

# Wimbledon Ballot

Ballot Administrator Step By Step Guide

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# The British Tennis Membership Venue Ballot Online System

## Overview

Welcome to the step by step guide for the online ballot system. As ballot administrator, you are able to access the online ballot system in the ballot administrator section of your secure [online member's area](#).

There are two ways to run your ballot. Firstly, the automatic ballot will allow the system to manage the ballot for you, randomly assigning tickets to your eligible British Tennis Members (BTM). Alternatively, the manual ballot allows you to hold a ballot night or social event and enter the successful BTM's into the online system manually.

Once tickets have been assigned to the successful BTM's in the online system, these individuals will be sent an email confirming they have won and directing them to purchase their tickets via the LTA website or by phone.

Successful Members will also have the opportunity to decline the offer of tickets. If a BTM misses the payment deadline or chooses to decline the tickets, and the ballot is being run manually, you will have the option to manually or automatically reassign these tickets to another BTM at your venue. **Please note, once a member declines or misses the payment deadline they are unable to be assigned any other pair of tickets.**

Members will pay the LTA for the tickets and we will also post the tickets out directly to the ticketholder from late May.

**\*\*Any tickets that miss deadline or are declined after 24 May will return to the LTA\*\***

## Key Dates

Please see below the key dates for the 2019 Championships:

**10 September 2018** – Opt In Opens

**22 February 2019** – Opt In Closes

**18 March 2019** – Allocations go live.

**9 May 2019** – Final date to assign tickets to guarantee another opportunity to manually reassign if declined / missed deadline.

**24 May 2019** – Final date to manually assign tickets to eligible BTMs at the venue.

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
<b>18 Mar</b>	19	20	21	22	23	24
25	26	27	28	29	30	31
<b>01-Apr</b>	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	<b>01-May</b>	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	<b>01-Jun</b>	02
03	04	05	06	07		

## Pre-Ballot Information

Please make sure you check through the pre ballot information to ensure your ballot runs as smoothly as possible:

- [Logging in to the Ballots Administrators Area](#)
- [Checking your Eligible & Opt In BTM List](#)
- [Review the British Tennis Membership Venue Ballot Rules](#)
- [Excel Support](#)
- [Ballot Troubleshooting](#)

### Logging in to the Ballots area

[Click here to login to the members' area](#). If you need any guidance on logging in to the website and locating the ballot administrator area, please visit our [Help and FAQ page](#).

Once in the ballot administrator area, you will see the following three tabs:



The '**Ballots Home**' page will display the latest information and updates you need to know about the Wimbledon Ballot 2019.

The '**British Tennis Members**' tab will link to the full list of British Tennis Members at the venue. It will also show who is eligible and who has Opted In to the ballot. You can download your list here.

The '**Ballots**' tab is where you will manage your ballot once the Online system launches.

We recommend that you take a look at all of the information on this page in preparation for running your ballot.

### Checking your Eligible & Opt In BTM list

The **British Tennis Members** tab will show you a list of BTMs at your venue.

Within this tab you will be able to:

- Check members who are eligible and Opted In
- Remove members no longer at your venue
- [Invite members to link to your venue](#)
- [Check ineligibility reasons](#)
- Download the list of eligible and Opted In Members at your venue

## Ineligible Reasons

[Download](#)

View the list of the ineligibility reasons by clicking on the blue download button

## British Tennis Members

Member name

[Search](#)

46 Members found

21 Eligible Members

5 Opt-In Members

[Download members spreadsheet \(CSV\)](#)

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First name ^	Last name ^	Type	BTM No.	2019 Wimbledon Ballot Eligibility		Ineligible Reason	Remove member
				Opted-In	Membership Criteria		
Jon	Trow	Adult	110429136	✗	✓		<a href="#">Remove</a>
Alysa	Turnbull	Adult	106298979	✓	✓		<a href="#">Remove</a>
Matt	Usher	Adult	106950011	✗	✓		<a href="#">Remove</a>



**Do not remove members from your BTM list to exclude them from the ballot. Only remove them if they are no longer members of your venue.**



**On 18 March when allocations are live, it is vital that you download your list of eligible and Opted In members. All eligible and Opted In members must be included in your ballot.**



**You will not be able to assign tickets to members who do not appear as eligible and Opted In on your list.**

Whilst checking the eligible and Opt In list, if you find any duplicate BTMs or anything that doesn't look correct, please [email the LTA Customer Services Team](#), before the Opt In deadline. For any duplicate records, please provide the correct contact details and the multiple membership numbers so these records can be merged together.

### Review the British Tennis Membership Venue Ballot Rules

To make the ballot rules more visible, we have created a section on the LTA website that includes all ballot rules. Please take time to view this area.

