

NCWLO Officials Arbiter Notes for Assigners

Revised: 11/01/2018

*These notes discuss ways to handle unusual situations like paying officials for cancelled games, single-game fees, change fees, etc. All of this is much easier to do before pay sheets and/or invoices have been created. Please notify the Treasurer by the end of each month for any of these unusual situations that need to be handled by the Treasurer so that we can make sure that the pay sheets and/or invoices are accurate. **Only the Treasurer is allowed to set up/change Game Fees and Bill Amounts in Arbiter. Assigners may not override Arbiter entered Game Fees or Bill Amounts on individual games; if they feel that these amounts are incorrect, they must notify the Treasurer who will make the necessary changes in the Arbiter Game Fee or Bill Amount tables. Overriding the Game Fees or Bill Amounts on individual games can lead to inconsistencies that will cause problems on pay sheets or Invoices.***

1. Rules for Payments To Officials

- a) Assigners should not change the contract specified game fees, mileage or change the amount of any other payments like single game fees, without authorization in advance from the Treasurer (see attached spreadsheet *NCWLO Billing and Pay Rates* for a complete summary of all contract pay/billing rates and miscellaneous fees including Single Game and Change charges). One of the authorized exceptions to this rule are CIF Section games, such as North Coast Section or San Joaquin Section. In this case, since we do want to show the game in Arbiter, make sure that the Bill-To on the Game Sheet reflects the appropriate section (North Coast or San Joaquin); the Treasurer will know that these organizations are not billed for any postseason games; instead, the officials are paid at the field by the host schools. The best way to indicate this is to have the "Paid By Bill To" boxes on the individual official's game information sheets checked.
- b) Single-game fees do **NOT** apply to playoff games at any level.
- c) We will pay the officials a game fee for showing up at a game or games that were cancelled without notice to the assigner. There are three types of cancelled games as they relate to payments to the assigned officials:
 1. Game(s) is/are cancelled before the officials leave for the game. No payment to the officials, though there may be a change fee charged to the Bill-To (if the cancellation was received within 72 or 120 hours).
 2. Game(s) is/are cancelled after the officials leave for the game site but before they arrive. Each official who had already left for the game site is paid one game fee, regardless of how many games that were scheduled at that site for the day but they do not receive mileage.
 3. Game(s) is/are cancelled after the officials have arrived at the game site. Each official receives one game fee and mileage, regardless of how many games that were scheduled at that site for the day.

Note: If a game is cancelled, but there are multiple games scheduled at the same site on the same day with the same assigned officials and one or more of those games are played, the assigned officials do not receive a game fee for the cancelled game. Officials cannot receive a cancelled game fee and a single game fee for games at the same site on the same day.

2. Adds/Deducts

Use the Add/Deduct feature to handle the following situations:

Note that the Add/Deduct process is preferred because it is a consistent way to add extra payments to officials and to make sure that the proper Bill-To receives an invoice for those extra payments. However, to make this work, the assigners must create an Invoice Add every time they create a Payroll Add for the Officials. Since some of our fees are charged directly to the Bill-To's without resulting in payment to the officials, assigners can also use Add/Deducts to create these extra Invoice charges. You can always send an email to the Treasurer listing the games involved and the extra fees and the Treasurer will make the necessary changes on the games within Arbiter.

- a) You are paying the officials on a game the Single-Game Fee.
Note: Single-game fees do **NOT** apply to playoff games at any level
- b) You are paying the officials on a game a Show-Up Fee for showing up to a game or games that were cancelled without notice to the assigner. *You can use this method to pay Show-up Fees or an alternate method described in the next section*
Note: Officials can only receive one game fee and one travel payment for showing up at a site even if they were scheduled for multiple games at that site that day.

Go to the Payroll menu and press Add/Deducts under Officials:



1. On the box to the left side, select the official who the add/deduct will be for. To select all officials, click on the Select All button below. To select multiple officials, you can hold down the CTRL key (Command for Macs) and click each official. If you need your add/deduct to apply to a Bill-To, you will simply change the Mode to be Bill-Tos and then select the Bill-To(s) in the same fashion that you select an official.
2. Select the date that the add/deduct will be created for. Keep in mind, if the date selected is not in between or on the dates that the pay sheets will be created for, the add/deduct will not appear.

