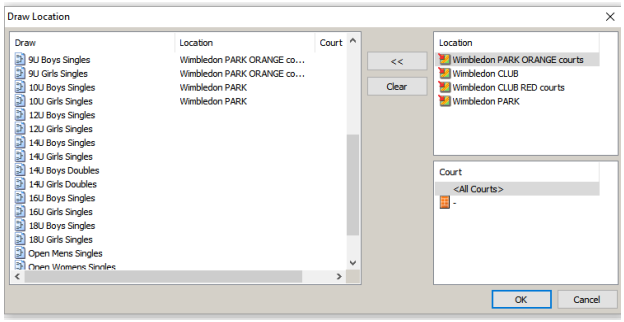


Draw locations

If you are running a tournament at more than one venue and wish to assign specific draws to a venue then you can do this by clicking on **Draws** from the top menu and choosing **Draw Location**.



You will be able to assign a specific location for any draw by choosing the options below:



Making draws and entering players into draws

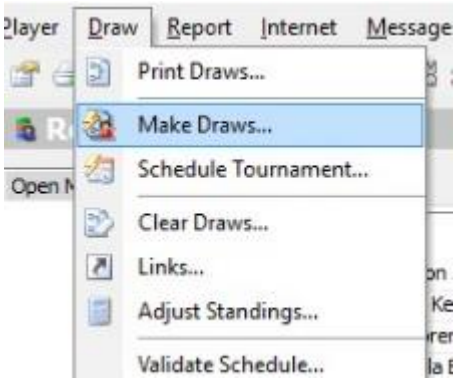
Before making draws make sure that you have carried out the following steps:

- All players have been included on the correct roster
- You have run the LTA player validation routine
- You have seeded players (where applicable)

Automatic draws

Provided the above prerequisites have been met then you may carry out draws automatically. This will place all seeded players in their correct positions and randomly draw all remaining players into the remaining positions.

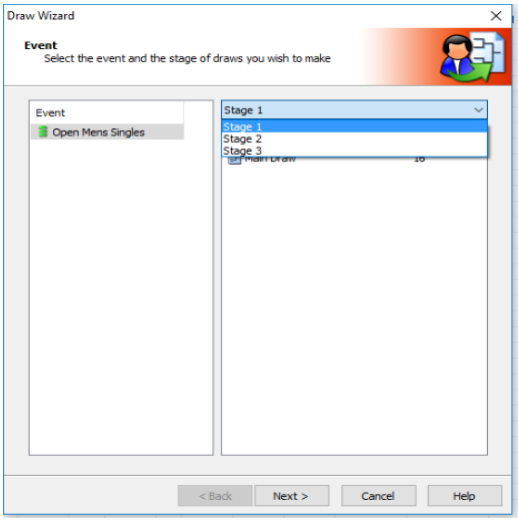
From the top menu select **Draws** and click on **Make Draws**.

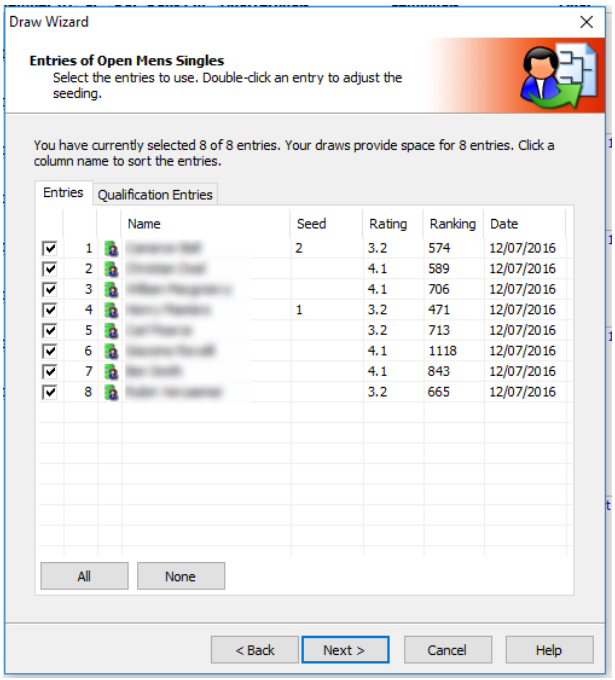


You will be asked to select the event and the draw stage. Please note that it is not possible to make the draw for more than one event or draw stage at the same time.

Once you have selected an event and stage you will see a list of entries.

Make sure that all players are selected and click on **Next**.



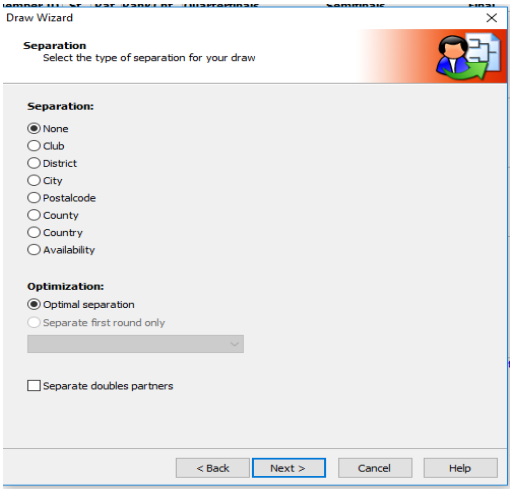


Draw separation

When making draws you have the option of separating players in the draw as far as possible (e.g. to avoid two players from the same club, county, postcode etc. from being drawn together).

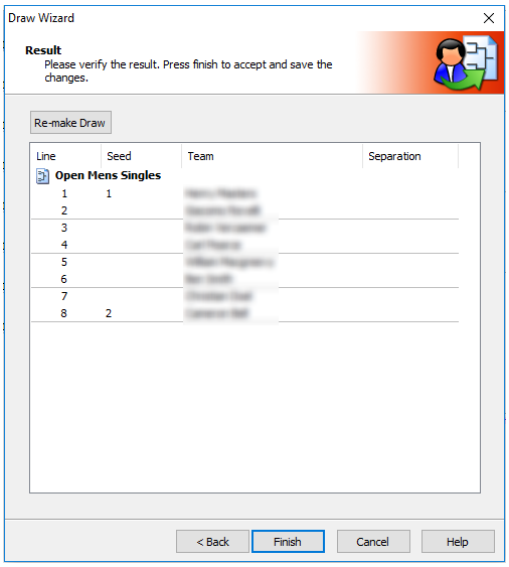
The options available are shown on the right.

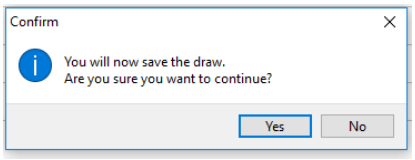
For most types of competition, separation is optional. Please contact your Regional Office if in doubt.



After clicking on **Next** you will see a screen similar to the one shown on the left.

Click on **Finish** and click on **Yes** to confirm.

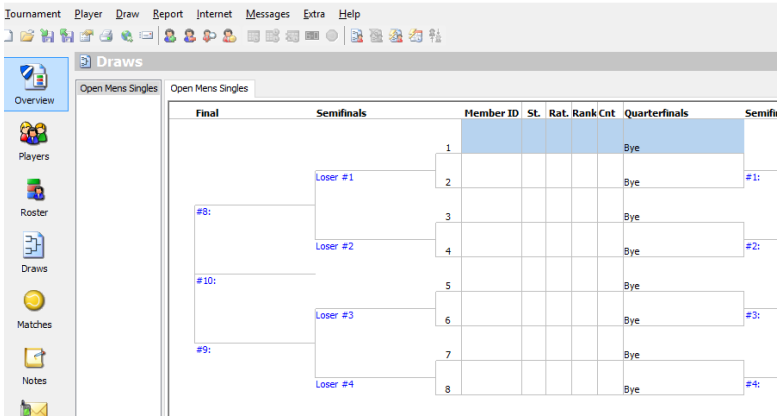




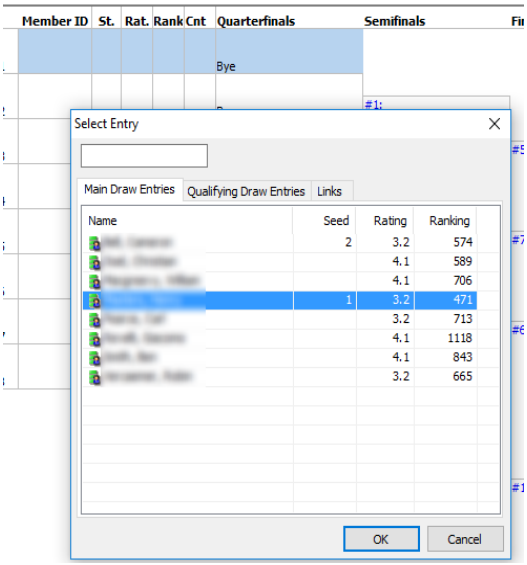
The draw will now be saved.

Manual draws

To enter one or more players in a draw manually, click on the **Draws** icon on the left-hand vertical menu and select the relevant event and draw.