You can review the [2019 British Tennis Membership Venue Ballot Rules here](#). We have looked to improve the layout of the rules so they are easier to understand.

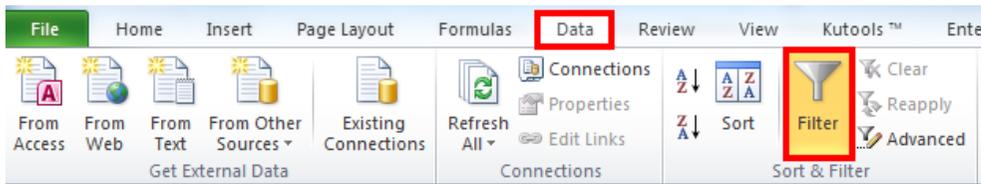
These pages are available for all to see and can also be downloaded as a pdf. We recommend you print these off and publish these at your venue.

## Excel Support

When you download your eligible and Opt In list, you may wish to format it so that it is in alphabetical order or so that you only see the eligible and Opted In members you need to include in your ballot.

### Filtering

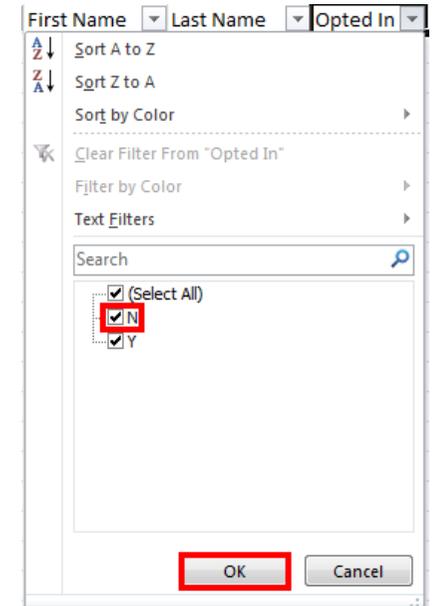
To filter your data, click on the data tab and then the filter button:



This will produce drop down arrows on each of the data headings:

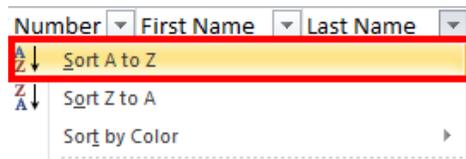
	A	B	C	D	E	F
1	BT Number	First Name	Last Name	Opted In	Eligible	Ineligible Reason

To filter the data, click on the Opted In drop down arrow and untick 'N' and then click ok. This will remove all the people who have not Opted In to your ballot.



### Sorting

To sort your data, follow the same process as above. However, you will need to click the drop down arrow on Last Name. The first option is sort A to Z. Once you click on this your list of members will be sorted in alphabetical order.



## Ballot Troubleshooting

**Q:** I am unsure of what the ineligible reasons mean?

**A:** We have produced an [ineligible reason document](#) which is available in the Ballot Administrator area. After checking this, if you still require more information, please [contact us](#).

**Q:** I've assigned tickets to the wrong member?

**A:** Please [contact us immediately!](#) We will need all the information of which member should be getting which ticket. Once we have all the information, we are able to sort the tickets so the correct member gets the correct tickets.

**Please DO NOT ask members to purchase the tickets and then swap tickets when they receive them in the post.**

For security reasons we require the correct information of who is attending on each day. If the member has purchased the incorrect tickets, please ask them to [contact us](#) for a full face value refund. We will then be able to sort the correct ticket for them.

**Q:** There are people on our list that should not be there?

**A:** If you notice anyone on your list that should not be there, you have the ability to [remove them from your club list](#). Please ensure you do this before the close of Opt In.

**Q:** I cannot find the ticket prices?

**A:** We have made the ticket prices available in more locations on the website:

[Ballot Homepage](#)

[Ballots Information Page](#)

**Q:** A member has declined tickets but they are not back in my list?

**A:** As long as a ticket is declined within the ballot period, the ticket will return to your list. There is a 24 hour period between the ticket being declined and the ticket returning to your list. If the ticket has not returned after this period, please [contact us](#).

**Q:** A member has informed me that they can no longer attend but we are no longer in the ballot period. What do I do?

**A:** Please ask the member to [contact us](#) as soon as possible. We will be able to process a full face value refund (providing they notice us 24 hours before they are due to attend). **Please do not ask members to swap tickets when they receive them.**

**Q:** A member at my club requires accessible seating/is in a wheelchair. Do we get these types of tickets in our allocation?

**A:** Unfortunately there are no accessible/wheelchair tickets in club allocations. Therefore, we hold a specific ballot for these tickets. More information can be found [online](#).

