



## EntryExpress- Players Will Ask



*Note: This document is accurate as of 10.25.2022. Future updates to Entry Express may not be reflected in this document.*

*This also describes the important management tasks to be performed before the tournament (opening the sale) and during the tournament (recording sales, assigning seats, downloading, and publishing).*

**With a new system like EntryExpress, it is normal for players to have a multitude of questions. It is good customer service, for the DiC (and other directors) to have answers to (at least) the most common ones.**

### **PWA (Players Will Ask):**

#### ***Why should I use EntryExpress?***

You can buy at any time before the event, you can buy more than one event at the same time, cancel if necessary, print your entry, go directly to the table, skip the lines.

#### ***I'm afraid to buy into the wrong event, what if I make a mistake?***

You can cancel your entry at any time until midnight the day before, or with the director at the sell table when you arrive. And EntryExpress won't let you buy an event to which you're ineligible (can't buy Gold Rush with 751 points)

#### ***I bought an entry but I need to change it because my partner is sick and I will play with someone else***

No problem. Either cancel and rebuy, if the sale is still open, or contact the tournament directors

#### ***Can I buy entries for someone else?***

No. An entry for a pair/team needs to be bought by one of the members of the pair/team.

#### ***Do I need my ACBL.org password to buy an entry?***

Yes. ACBL needs to be sure that is you that is buying your entry

#### ***How do I cancel my entry?***

Log in to acbl.org and go to <https://members.acbl.org/tournaments>, on the top right you have an orange "My Tournaments?" button. Click on it and you will be taken to a list of your bought entries. Your confirmation email will also have a "View Tournament" and a button to modify or cancel the registration.

#### ***I bought an entry, can my partner cancel it?***

No. Only the person that bought it can cancel it. In case that is not possible, please contact the tournament directors at the venue or by phone.

***Can I get a receipt?***

Yes, the email confirmation has a button for the receipt

***I bought an entry and didn't get a confirmation email***

- a) Check your spam/junk folders.
- b) Check that your ACBL membership account has your correct email address (you can do it at <https://my.acbl.org/home>)

***Why is EntryExpress telling me that I am not active?***

EntryExpress only allows buying entries for players that are up to date on their dues. Non-active players are players with lapsed dues.

***I have 5500 points but when I buy an entry the system only shows 500?...***

Probably there are 5000 eligibility points there, and EntryExpress at this point in time does not take that into account. Please be careful while registering for limited events. A note on the entry reminding the DiC about that would be great.

***When I see my entry on the wall, do I need to check-in with one of the directors?***

Not strictly necessary, you can just go to your table if you were assigned one unless you see a note about that.

**Final few words:**

It is important to understand the player experience in purchasing these entries. To learn more about it, head to <https://members.acbl.org/tournaments> and play around there.

EntryExpress is a new platform. It will be updated with a number of improvements, and this document will try to reflect that in a timely fashion. Please report any glitches, bugs, etc. that you may find.

Please let us know if you have any questions or think there are things missing in this document that should have been included! [mckenzie.myers@acbl.org](mailto:mckenzie.myers@acbl.org) / [rui.marques@acbl.org](mailto:rui.marques@acbl.org)