An empty draw will show each draw position as a “bye”. To place a player in the draw double click the “bye” (or right-click and choose **Select Entry**) and choose the player whom you wish to include on the line you have chosen. See the example on the right.

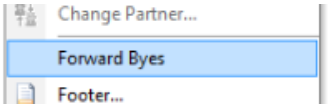


By default you may choose players from the tab associated with the draw (e.g. Main Draw players will be listed if you have selected a main draw). You may however select players from either the Main Draw or Qualifying rosters if you wish to.

Please note that a player may not be placed more than once in a draw (within an event) with the same stage number. E.g. if you have several round robin (stage 2) qualifying draws then an individual player may only appear in one of these draws.

Forwarding byes

Players may only be placed within the first round of a draw. To forward players with a bye to the 2nd round then right click a blank part of the draw and choose **Forward Byes**.

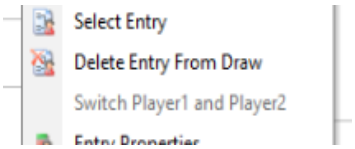


Making changes to draws

Making changes to a draw follows the same principle as explained within the “Manual Draws” section with the following considerations:

- Clicking on any player name within a draw will open a list of players who have not been included in the draw. You can therefore select a player from this list to replace an existing player.

- To move a player from one draw position to another you need to remove the player from the draw first. This can be done by clicking on the player and pressing the **Delete** key on your keyboard or right-clicking on the player name in the draw and choosing **Delete Entry from Draw**.

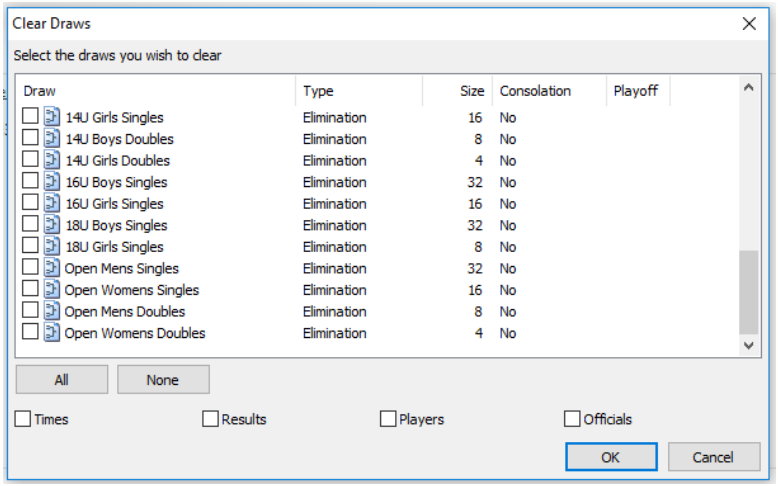


- You should ensure that a player is included on the correct tab within the “Roster” before you include them in the draw.

Clearing draws

It is possible to clear all information from an existing draw by selecting **Draw** and **Clear Draws** from the top menu. A list of all draws in your tournament will be displayed as shown in the following example:

You have the option to select one or more draws and may clear times, results, players and officials.



IMPORTANT

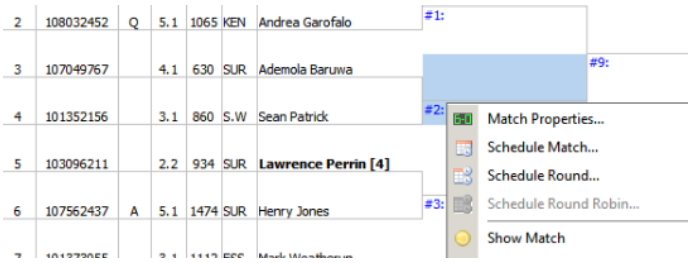
This is a powerful tool which should be used with caution. We recommend backing up your TTP file before clearing draws as there is no option to “undo” any draws you clear accidentally.

Scheduling matches

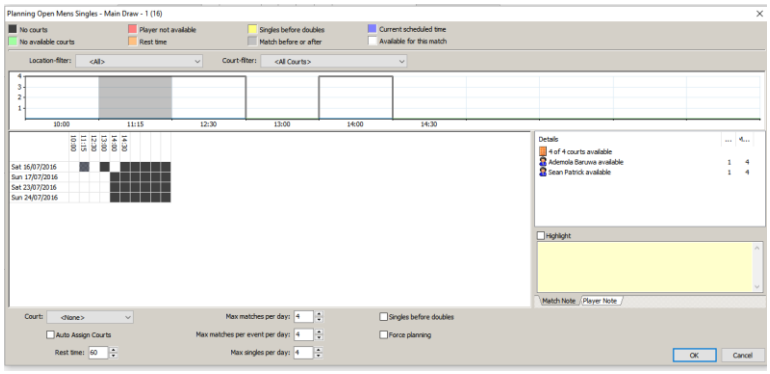
Before scheduling matches, you must have set up dates, times, locations and courts within your TTP file. Please refer to the **Setting up a tournament** section of this guide for more information.

Scheduling an individual match

To schedule an individual match, right click on the match number as shown to below and click on **Schedule Match**:



A grid will be displayed showing all available slots on all tournament dates. Simply click on the required date and time slot in one of the **white spaces** on the grid and then click on **OK**. It is possible to select a date only (i.e. without a time) if you wish to.



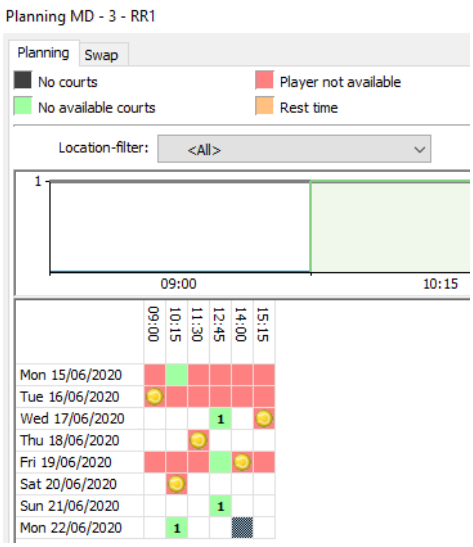
If the time slot you wish to select is any other colour then this means that the match cannot be scheduled at that time for some reason. The colours at the top of the page show the reasons for this.

If you wish to schedule a match regardless then you can do this by clicking on the **Force Planning** box (and then clicking on **OK)**.

You can also change the values of the fields at the bottom of this page to set maximum number of matches per day, rest times and to allocate matches to specific courts.

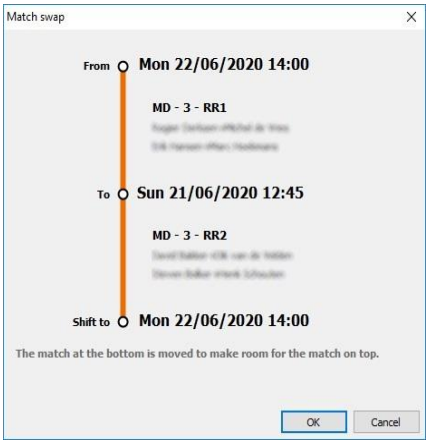
Advanced rescheduling

Advanced re-scheduling. Sometimes you want to move a match to a timeslot where you have no more courts available. It is possible to see if some matches in that timeslot can be swapped with the current match, or moved to another timeslot so you can still schedule the current match at the desired timeslot. In a cell where you see a number (1 in this example) there is a match available to swap with.



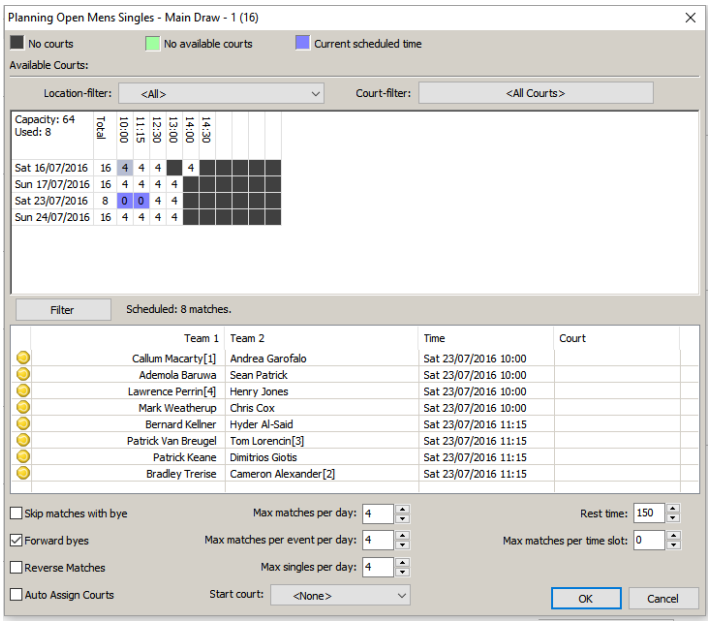
You can double-click the cell which will bring you on the secondary screen. There you can see the details of the available swap-options.

Select the desired match and click the Switch-button. You will see a confirmation of the 2 actions to be performed at the same time. Here is an example where 2 matches have been swapped.