## The British Tennis Membership Venue Ballot Process

From the 18 March, ballot administrators will be able to access the online ballots system through the **Ballots** tab in the online area.

The first time you click on this tab you will see a pop up box with a link to the 2019 Venue Ballot rules.

**It is important you read and confirm you agree to the rules. If you do not tick 'I Agree' you will not be able to continue to the Ballot Management area and access the venues ticket allocation.**

Once you have agreed to the 2019 Venue Ballot rules you will be presented with the Manual or Automatic allocation options.

### Run your own ballot manually



If you're planning on running a ballot event you can use this option to manually assign tickets to successful, eligible BTMs.

- ✓ View and download your clubs' ticket allocation
- ✓ Download your eligible BTM list
- ✓ Assign tickets to successful BTMs
- ✓ Manually re-assign any declined tickets

When are you planning on running your ballot event? The date you select will determine the final eligible members list that you will need to use at your ballot event. Please note: this date can be changed if necessary on the Ballot Management page.

18 ▼ March ▼ 2019 ▼

Run manual ballot

### Run the automatic ballot process



If you would like the system to automatically assign tickets to your eligible BTMs, select this process.

- ✓ Tickets will be randomly assigned to eligible members
- ✓ We will inform the successful BTMs on your behalf
- ✓ Declined or missed deadline tickets will be randomly re-assigned

Run Automatic Ballot

## Running an Automatic Ballot

The automatic system is the most time saving ballot system to use. It ensures that all tickets are fairly balloted by automatically assigning tickets to your eligible and Opted In BTMs at random.

Once you click on the Run Automatic Ballot button, you will be presented with a warning message. If you wish to proceed, you need to check the box, which will activate the 'Start the ballot' button.

### Automatic ballot

By choosing this option, our system will automatically start assigning tickets to your eligible, opted in BTMs at random and notify them via email. **Please note:** We will no longer be sending letters to members who do not have an email address registered with us. Members will still be able to pay for their tickets by calling our team on 0208 487 7000.

Once you have clicked confirm below to run your venue's ballot automatically, you will be unable to change to the manual process. The automatic allocation of tickets to your eligible members will begin tonight, and any declined tickets will be re-assigned randomly to your members until the ballot closes on 24 May 2019

By clicking confirm, you agree to having read and understood the [2019 Venue Ballot Rules](#).

I have read and agree to the above statements and am happy to proceed.



**Please ensure you have read and understood the message before ticking this box as once you have confirmed that you wish to run your venue's ballot automatically, you will be unable to change to the manual process.**

Members will then have **14 days** from the date the tickets were assigned to pay for them. If they don't make payment within this time, or choose to 'decline' their tickets then these will be returned and automatically reassigned to another eligible BTM at your venue.

This process will continue until Friday 24 May. This is the final date that any unassigned tickets will be automatically balloted to eligible members by the system.

Any winners notified on May 24 will have the usual 14 day period to purchase their tickets and after this time, any tickets that have not been purchased will be returned to the LTA.

## Accessing Your List of Winners

You can view the list of winners by clicking on 'List of winners' on the right-hand menu.



## Running a Manual Ballot

### Accessing Your Tickets

If you decide to choose the manual process to run your ballot you will firstly need to tell us when you are planning on running your event. If you do not know your exact ballot date, you can put a date in (within the ballot period) and then change this at a later date.

Once you have selected your date and clicked on the 'Run Manual Ballot' button you will be presented with a confirmation message.

If you wish to proceed, check the box which will activate the 'Start the ballot' button. Please ensure you have read and understood the message before continuing.

### Manual ballot

By choosing to run your ballot manually, you will need to assign tickets to successful, opted in BTMs at your venue, yourself. You will have the option to switch to the automatic process, if you wish, at any time between now and 24 May 2019.

**Please note:** We will no longer be sending letters to members who do not have an email address registered with us. Members will still be able to pay for their tickets by calling our team on 0208 487 7000.

By clicking confirm, you agree to having read and understood the [2019 Venue Ballot Rules](#).

I have read and agree to the above statements and am happy to proceed.

The next page you will be presented with is a table of your tickets. If your ballot event date changes after selecting this option, you will be able to change the date in this area.

## Wimbledon Ticket Ballot

[Need Help?](#)

You have **149 pairs** of tickets to allocate

Please choose one of the following options:

the remaining 149 pairs of tickets

**Please note that ticket purchase/decline can take up to 24 hours to update.**

Sort by:

Your tickets (149 pairs)		149 pairs	0 pairs	0 pairs	
Day & Date	Court	Unassigned	Assigned	Purchased	
1 Mon, 01 Jul 2019	Centre	4	0	0	<input type="button" value="View/add member"/>
2 Tue, 02 Jul 2019	Centre	4	0	0	<input type="button" value="View/add member"/>

### Your ballot event

18 ▾ March ▾ 2019 ▾

Please add your winners by  
Any tickets not allocated by this date will be randomly allocated to your eligible members.