Date:	<input type="text" value="2/5/2016"/>	
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Example: An add/deduct was created for 1/1/2016 for John Doe. The pay sheet for John Doe is going to be run for 12/1/2015 through 12/31/2015. The add/deduct will not be included since the creation date of the add/deduct does not fall between the dates that the pay sheet was ran for. *If this add/deduct is going to be put into a 1099, the creation date will need to be created for the correct year. *

3. Next, select the best reason for the add/deduct on the Account drop down list.

Account:

4. Enter the amount for the add/deduct. Do not use the \$ symbol. Use decimals to separate.

Amount:

5. Select the bubble of Add or Deduct depending on what you are wishing to create.

Add Deduct

6. Chose the option of Check if this add/deduct is going to be reflected on a pay sheet. Select Invoice if you're wanting to reflect this on an invoice.

7. You must add a note explaining the reason why the add/deduct was created. Always include the game number and date.

Note:

8. Click on the Create button located at the bottom.

Again, if you are uncomfortable doing any of this, send the info to the Treasurer who will take care of it.

3. Adding Misc Small Charges to Games

This approach is also acceptable for Single-Game charges since Per Diems are included on invoices to Bill-To's.

- a. Open the Games & Assignments Screen in Arbiter. Click on the numbers in the box under Slots for the game in question.
- b. Click on the pencil next to the Official for which you want to add a special payment.
- c. If you want to add a special payment for "only one game assigned", add \$10 or \$20 to the Per Diem box in the Travel section.
- d. Do NOT click on the Locked box in the Slot section. This will prevent mileage pay from being calculated.
- e. Per diems do show on the invoices sent to Bill-To's.
- f. Adding Game Change charges. Keep track of these since they have nothing to do with payments to officials. At the end of the season, send your spreadsheet to Treasurer so that he/she may add to the final invoice. Your spreadsheet will serve as the backup for these

charges. This is not the preferred approach since it involves a manual step, which means that some charges may not be invoiced to Bill-To's. Use the Add/Deduct process to add Game Change charges.

4. Single-Game Fee and Game Change Fee Spreadsheet.

Use the attached spreadsheet, *NCWLO SingleGame&ChangeGameFees* to document these though the Add/Deduct process is preferred. Using the Add/Deduct process removes the requirement to use this spreadsheet.

5. Verifying Games and Game Fees

Before assigned games get added to an official's pay sheet, the game(s) need to be verified, the correct bill-to has to be selected for the games, and the games need to be marked as Not Paid By Bill To.

- 1) Click on the **Assigning** Tab and locate the games that are going to be put into a pay sheet.
- 2) Click on the  (edit pencil) to edit the game.
- 3) From here, make sure that the following information is correct:
 - a) Is the Bill-To correct
 - b) Verify the game by clicking on the **Verified** check box.
- 4) Click on **Save**.

Verified

If a game does not have a game fee, please notify the Treasurer

Before the pay sheet for each official can be published, the information for each official must be checked. Click on the number under Slots to open up a subpanel showing the officials on that game. Click on the pencil next to each officials name and make sure the following is done:

- (1) There is an amount for Game Fees
- (2) The Locked box is **NOT** checked – checking this box can keep Travel from being calculated
- (3) The Paid By Bill To box is **NOT** checked (checked only if the official is paid at the game site by the Bill To).
- (4) The Pay Travel box should be checked
- (5) If using the Per Diem box to add a Single-Game Fee for that official on the game, enter it at this time.
- (6) Once everything is Okay, check the Verified box.

If you understand the Mass Update process thoroughly, you can do some of these things for some or all of your games at once including changing the Bill-To, checking the PayTravel box, and, always as a final step, checking the Verified box. Before doing Mass Update, makes sure that the Games & Assignments listed under Assigning are exactly want you want to work on.

6. Deleting Games

It is true that we cannot delete games that have been included on an invoice. And, yes, we do have to issue complete season invoices in early March each year so we can get enough funds for payroll.

However, the Treasurer can and will delete those invoices after they are sent to our customers. That is because the Treasurer will generate another invoice at the end of the season that includes all games and all changes since that first invoice was generated. That final invoice at the end of the season will include a statement that shows each customer how much they owe, taking into account any payments they may have made. So, once those invoices are deleted, we may delete games as we find it necessary.

Please let the Treasurer know if you want invoices deleted so you can delete games that were invoiced. The invoices will probably be deleted anyway once they have been sent to the customers in March.