Scheduling a round within an event

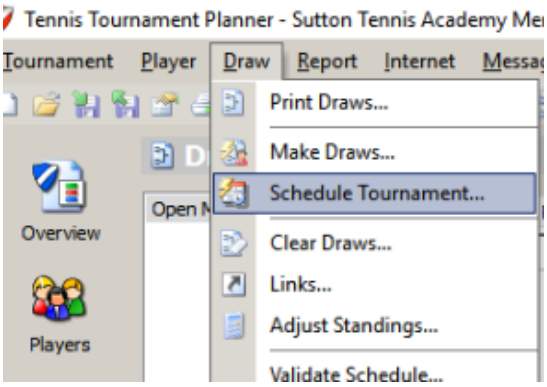
You can schedule an entire round at a time by right-clicking any match and choosing **Schedule Round.** By default TTP will start scheduling matches using the first available time slot. You can change this by choosing a time slot manually:



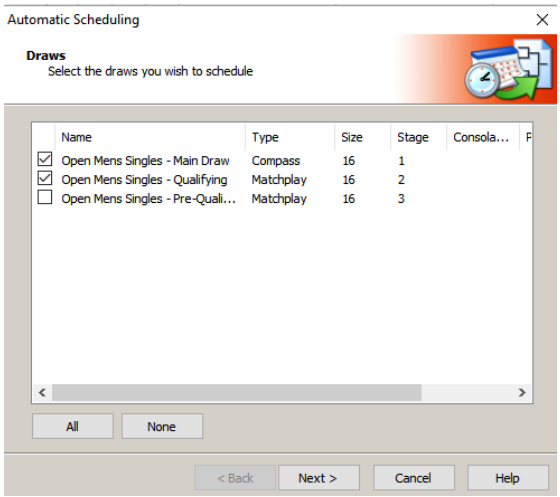
The intended times for each match in the round will be shown on the screen before you save your selections by clicking **OK**.

Scheduling an entire tournament

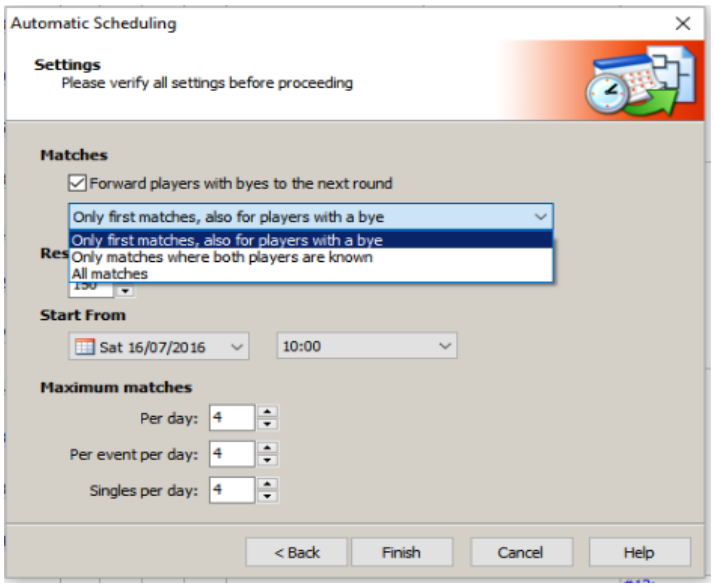
If you wish to schedule an entire tournament then click on **Draw** from the top menu choose the **Schedule Tournament** option.



You will be asked to choose which draws you wish to schedule:



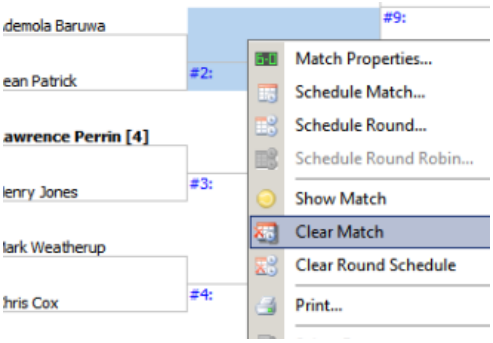
You will then be asked to choose from the following options:



The Automatic Scheduling feature should be used with caution, particularly with a large tournament.

Un-scheduling a match, round of a draw

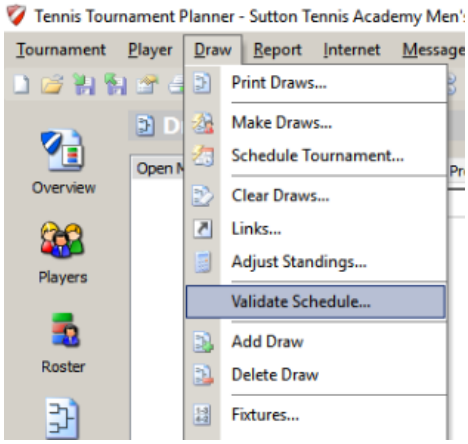
To remove the date and time from a match, right click on the match number in the draw and choose **Clear Match**. You may also choose **Clear Round** if you wish to remove dates and times for a complete round.



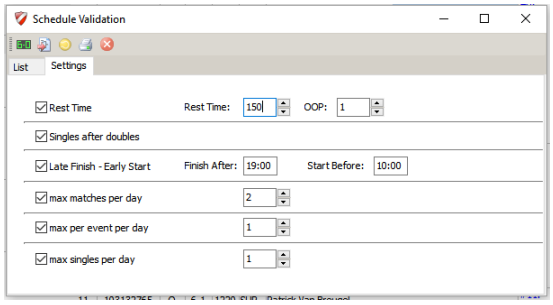
To clear the dates and times for an entire draw please refer to the **Clearing Draws** section within the **Making draws and entering players** section of this guide.

Validating schedules

Before publishing match dates/times we recommend that you make use of the **Validate Schedule** feature. To access this click on **Draw** from the top menu choose the **Validate Schedule** option.



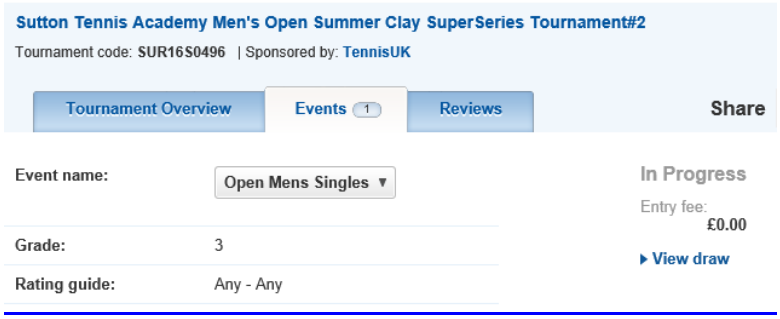
You will be able to change the verification parameters as shown below:



Click on the **List** tab to see the results for each day. This will display any matches which do not meet the verification parameters you have set.

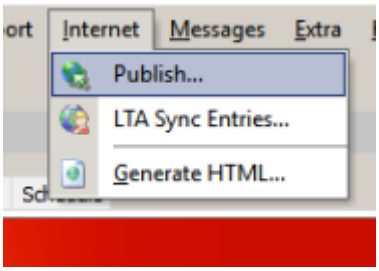
Publishing your tournament

TTP allows you to publish tournament details (draws, times etc.) online to lta.tournamentsoftware.com. Once you do this for the first time, sync your entries using **LTA Sync Entries** in your TTP file and a **View draw** link will appear within each event on the LTA website to show players that this information is available, as shown in the following example:

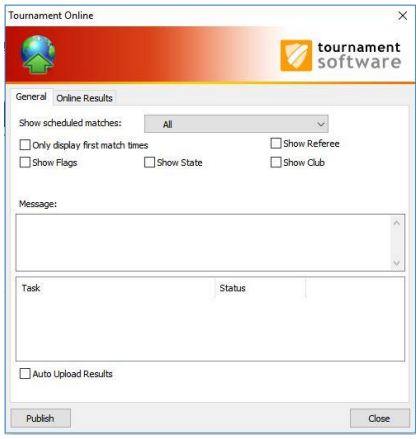


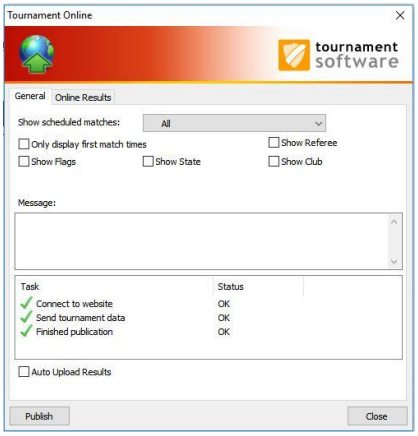
Publishing to LTA.TournamentSoftware.com

To publish your tournaments choose **Internet** from the top menu and click on **Publish**.



You may choose to display players' first match dates and times only (i.e. to hide draws and opponent details). You can also choose whether to display scheduled match times for specific days. You may also choose to show the referee's name, email address and telephone number on the Tournament Software website (provided this information has been entered within **Tournament Properties**. After clicking on **publish** the bottom panel of the screen will show the progress of the upload process (as shown in the right-hand illustration below):





Each time you publish your tournament we recommend that you view the details to make sure that everything is as you intended. You can do this by clicking on **Overview** from the right-hand vertical menu and selecting **View this tournament on the web**.

