

1. Q: What tournament formats are supported by the Tournament Registration software?
A: The Tournament Registration software was designed for any portion or combination of the Team/Doubles/Singles/All-Events format. We can accommodate other virtual events. Please submit an entry form for review.

2. Q: How far in advance do we need to have our entry form ready?
A: As soon as possible! We have found that most associations will have success when the tournament is available for online registration for a longer period. We recommend a minimum of six weeks for local association tournaments and three months for state tournaments.

3. Q: Who builds the tournament in the portal?
A: The tournament is built by a member of the associations team at USBC and reviewed by the tournament director prior to going live.

4. Q: How long after submitting my entry will it take for the tournament to be built and live?
A: Turnaround time is usually within a week, depending on the workload and complexity of the tournament.

5. Q: Do I need to build the tournament in WinLABS?
A: No. The tournament is created in an online portal through BOWL.com, which will then be exported. The data for the tournament will be transferred to your WinLABS, in turn, building the tournament for you.

6. Q: What do I need to do to promote the online registration for my tournament?
A: All digital marketing tools should be utilized, including, but not limited to:
 - If printing entry forms, be sure to promote online registration on the front page in a visible position.
 - A QR Code to put on your entry form that will link right to your association's page in registration.
 - Email blasts to appropriate association members for tournament.
 - Posts on your association's Facebook page. Consider making an event page for the tournament. Share event on your personal page.
 - A prominent link on the homepage of your association's website to promote the use of online registration.

7. Q: How do our members register?

A: You will be supplied a URL/link that will be given to your members in various ways. A QR Code or link on your website or Facebook page will all get your bowlers to the association tournaments that are open for registration.

8. Q: Will people in other associations be able to see and register for our tournament?

A: The link we provide is unique to your association and displays only your tournament(s). Each association has their own link for their tournaments that is shared with your association members.

9. Q: Can I adjust the number of entries available in a squad?

A: Yes. Capacity is based on how many lanes the center is allowing you to use and the number of teams assigned per lane pair. Tournaments are typically built using the whole center, but with a buffer pair. If the center is only giving you a certain number of lanes, the tournament manager can reduced/expanded capacity on the tournament management page.

10. Q: Am I able to block off a large number of entries for a squad coordinator?

A: Yes. Reservations can be made by the tournament director using the admin dashboard.

11. Q: We accept early reservations for our tournament. Can we do reservations in the portal?

A: Yes. By using the admin dashboard, an admin can make a reservation for a squad, which results in the captain receiving an email with a link to enter their roster and pay. They must pay for their entry after filling out their roster or the changes to the entry will be lost.

12. Q: What do I do if I receive a paper entry and cash or check?

A: We recommend encouraging members to register their teams directly in the portal using a credit card, but should you need to process a check or cash entry, an admin can process these entries via the admin dashboard in the registration portal.

13. Q: How do captains get confirmation that they registered?

A: Captains will receive an email confirming their reservations/registrations when made by an admin or, if they make the reservation themselves, once they pay for the entries.

14. Q: A team captain does not complete the reservation. What happens to the entry?

A: If no payment was received, the entry will not pull into WinLABS, and the entry will have to be reprocessed by the tournament director.

15. Q: A captain overbooked their reservation. Can we cancel any excess entries?

A: If an entry has not been paid, an admin can cancel any reserved entries via the admin dashboard. If an entry has been paid, please see question No. 17.

16. Q: Am I able to issue a refund if a team backs out?

A: If a team backs out and your rules allow for a refund, please call USBC Headquarters. A member of the associations team will process the refund. In some cases, refunds are best handled by the association after the tournament has been imported into your system and the funds have been transferred to your account. At that time, you can issue a check or give a cash refund.

17. Q: What happens if we have multiple tournaments active and the captain registers for the wrong tournament?

A: If a captain registers for the wrong tournament, please call USBC Headquarters. A member of the associations team will help handle this scenario on a case-by-case basis.

18. Q: When do I get the tournament data?

A: Data transfer will generally correspond with the closing date of the tournament entry window. Once online entry is closed, we will contact the tournament director to schedule an appointment to import the data into the WinLABS database.

19. Q: What happens after the tournament is exported?

A: USBC Staff will work with you to ensure that you understand the data that has been transferred into your WinLABS, including, but not limited to, verifying payments were transferred correctly into WinLABS, handicap is in the correct format and any free events/divisions are added. Once these things are complete, it will be as if you entered the tournament in WinLABS yourself.

20. Q: Can captains still register or access their entries after the tournament is exported?

A: Once exported, registration is locked and does not allow new entries to be purchased. Captains can access their existing entries but cannot make any changes to their rosters/entries.

21. Q: Is there a fee to use online registration?

A: Yes. There is a Tournament Technology Fee of 5% of all entries input into the online portal. This includes paper entries added by the tournament administrator.

22. Q: How do I get my money from the registrations?

A: Money is transferred after the tournament is closed via EFT in the week following the tournament being exported.

23. Q: Can I get money before that time?

A: If requested, we can execute an EFT prior to the tournament closing.

24. Q: If we have multiple accounts for our tournaments, are we able to transfer funds to each?

A: Yes, we can send money to specific tournament accounts. Each tournament account will need to have its own ACH Authorization form. (Include link to ACH Form here)