7. Unusual Situations

1. Cancelled Games

If you have a cancelled, forfeited, or rained out game, AND the officials are not going to be paid for that game, please mark the game appropriately, and remove the officials from the game. If you really want to show the assigned officials on those cancelled games, you can un-verify the game on each official's game sheet, remove the checkmark in the Pay Travel box, check the Verified box and Save. Arbiter does not normally pay officials on Cancelled, Forfeit, and Rainout games.

2. Officials Showing Up for Game(s) That Were Cancelled Without Notice to the Assigner

We will pay the officials a game fee for showing up at a game or games that were cancelled without notice to the assigner. Officials can only receive one game fee and one travel payment for showing up at a site even if they were scheduled for multiple games at that site that day. Here is how we will handle three specific situations:

- If officials are scheduled for multiple games at a site and they show up for the first game only to find out that it was canceled without notice, they will be paid for this first game since they will have to wait a couple of hours for the next game to start.
- If officials are scheduled for multiple games at a site and they show up for the first game, which is played, and then they find out that one or more of their next games at that site on that day have been canceled AND they are asked to wait around for several hours to do another game or games that were not canceled, they will be paid for the missed game(s).
- If officials are scheduled for multiple games at a site and they show up for the first game, which is played, and then they find out that the last game is canceled, they will NOT be paid for this last game since they can now leave early.
- In all of these cases, officials will not be paid mileage, since they are already getting one mileage payment for the game(s) that were actually played.

There are two ways to handle payment for these situations where officials show up for game(s) that have been canceled without proper notice where we want to pay them and we want the games to show as Canceled or Forfeit in Arbiter:

- a. You can enter an Paysheet Add for each official AND an Invoice Add charged to the Bill-To. The problem with this is that you will have to manually calculate mileage if you want the official to get mileage OR
- b. Here is how to handle it, if you want to show the game as Cancelled or Forfeit in Arbiter while at the same time paying a game fee and mileage to the official(s) who showed up for the game(s) with the system doing all of the calculations. Assuming that you have already marked the game in Arbiter as Canceled or Forfeit (in which case, Arbiter will not pay the officials):
 - i. First, change the game status back to Normal on the Game Sheet (make sure the Verified box is unchecked, Save, then change game status to Normal, Save again).
 - ii. On the first game for those officials, open the Slots on that game, and, for each official, uncheck the Verified box, make sure the Pay Travel box is checked, press Save. This should result in a game fee appearing along with mileage if applicable. Assuming this has happened, check the Locked box, press Save again and change the status for each official's game sheet to Verified.
 - iii. Go back to the Game Sheet and change the status back to Cancelled (or Forfeit); this will eliminate the Bill-To charge in the Amount box; re-enter the amount and check the Verified box.
 - iv. The game should now show Canceled and as Verified, and each official's game sheet should show as Verified. There should be a game fee for each official along with mileage, if applicable, AND there should be a Bill-To charge amount in the Game Sheet. If any of this is not there, contact the Treasurer for assistance.

Repeat this procedure if there is a 3rd official on a second game of a JV/Varsity game pair, but only for that official. For the other two officials on that game, make sure that you enter \$0 for game fees and uncheck the Pay Travel boxes before you Lock their game sheets. We want to do it this way, so that 3rd official does not get paid a single official game fee rate.

If this is done right, we should be paying the game officials, who arrived at a game cancelled without notice, a game fee and mileage

Other Topics of Interest

Field Training/Other Events: At the beginning of a new season, we will often want to set up training or some other special event at a specified location on a specified date. Here is how to do it:

- i. In Arbiter, click on the Events tab which is under the Main tab, My Group.
- ii. Click on the green + sign, which will let you add an Event. Fill in the Event Name, add any notes, pick a location from the dropdown table, pick the date and start/end times, and enter a number in the Max Attendees box.
- iii. Exit. You will now see that event on the Events page. Click on the Attendance box which will bring up a subpage with a list of all the officials who have been invited to the event and who have accepted. There won't be any names yet.
- iv. Click on the green +. This is where you can invite officials. You can Select All or any subset of the officials and using the arrows move them from Not Allowed to Allowed.
- v. Exit. Those names you selected will now be shown on the Attendance and Acceptance page for that event you set up.

- vi. Exit. You are back at the main Events page. If you click on the Publish button on the far left of your event line, everybody in your list will receive an email inviting them to this event.

Payroll: Pay sheets will be created by the Treasurer. Once they have been successfully created, officials will be given three or more days to review them (the Treasurer will send an email to all officials letting them know that pay sheets have been created and they have three days to review them and resolve any issues with their assigner). After this review period has passed, the pay sheets will be transmitted to ArbiterPay; the money should be transferred almost immediately into the officials' ArbiterPay accounts.