Whilst your tournament is in progress you may choose to automatically upload your results to lta.tournamentsoftware.com (provided you are connected to the internet). By ticking the **Auto Upload Results** checkbox, the draw sheets will be automatically updated online each time you enter a result within TTP. Please note that any changes you make to match dates and times will NOT be updated automatically online.

TIP

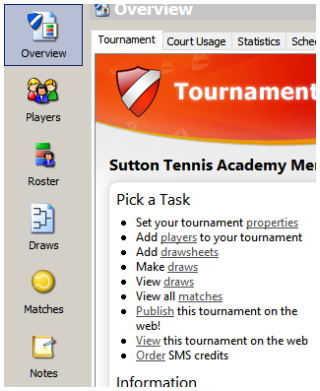
Using the "Auto Upload Results" function is recommended. If you choose not to use this then please consider publishing your TTP file online as often as you can including during the day when the tournament is running. Players, parents and coaches like to see up-to-date information online.

Sending players emails and text messages (SMS)

Prerequisites

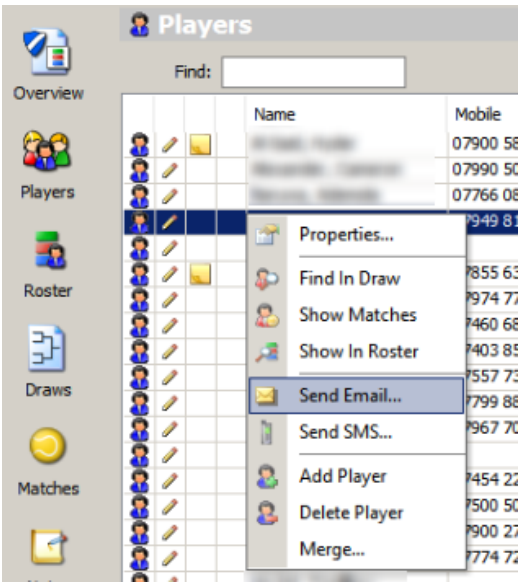
In order to send email messages you must have set up your Outgoing Email Settings. See the **Internet** section of **Setting up your TTP programme options** in this guide for more information.

To use the text messaging (SMS) function you will need to purchase SMS credits from www.tournamentsoftware.com. You can order credits do this by clicking on **Overview** from the right-hand vertical menu and selecting **Order SMS credits**. Credits may be purchased in blocks of 200 although there is no refund for any that are not used. We recommend that you order credits several days before the start of your tournament as orders can take a few days to process.



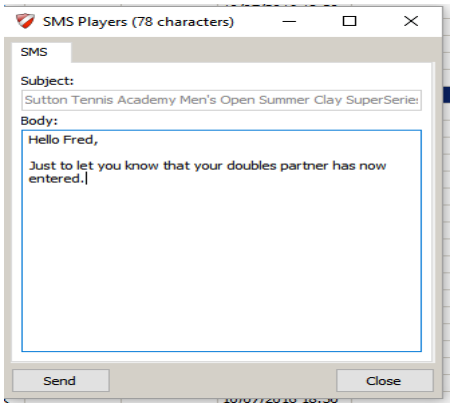
Creating a single email or SMS message

To prepare an individual message click on the **Players** icon from the right-hand vertical menu, right click the player to whom you wish to send a message and choose either **Send Email** or **Send SMS**.



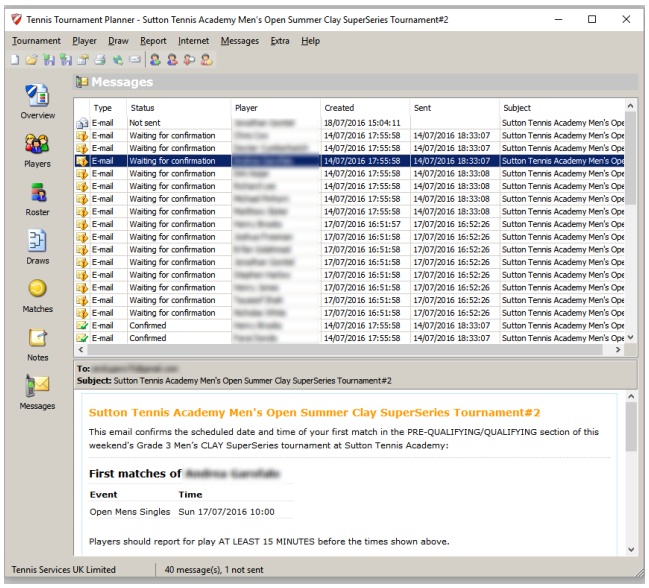
Type (or paste) the message details into the box as shown below.

Please note that for SMS messages there is a 160 character limit.

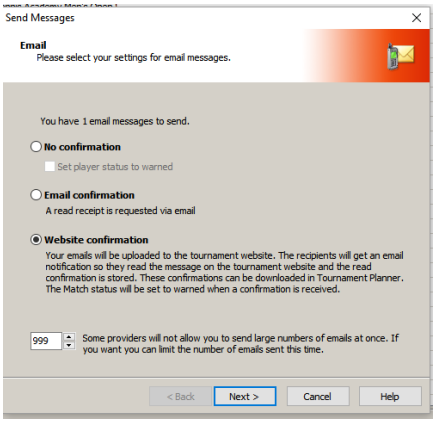


Viewing, sending and deleting messages

Messages are **not** sent as soon as they are created – they are held in the **Messages** area until you are ready to send them. This can be reached by clicking on the **Messages** area from the right-hand vertical menu. Both draft messages and sent items are stored in the same area:

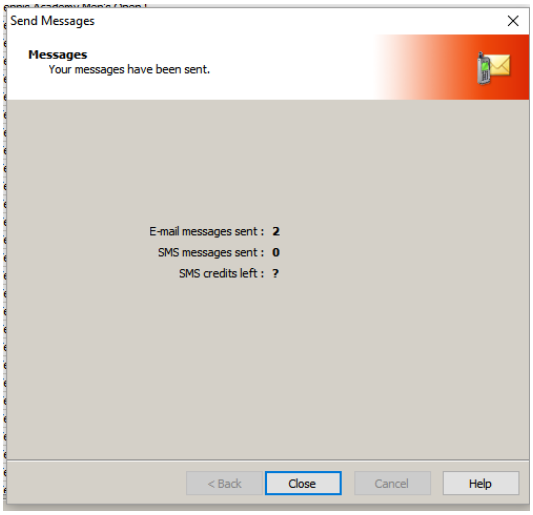


You may click on an email/SMS to see a preview which is displayed in the bottom pane. Double clicking on a message will show the email in a separate window. Please note that it is NOT POSSIBLE to edit a draft ("Not sent") message. If you wish to make changes then delete the message by right-clicking and choosing **Delete** and create the email/SMS again.



To send all emails/SMS messages choose **Messages** from the top menu and click on **Send All.** You will be asked if you wish to receive a confirmation.

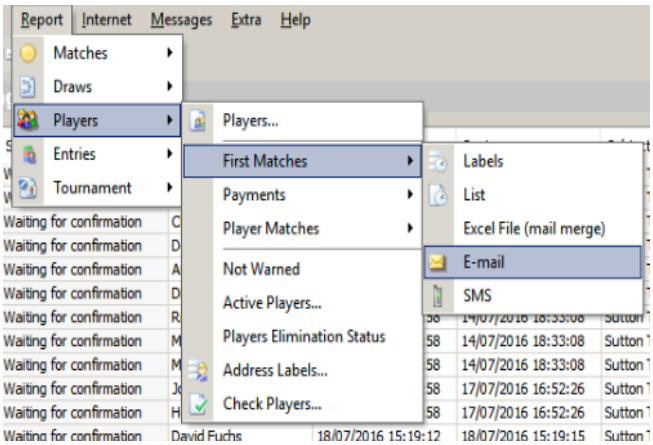
After clicking on **Next** a progress indicator will be displayed and any emails will be sent first. SMS messages will sent second. You will then see a summary of the messages sent as per the following example.



If you have sent any SMS messages then you will also be shown how many credits are left in your account.

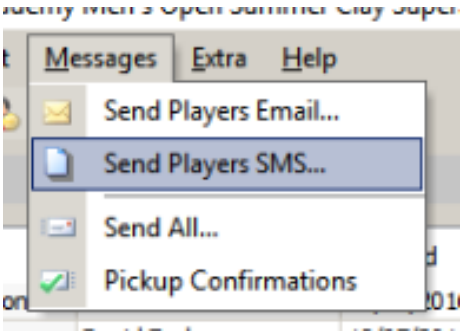
Sending multiple messages

TTP allows you to send emails or SMS messages to multiple players and also allows you to include details of either their first match in each event or, all of their potentially scheduled matches (assuming they win each round).



