

Tournament Director Responsibilities on Tourney Sign-Up Day

****Remember that you need to be MANAGING YOUR TOURNAMENT(S) DURING THE DESIGNATED HOUR TIME-FRAME FOR THAT AGE GROUP!**

During the sign-up hour

You need to notify all teams of their status via your own email. AES emails will be DISABLED and NOT sent you need to notify them **DURING THIS TIMEFRAME**.

- If a team is **IN** your tournament, set their status to **ACCEPTED**.
- If a team is **WAITLISTED** in your tournament, set their status to **WAITLIST**
- When you receive their payment, you will be able to enter that info. to show they paid. **PENDING** is when they have just registered and you have yet to set their status. This process is outlined below.

Once you have marked their status in AES, you need to e-mail the team to let them know their status. Let teams know your deadline for entry fees. Remind them that their acceptance is not complete until payment is received. According to the Tournament Procedures Handbook, if an entry fee is not received within 10 business days of entry, the tournament director has the right to move the team to the waitlist.

Please see the example emails below.

RECOMMENDATION is to draft these emails before sign up day for each event you manage. Then you can copy and paste the team names from the AES report for each status and copy and paste club emails.

These types of emails will help with communication between teams registering for your tournament and allows for clear documentation of communication

Accepted Email

Thank you for registering for the (tournament name). Your team (enter team name) has been **ACCEPTED** into the tournament. Please print off the entry form from AES and remit payment within 10 days. If payment is **NOT** received within 10 days your team will be **DROPPED** and we will move on to our **WAITLIST**. Thank You.

Waitlisted Email

Thank you for registering for the (tournament name). Your team (enter team name) has been place on our **WAITLIST**. You will receive an email offering you a position in our tournament if a spot opens up. Thank You

Waitlisted-Offer Email

Thank You for registering for the (tournament name). Your team (enter team name) is currently on our **WAITLIST**. We have an opening in our (tournament name) if your team is still interested in participating. Please notify me within 48 hours if you are **ACCEPTING** this offer to attend (tournament name). Thank You.

Dropped Email

Your team (enter team name) has been DROPPED from our (tournament name) because we have not received payment within the 10-day allotted time frame. We will now move to our WAITLISTED teams to offer them a spot. Your team will now be placed on our WAITLIST. Thank You

General Information

Prior to sign-up day you will want to log in to your AES account, click on your tournament and enter any information you would like that is not listed.

You will need to verify the address you want the entry form and entry fees sent to.

PLEASE DOUBLE CHECK ALL TOURNAMENT INFORMATION...we input all the information and errors can occur. i.e., location, divisions, cost etc.

Saturday – Right before sign-up

All tournaments have been set so that the registration open date & time are set for the appropriate sign up day and time per age group. This means the events will automatically open for you. This prohibits teams from entering tournaments early.

If it does NOT open, you need to go in to your account and change the date/time to the actual tournament sign-up date & click UPDATE under the time to “open” up registration for this tournament.

Here is the hour break-down of when you will open your tournament- VERY IMPORTANT to follow this schedule.

All times listed in AES are Eastern Standard time DO NOT CHANGE TO PST

i. Registration Open Date/Time EST

- 1. U12-8am PST | Set to open at 11am EST**
- 2. U14-9am PST | Set to open at 12pm EST**
- 3. U16-10am PST | Set to open at 1pm EST**
- 4. U18-11am PST | Set to open at 2pm EST**

Saturday – During sign-up

During the hour designated for teams to sign up for your tournament, you will need to “manage” your tournament. Teams should know their status within the hour for their age group’s sign-up.

1. Log in to your AES account.
2. On the top banner select Events
3. To the left of your tournament name, you’ll see some symbols. Click on the picture of the “person.”
4. **THIS IS IMPORTANT!!! Click on the column header “Reg. Date.” This will put the teams in the order in which they registered!!!** This is how you will know in what order to accept teams. The default order is alphabetical so you need to click that column header to get them in chronological order of registration

5. **You must accept the first times that sign up for your tournament.** It is your choice whether or not to accept more than 2 teams per club into one age group. REMEMBER: odd number age groups are considered a separate age group, teams rank within a club should not determine accepted status. Registration time does.
6. **As the teams enter, you will mark their status.**
 - a. Using the check box under ACTIONS, select the teams you want to change their status. You can select multiple.
 - b. Then select the EDIT MULTIPLE button at the top
 - c. Then select from the ACCEPTED TYPE menu the status you wish to assign to the selected teams
 - a. choose **ACCEPTED** if the team is **ACCEPTED**, **WAITLIST** if they are **WAITLISTED**.
 - d. Once you select the status, click the RED UPDATE button twice to change the status of the teams selected.
7. Confirm a team's status e-mailing them. See email examples above.

**IF YOU ARE HAVING TROUBLE, PLEASE CONTACT
THE OFFICE ASAP SO WE CAN HELP YOU!!!
(509) 290-5552**

The ERVA Office Staff will be monitoring sign-up during sign up. If you have any questions, please call us immediately. Also, we will be watching to make sure you accept teams in the correct order and that you do not open your tournament until the appropriate time for that age group!

AES will be slow because of everyone who is logged in. Unless you receive an email from us stating the system is down be patient.