Changes to Games: Once the Verified box is checked on a game, no changes can be made to that game including Pay Travel, unless that information is already present: for example, the Pay Travel box is already checked. Only check the verified box for a game when you are sure that everything is correct. The Treasurer can always do Mass Updates when we get ready for payroll. Mass Update, Unverify, Mass Update, Pay Travel, Mass Update, Verify. That will fix any games that were verified but the Pay Travel box wasn't checked.

Locked: Locking a game may occasionally be useful, if, example, you are entering game fees and/or mileages for officials on a game they are getting paid for, even though it was cancelled. However, locking a game guarantees that no changes will be made to the officials' game sheets for that game so make sure you don't check that box unless the amounts in the game sheet are not "normal" and you want them to stay that way.

Unable to Have Arbiter Transfer Pay to Officials: When pay sheets are transferred to ArbiterPay for funds to be paid to officials, officials may not get paid since they have not created, and/or linked, their ArbiterSports account to their ArbiterPay account. In these cases, the official should review the Arbiter Support article at this link that is entitled: "Linking ArbiterPay & ArbiterSports". Their pay sheets will be waiting to be resent to ArbiterPay once they complete the process – they should let the Treasurer know when they have done so, so that the pay sheet can be resent to ArbiterPay for transfer to their ArbiterPay account.

<https://arbitersports.zendesk.com/hc/en-us/articles/201641043-Linking-ArbiterPay-ArbiterSports>

NCWLO Officials Arbiter

Notes for the Treasurer

1. Adding/Changing Game Fees and Bill Amounts for Officials

- a. Payroll, then under Officials, click Game Fees
- b. Pick the League (in general, use All), then pick the Sport and Level. For example, pick Girls CIF SVLC Var (holding the Shift key will let you pick multiple levels such as adding Girls CIF SVLC JV).
- c. Pick Games. Hold the Shift key down and highlight 1 2 3. This allows the Assigners to link up to three games to the same official on the same day.
- d. Pick Officials. Start with one official. Click on View
- e. Hopefully, a table will appear listing the various levels. In this case, there should be three Var entries (Games 1,2,3) with one official and three JV entries with one official. If you have multiple entries for each Game number in each level, that is because when Arbiter was set up for NCCUSL, the number of positions was set at 3 for most levels, probably because it was assumed that this referred to the possible number of officials on a game. You should have one row in the table for games with one official, two rows for games with two officials and three rows for games with three officials. Thus, three linked games, with 1-3 officials on each game would produce a table with 18 rows (six rows for each game).
- f. If the table is there, then you can add or update the \$ amount by adding the amount to the box at the top of the table, clicking on the boxes next to the lines you want to update and then clicking on Apply. You then need to click on the top box at the top of the table (in the blue area) which should result in all of the boxes at the left of the table being check marked. Then, re-enter the \$ amount in the box at the top of the table and click on Cascade. This will open another screen "Change Related Slot Records". Do not need to check the box marked "All Slot", but you do need to check the box "Change Verified Slots" if you want to change the rate for games already completed. Then put the date range you want covered by the change. I'm using 01/01/xx to 12/31/xx .
- g. Repeat for two and three officials. Often the rate for two and three officials is the same, in \$ per official. In this case, you can, using the shift key, handle the two and three official changes all at once.
- h. If a table does not appear, click on the Create button which should populate a table with all of the various combinations of Games (1,2, or 3) and Officials (1, 2, or 3). Then proceed as above to add the rates of these game and levels.
- i. Now to add/change Bill Amounts. Click on Bill Amounts and go thru the same procedure to add bill amounts to the games. The Bill Amount should include the assigning and administrative fees if they are assessed per official per game. Note that Bill Amounts are per Game while Game Fees are per Official.

2. Adding Travel Fee Rules

- a. Under Payroll screen, click on Travel Fees (grey header). Can write custom travel fee rules for each level. Ignore warning that rules created here will override a custom ruleset created by Arbiter – it will take a few steps to implement the new travel rules.
- b. Bring up Games & Assignments screen.
- c. Click on Mass Update.

- d. Click on Pay Travel box. Pull down arrow on the right and change answer to Yes. Click on "Begin Status Changes" at the bottom. Should get "Update Status of Games" screen with a message indicating the games have been updated. Exit
- e. Click on "Recalc Travel" in the upper left under Utilities.