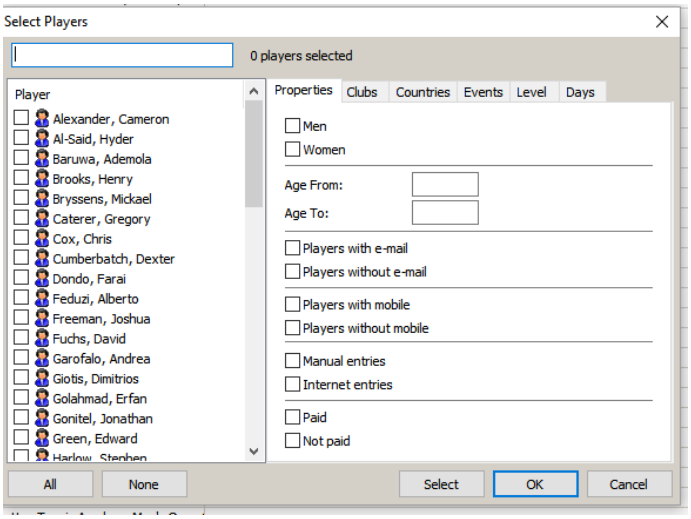
To select one of these options choose **Reports** from the top menu, hover over the word **Players** then however over either **First Matches** or **Player Matches**. Finally, select either **E-mail** or **SMS**.

If you wish to send emails to multiple players <u>without</u> including match time information choose **Messages** from the top menu and either **Send Players Email** or **Send Players SMS**.

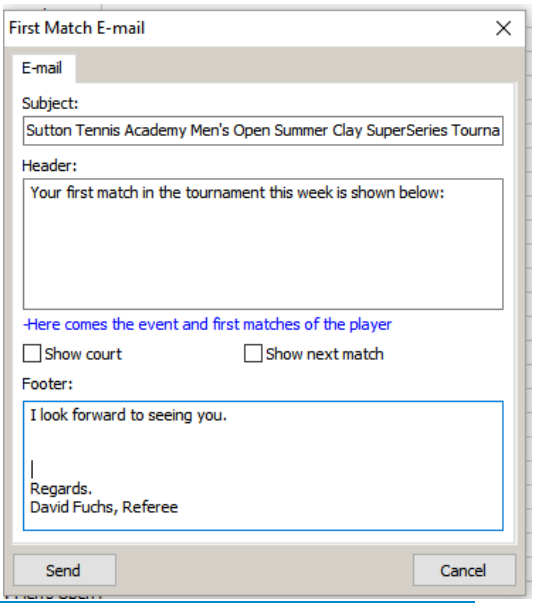


You will then be asked to select the players to whom you wish to send messages. There are many extraction options available including:

- Manually (ticking players one by one from the list
- Players with or without email addresses or mobile telephone numbers
- Paid/unpaid players
- By club
- By country
- By event
- By level (not used for LTA tournaments)
- By tournament date



One you have selected your players, click on **OK** and you will asked to type or paste your message text. For match time emails you will be able to include both a header and a footer in the email in between which the match date and time information will appear.



For **First-Match Emails** you may also choose whether to show the court number and location which has been allocated for the match. You may also show the player's next match too

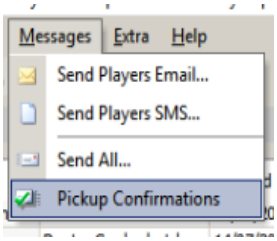
After clicking **Send** all emails will be created and stored in the **Messages** section. See previous section on **Viewing sending and deleting messages** for more information.

TIP

If you are preparing match times on a daily basis then consider sending each player an email at the end of each day, showing when they are due to play the following day.

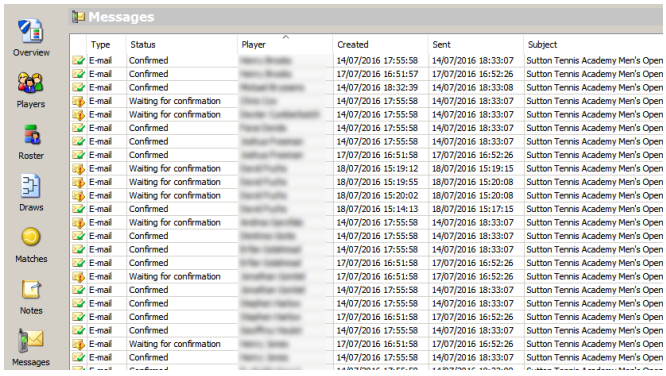
Website confirmation

When sending match time email messages if you choose the **Website confirmation** option you will be able to check whether the email has been opened. Emails from TTP provide the recipient with a website link which they must click on in order to view the content. This information is recorded and you may see which emails have been opened by choosing on **Messages** from the top menu and click on **Pickup Confirmations.**



Please note that this feature will only work once you have published your tournament for the first time and only applies to match time emails i.e. "Reports" | "Players" | "First Matches" | "E-mails" or "Reports" | "Players" | "Player Matches" | "E-mails".

The list of messages will be updated to show which messages have been opened (Confirmed) and which messages are unread (Waiting for confirmation) as shown in the example below:



Please note that this feature does not work for text messages. SMS message will merely show as **Send per SMS**.

IMPORTANT

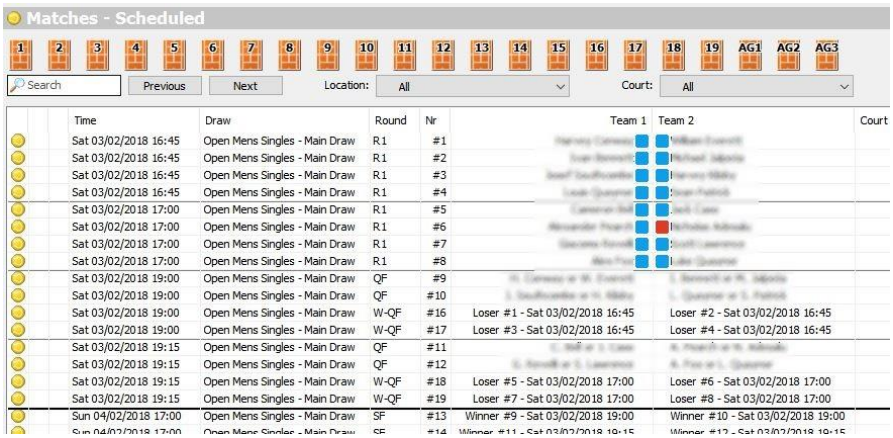
Some email providers block confirmation links which means that a player may have opened an email although this will not be recorded within TTP.

Using TTP at a tournament

Matches tab

The matches section of TTP contains all matches in the entire tournament separated into three tabs:

- Scheduled
- Not Scheduled
- Finished



All matches which have been allocated either a match date or a date/time are shown on the **Scheduled** tab; matches which have not been scheduled appear on the **Not Scheduled** tab and all completed matches are shown on the **Finished** tab.

Player "Status Icons"

The coloured next to each player's name indicates their status as follows:

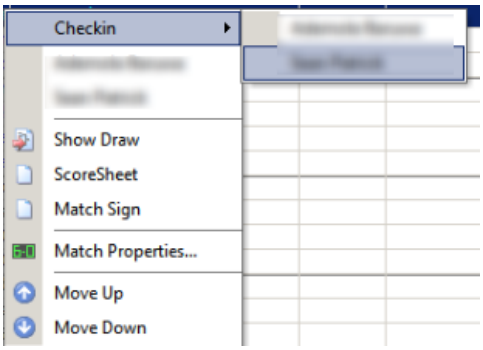
Red = not warned (i.e. they have not opened their "first match time" email)
Blue = warned (i.e. they have opened their "first match time" email)
Green = checked in
Yellow = on court
Red underline = not paid

IMPORTANT

If a match contains a bye (i.e. there is only one player name shown on the draw sheet for a particular match) then this will NOT appear on any of the tabs within the Matches section. You should avoid leaving byes in draw where possible or you may lose track of such matches within TTP.

Checking players in

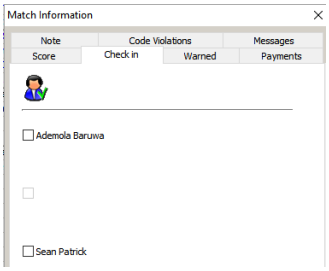
When player arrive each day they should sign-in on the daily attendance sheet (see the **Reports** section on how to print this from TTP). You can note their arrival on TTP which will change the colour of the "Status Icon" next to their name and help identify which players are missing.



To do this, right-click on any match hover over the **Checkin** option and choose the player concerned.

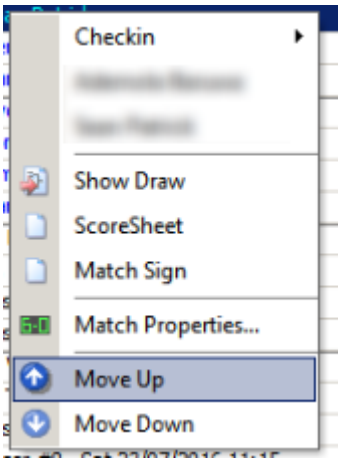
Please note that checking in players is optional.

You may also check players in by double-clicking on any match and choosing the **Check in** tab.



Changing the order of matches scheduled at the same time

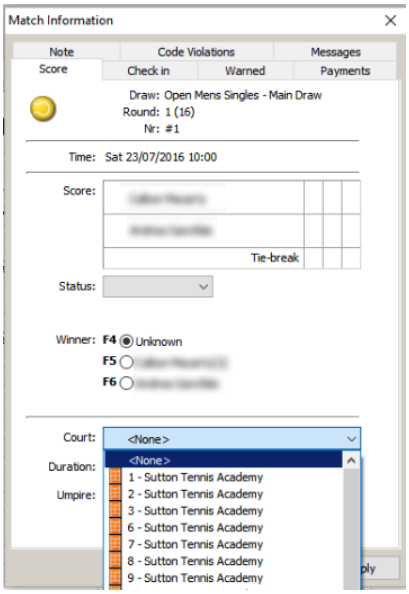
Where many matches are scheduled at the same time you can change the order in the list by right-clicking on any match and choosing **Move Up** or **Move Down**.



Assigning a match to a specific court or umpire

You may pre-allocate a specific court and/or an umpire to a match by double-clicking on the match and entering the court number or umpire as shown in the example on the right.

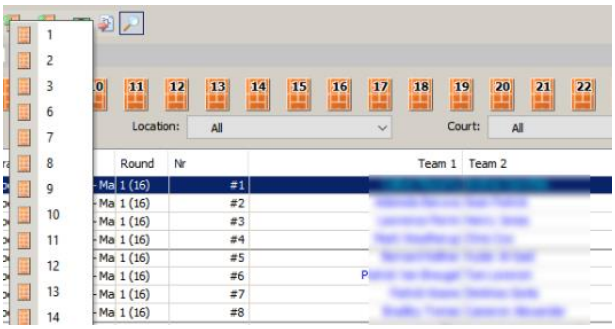
You must have set up courts and umpires within your TTP file in order to use this feature (See **Tournament Properties**)



Putting a match on court

You can tell TTP that a match has been placed on a court by clicking on the symbol shown in the example to the right and then choosing the court number.

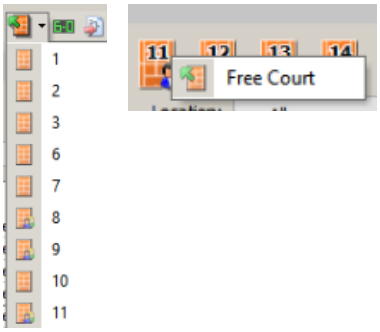
You can also do this by dragging the match to one of the courts shown towards the top of the screen.



Placing matches on courts is optional but is a useful way of keeping track of which matches are where, how long they have been on and which courts are free. You may also hover over any of the court icons and see the elapsed duration of an individual match.

Removing a match from court

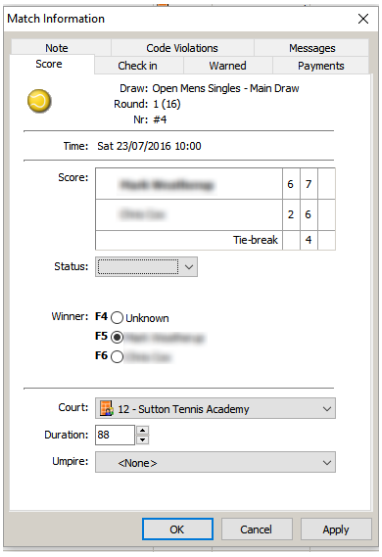
You may remove a match from court by clicking the icon as shown in the first illustration and choosing the court number or right-clicking a court number and selecting **Free Court**.



As soon as you remove a match from a court the elapsed duration timer will stop.

Recording results

As soon as the result is known then you may record this by double-clicking on the match which will open a screen similar to the one shown on the right.



You may select the winner and complete the score. You may also enter or change the court number, duration or umpire name here if you wish to.

If the match was a walkover or did not finish normally then make sure that the correct **Status** is chosen.

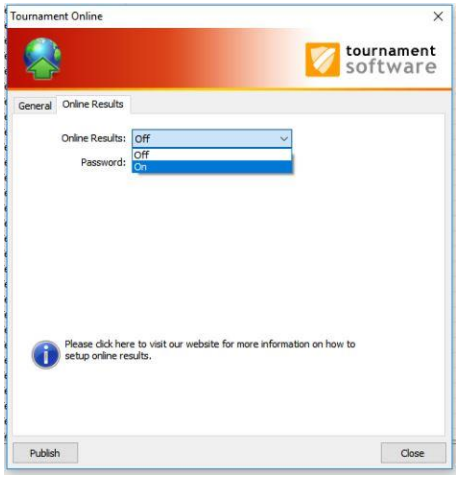
If you record a match as a retirement, walkover, disqualification (default) and the draw format includes a compulsory playoff you will be asked whether the loser's name should be forwarded to the playoff section of the draw:

If you have set up **Auto complete scores** (see **Setting up a tournament** – **Score**), then you need only enter the loser's score in each set and the winner's score will be updated automatically.

Do remember to check that the correct winner's name is selected.

TIP
You may also click on any match within a draw sheet to record a result.

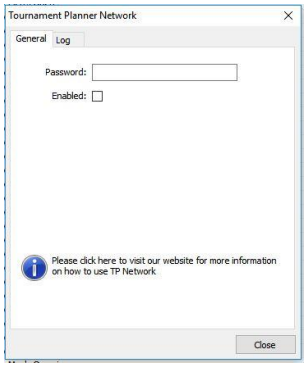
Online results



Online Results allows users to publish the TTP file and enter the results on lta.tournamentsoftware.com. They can then download the results back into TTP at the end of the tournament or throughout the day. This is enabled in the "Internet" | "Publish" window on the **Online Results tab**. A button will then appear on lta.tournamentsoftware.com called online results where you will be able to login (using the password set at time of publishing) and enter the results. To download the results again go to "Internet" | "Download Results".

Read more about Online Results

TP Network



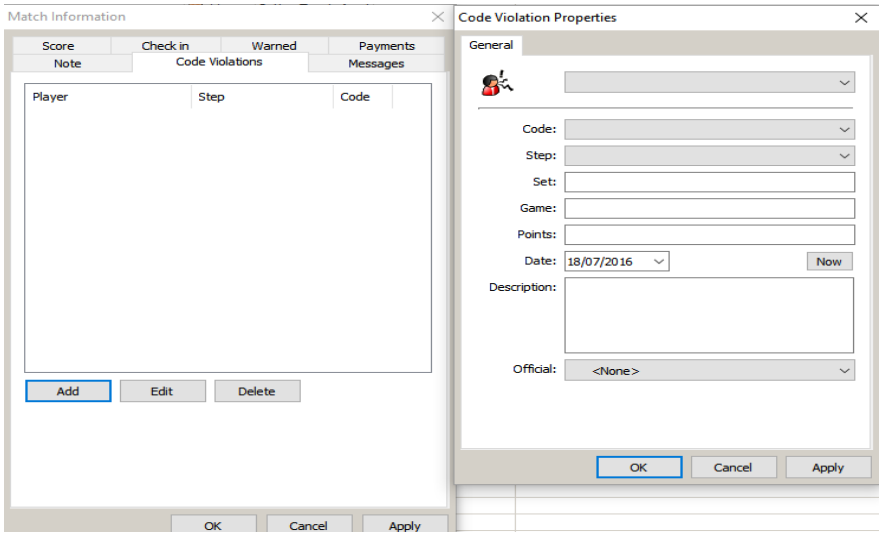
TP Network allows two or more computers to use the same TTP file (one using the full TTP version the second using a version specific for control desks). Both must be connected to the same network. This allows the control desk to enter the match results and place matches on court and the referee to make draws, schedule matches and communicate with players.

This is enabled from the main menu by selecting "Extra" | "Tournament Planner Network"

Read more about TP Network Download TP Network

Recording code violations

If a player is given a code violation in a match then this should be recorded by double-clicking on the match and opening the **Code Violations** tab. After clicking add you will be able to enter all the information relating to the offence.

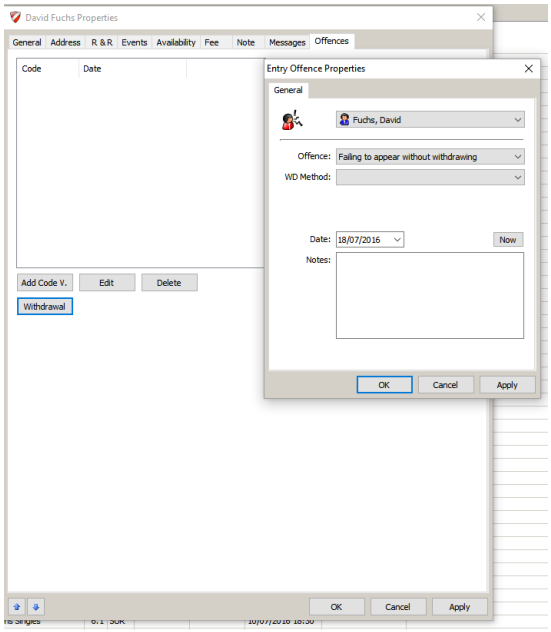


You may also record code violations within the **Players** area of TTP by clicking on the **Offences** tab.

Recording withdrawals and non-appearances

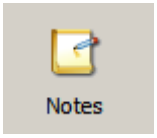
Withdrawals and non-appearances should be recorded within the “Players” area. Click on the relevant player. After clicking on **Add** you should enter details on the offence including the type offence, withdrawal method, date and reason for withdraw (notes).

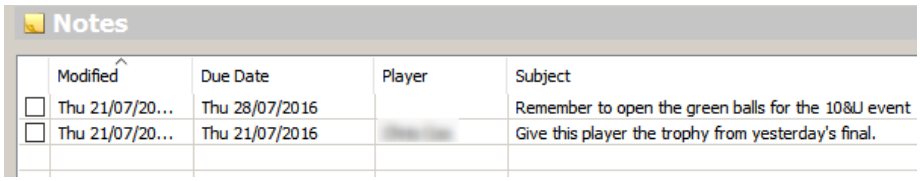
You may also record a code violation against a player in this area too.



Notes

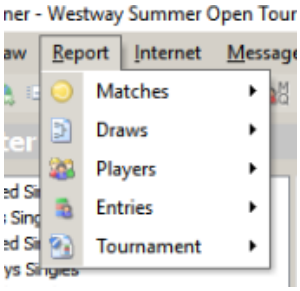
The notes area of TTP may be selected from the right-hand vertical menu. It can be used to create notes/reminders/memos relating to any area of your tournament. An example is shown below:





Printable reports

The following reports may act as useful tournament resources before, during and after a tournament. Many reports can be exported to HTML, Word or Excel. The following reports may be accessed by clicking on the Reports tab in the top menu:



Matches

Matches (Order of Play)

This report allow you to print a list of matches for any particular day. You may choose which fields to include on the list and if you are running a tournament at more than one location you can choose to print by location. This report should be used to print an order of play and put on display each day at your tournament.

Match Forms

Match forms allow the referee to keep a written record of each match result. They also show details of the winner's next match within an event. The report prints 7 match forms on each page of A4 paper.

Match Cards

This is a similar report to "Match Forms" and prints either 6 or 8 cards per page.

Match Signs

If you wish to produce scoreboard signs then you may run this report. Each match will print both player names (and all four names in doubles matches) on an A4 page which can be attached to a suitable scoreboard.

Court Schedule

This report produces a table showing matches scheduled by court and is primarily intended for the referee/control desk official to keep a manual track of matches during a tournament day.

Export Press Results

Creates a text file showing all results for a selected day by event and in round number order.

Match Notes

If you create any **Notes** within a match record then you can print these out by using this report.

Alphabetical List

Produces a list of all players competing on a specified day and will show their first matches and any further potential matches if they win.

Sign-In

A sign in sheet should be printed each day for players to use when they arrive at the tournament. This report allows you to print sign-in sheets by location, if you are running your tournament at more than one site.

Scoresheet

For umpired matches, this report may be used to print scoresheets for one or more matches.

Blank Scoresheet

A blank scoresheet may be printed by running this report.

Draws

Draws

You may print off one or more draws by running this report. There are a number of printing and scaling options and you can choose whether or not to show match dates and times on the draw sheets.

Draw List

Produces a list of all draws in your tournament.

Draw Standings

For round robin events this report will show the standings of each player within a group. This information is also shown on a draw sheet (when a round robin format draw is set up).

Round Robin Form

This report produces a form which allows results in a round-robin event to be completed by hand.

Round Robin Overview

If you want a list of all scheduled matches in each group of a round robin event then you should run this report.

Round Robin Groups

If you want a list of all round-robin groups and their players then you should run this report.

Players

Players

You may produce a list of player using this report. There are many option to filter the list and to choose which fields to include on the report.

First Matches

This report has several sub options and allows you print a list of each player's first match, print labels and/or to send details to players by email or SMS. This report is detailed more fully under the heading **Sending players emails and text messages (SMS)** – **Sending multiple messages**.

Payments

This option should be used to run payment lists or to produce player receipts, if needed.

Player Matches

This report is similar to **First Matches** but will show ALL potential matches for a particular player and not just their first match within an event.

Not Warned

If a player has been sent an email with a **Website Confirmation** and they have not opened the email they will show as **Not Warned**. This report will produce a list of all such players.

Active Players

This report will show all players who have matches to play in one or more events within your tournament.

Players Elimination Status

If you wish to produce a list showing each player and when they played their last match within an event then you may run this report.

Address Labels

To produce address labels for one or more players you may run this report.

Check Players

If there are important fields missing from player record then this report will show the details. This can be useful for checking if players have entered too many events.

Entries

Entries

Produces a list of entries. It is possible to select multiple events and choose which fields you wish to be included in the report.

Entry List

This report is used to print an on-site sign in sheet. It is not intended for use at LTA tournaments.

Entry Cards

Prints a list showing each player's contact details together with the events they have entered - on a separate page.

Partner Wanted

To produce a list of all doubles players who are looking for a partner, you can run this report.

Seeding List

This report shows the seeded players on an event by event basis.

Tournament

Tournament Overview

Produces a table showing the number of entries and matches in each event together with the number of sets/games player and aggregate duration statistics.

Notes

If you have made any notes within the "Notes" area of TTP this report will enable you to print them out.

Duration Statistics

This report summarises aggregate match durations on a round by round basis for each event.

Officials Statistics

Where umpires have been recorded against matches this report will summarise the number of matches assigned to each official.

Press Overview

Creates a report showing all results for a selected day by event and in round number order.

Match Status

This report allows you to print off a list of matches which did not end normally i.e. walkovers, retirements and disqualifications (defaults).

Winners

Prints a list of winners for each event with the option of including semi-finalists.

Code Violations

Lists all code violations and withdrawals recorded for your tournament.

Players per Club

If you wish to produce a report showing the number of players for each club then you may run this report.

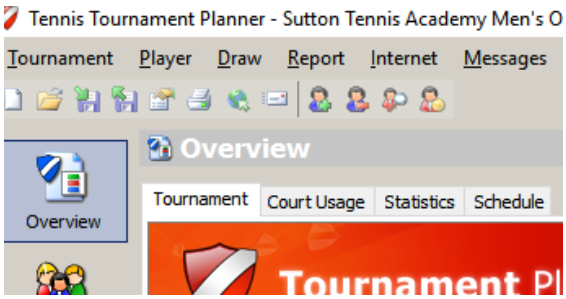
Start and Finishing Times

This report will show the times that first matches started, last matches finished and aggregate duration on a court by court basis. This report will only be accurate if you are placing all matches on court throughout your tournament. See **Using TTP at a tournament** – **Putting a match on court** and **Removing a match from court**.

On-screen reports

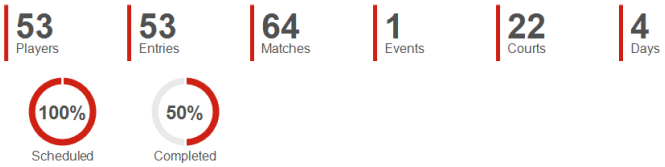
In addition to printed reports there are four on-screen **Overview** reports which can be viewed from within TTP. These appear as separate tabs as shown on the illustration to the right:

- Tournament
- Court Usage
- Statistics
- Schedule



Tournament

This screen provides a summary of the entire tournament and includes links to many of the commonly used areas and reports. It also provides a dashboard showing how your tournament is progressing:



Court Usage

This report shows a summary of matches scheduled for each time slot on a day-to-day basis. You can filter the report to show a specific location if you wish.

Statistics

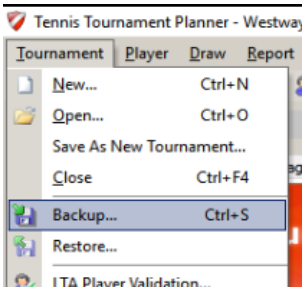
Shows the number of entries and matches in each event together with the number of sets/games played and aggregate duration statistics.

Schedule

Summarises the number of matches scheduled for each day – for each event.

Backing up and restoring your tournament data

Backup



It is very important to back up your TTP files regularly, particularly during a tournament. Taking a backup copy is a very simple process and may be carried out by clicking on **Tournament** from the top menu and selecting **Backup**.

You may choose where you store your "backup file" and each time you create a backup it will be given a slightly different name which will include the date and time that the file was created. E.g.

Backup of Westway Summer Open Tournament-20160721-1802.TPBackup

This backup file was created on 21st July 2016 at 18:02.

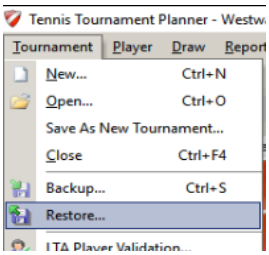
We recommend saving backup copies on a separate media such as another computer or a memory stick. You may also email a backup copy to yourself.

TIP

If you wish to email a TTP file to someone else then sending them a BACKUP file is recommended. Backup files are much smaller original TTP files some of which may be too large to send by email.

Each time you publish your tournament to http://lta.tournamentsoftware.com a backup copy is saved. Should you need to retrieve a copy of your TTP file then please contact Competition Support or your regional office.

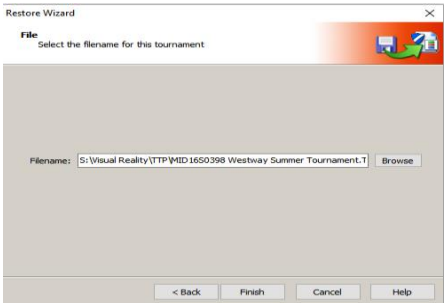
Restore



Restoring from a backup file is the reserve process of backing a file up. After this process has been carried out then your data will be restored to the date and time that the backup file was created. If you have been sent a BACKUP file for a tournament which does not appear on your computer then the restore process will create the file for you.

If you have been sent a BACKUP file by email then download and save the file to your computer first. Within TTP click on **Tournament** from the top menu and select **Restore**.

You will be asked to browse to the location where you have saved your backup file. You will then be asked to choose where you would like your data restored to. By default, the TTP file will be created from the BACKUP file in your TTP folder (See **Setting up your TTP programme options – General Options (Default Tournament Folder)**.



Click on **Finish** and your new TTP file will be created. Do remember that this will overwrite any previous version of the same tournament.

After the tournament

Pre-submission checks

Once you have completed your tournament the following tasks should be carried out before you submit your results.

1. If you have added any players to your TTP during the tournament you should run the LTA player validation routine **but only validate those players which have been added** (see the **Player validation** section of this manual for more details)

2. Check draw stage numbers for all events. (See **Draw properties** for more information). Check that you have recorded all results, withdrawals and code violations

3. Make sure that any refunds are processed for players who were unsuccessful or for reserves who were not called upon to play (see **Processing refunds**)

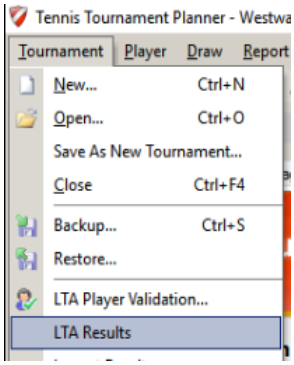
4. Sync and submit entries for the final time (see **Downloading entries from LTA Online [Sync Entries]**). This will update the entry fee fields for all players who have been refunded

5. Make sure you **publish** your results for the final time (see **Publishing your tournament**)

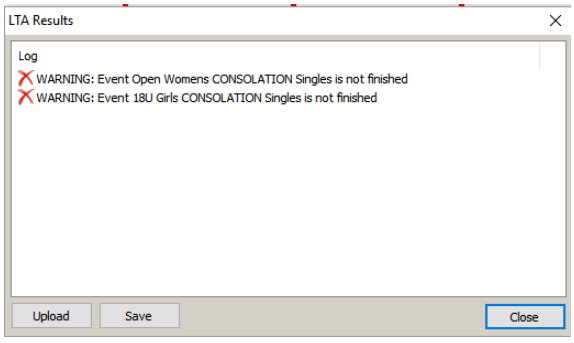
6. If any events did not take place then log onto the **Competition Organiser** area your LTA profile and make sure that these events are marked as “cancelled”

Automatic submission of results

To submit results data to the LTA, click on **Tournament** from the top menu and select **LTA results**.

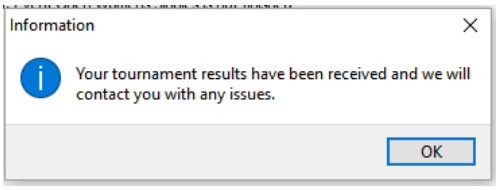


You will be asked whether you have checked your draw stage numbers (as per paragraph 2 above). Click on **Yes** and you will see a screen similar to the following:



You should review any warning messages and take appropriate action. If you receive a message saying that one or more events are not finished (as in the example above) then you should check this before continuing. If however the events did not take place then provided you have followed **Pre-submission check no. 6** then you may proceed and click on the **Upload** button.

The upload process will take a few seconds and you should receive the following message:



Within 45 minutes you should receive an automated email which will confirm the status of the results submission process.

IMPORTANT

It is very important to contact you LTA regional office if any of the following happen:

- You receive an error message when uploading results
- You do not receive a status confirmation email within 45 minutes
- The status confirmation email indicates that there has been a problem

You should forward a copy any status confirmation email and a BACKUP copy of your TTP file to your regional office explaining what happened.

Function keys and other keyboard shortcuts

The following list shows all keyboard shortcuts available within TTP and the areas in which they may be used:

Area	Key	Action
All areas	F1	Takes you to the Help area
All areas	F2	Takes you to the PLAYERS area
All areas	F3	Allow you to pick-up players from the player database
Matches Draws	F6	Takes you to the match in the DRAW Takes you to the match in the MATCHES list
Roster	F8	Finds a player in the ROSTER
All areas	F9	Finds a player in the DRAW
All areas	F10	Displays all scheduled MATCHES for a player
All areas	F11	Takes you to the tournament CALCULATION area
Draws (Doubles Only)	F12	Allows you to change a doubles partner
All areas	ALT+F4	Closes TTP
All areas	CTL+F1	Takes you to context sensitive help
All areas	CTL+F4	Closes the existing TTP file (but keeps TTP open)
All areas	CTL+N	Creates a new tournament
All areas	CTL+O	Opens an existing tournament
All areas	CTL+S	Creates a BACKUP copy of your TTP file
Roster	Ins	Allows you to create an entry for a player (only applies to the Main Draw and Qualifying Draw rosters)

Advanced TTP functions

There are many functions within TTP which will not be used by most tournament organisers and referees when running LTA competitions. For reference purposes a brief overview of these and the top menu tab where they can be found are shown here:

Tournament

Income and Expense

Allows you to create a basic income and expenditure account for your tournament

Player

Not warned

Displays all players who have not read their match confirmation emails together with their telephone numbers. Allows you to mark players as **Warned** and send players emails or SMS messages.

Player database

Allows you to copy players from your TTP file to a master database. Such players may be accessed for marketing purposes and/or imported into other TTP files.

Import entries

Allows you to import entries from another TTP file or from a suitably formatted Excel spreadsheet.

Import rankings

You may import player ratings from a suitably formatted Excel spreadsheet although this function will not generally be used as player ratings are imported automatically using the Player Validation routine.

Clubs

Allows you to manage the database of players' clubs.

Import Clubs

Allows clubs to be imported from a suitably formatted Excel spreadsheet.

Export Clubs

Produces an Excel spreadsheet showing all players' clubs.

Draw

Links

Enabled you to create links between draws. E.g. the winner of a particular match may be automatically forwarded to a predetermined position in another draw. Commonly used to forward players from a qualifying draw to a main draw.

Adjust standings

This function allows you to manually change the position of players in a completed round robin draw. It would only normally be used if there is a dead heat for a position and a tie is broken by lot.

Calculate

This feature tries to calculate the maximum capacity of your tournament based on settings which you can choose.

Layout

Allows you to amend the columns and other information which appear on draw sheets.

Export to Excel

Creates an Excel file showing all draws with up-to-date scores and (optionally) scheduled match dates and times.

Internet

Generate HTML

Creates draws and orders of play in HTML format for your tournament. NB: This function is now obsolete and has been replaced by the Publish feature which automatically uploads details to http://lta.tournamentsoftware.com

Extra

Tournament TV

Allows you to configure settings if you are using TTP in conjunction with Tournament TV (TTV).

TTV is a separate application which allows you to display tournament information in real time on a separate TV or computer screen.

For more information please visit http://www.tournamentsoftware.com/product/home.aspx?s=15

Help

Contents

Provides comprehensive help on all areas of TTP.

Internet site

Takes you directly to http://lta.tournamentsoftware.com/

System info

Displays diagnostic information.

Check for updates

Checks that the version of TTP you are running is up to date.

Register

Allows you to change the licence from one user to another.

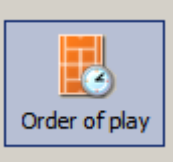
About Tennis Tournament Planner

Shows the current TTP version and build number.

Order of Play Grid

TTP includes a facility to create an order of play and schedule matches to specific courts instead of producing a list of matches. To enable this facility go to **tournament properties** and open the **Draws** tab and tick the **Show order of play grid**.

Once selected you will see an addition icon appear in the right hand menu. Clicking on this icon will allow you to set up an order of play for each day on a court by court basis.



Need further support?

If you need further support or assistance using TTP, please contact either your Regional Office or the British Tennis Services Team.

Region	Town	Telephone	Email
North	Bolton Leeds	01204 488 134 01405 768 888	north@lta.org.uk
Midlands	Loughborough Edgbaston	01509 226 722 01509 226 722	midlands@lta.org.uk
East	Cambridge High Wycombe	01223 210 111 01494 471 238	east@lta.org.uk
South East	Roehampton Bromley	0208 487 7204 01689 880 755	southeast@lta.org.uk
South West	Southampton Bristol	02380 738 550 01179 626 723	southwest@lta.org.uk
British Tennis Services Team	Roehampton	020 8487 7000	info@lta.org.uk