#### Tickets spreadsheet (CSV)

Full details of all the tickets allocated to your club



#### Eligible members list (CSV)

A list of all members who are eligible to be included in your ballot



#### List of winners (CSV)

Details and status of winners so far

## The Ballot Event

Please remember:

- Run the ballot according to the LTA rules.
- Tickets must be assigned in pairs.
- Use only and all members that are Eligible and Opted In on your list for inclusion in to the ballot.
- No individual can be successful more than once.

**Top Tip!** After you've completed the ballot, draw out a list of reserves so that if any successful BTMs decide they don't want to purchase their tickets, you can allocate them to another BTM.

## Assigning Your Tickets

Once you have held your manual ballot, you will need to assign the tickets through the online system. This does not need to be done straight away but must be completed before the ballots close on 24 May.

To assign a pair of tickets and notify the successful BTM click on 'View/add member:

<b>1 Mon, 01 Jul 2019</b>	Centre	1	0	0	<a href="#">View/add member</a>
<b>4 Thu, 04 Jul 2019</b>	Number 1	1	0	0	<a href="#">View/add member</a>
<b>5 Fri, 05 Jul 2019</b>	Number 1	1	0	0	<a href="#">View/add member</a>
<b>6 Sat, 06 Jul 2019</b>	Number 2	1	0	0	<a href="#">View/add member</a>

This will bring up a search facility to find the successful BTM. You can search by first name, surname and BTM number. Click on the BTM details to add them to the 'Find member' field. Once you have the right member, click on 'Notify Member'.

Find member:  [Notify Member](#)

You will then see a review message. Review the details of the tickets and the member you're about to allocate them to. Once you're sure they're correct, check the box and click 'Confirm'. Please note, this will send them an email inviting them to purchase their tickets and instructing them on how to do so.



**Please double check it is the right member with the right ticket!**

## Notify Winner

Please confirm this is the correct member to assign this pair of tickets to. Once you confirm, you will be unable to amend your decision.

<b>Assign:</b> Court: Centre Day: 1 Date: Mon, 01 Jul 2019	To	<b>Member:</b> Name: Matt Usher Type: Adult Born: 1988 Member no: 106950011
---	----	---

I confirm the above details are correct and I wish to proceed

Once you have notified the successful BTM, you will then be taken back to the main screen, where that member will appear in the notified list:

Your tickets (149 pairs)		148 pairs Unassigned	1 pair Assigned	0 pairs Purchased	
Day & Date	Court				
1 Mon, 01 Jul 2019	Centre	3	1	0	Close

Find member:	<input type="text" value="Name or BTM number"/>	<input type="button" value="Notify Member"/>
--------------	---	--

First name	Last name	Type	Member no	Status
Matt	Usher	Adult	106950011	Pending (15 days left)

Once you have assigned all available tickets for a specific day, the 'Find member' field will disappear and you will just see details of the members who have been assigned tickets and the payment status.

You can come back and view this list at any time.

**Top Tip!** You don't have to allocate all your tickets at the same time. If, for example, a member is on holiday and you don't want them to miss the 14-day payment deadline, you can wait to notify them at an appropriate time, as long as you do this before 23.59 on **24 May**.



**Be aware of the timeframes in which you are assigning tickets. Your allocation will be available on 18 March. Once you assign tickets to members they will have two weeks to purchase. If a member declines or misses the deadline the tickets are returned to you to reallocate.**



**You will have until 23:59 on Friday 24 May to assign your tickets. Any unassigned tickets after this date, will be automatically assigned (at random) to any unsuccessful eligible BTMs at your venue.**

## Accessing Your List of Winners

You will be able to access a full list of winners after you have assigned all the tickets, by clicking on the '**List of Winners**' tab in the ballot management section of the website.



## Changing to an Automatic Ballot



**If you choose any of the following options you will not be able to revert to the manual ballot option.**

Rather than manually assigning declined or any missed deadline tickets, you can choose to move to the automatic system by selecting the following option below:

## Wimbledon Ticket Ballot

[Need Help?](#)

**You have 41 pairs of tickets to allocate**

Please choose one of the following options:

the remaining 41 pairs of tickets

Sort by:

You can select this option even if you've already assigned tickets manually. You will then see the following warning message. If you wish to proceed, you need to check the box, which will activate the 'Run automatic ballot' button:

### Switch To Automatic

Please note that once you decide to run your Venue's ballot automatically, you are unable to change back to the manual allocation. Automatic allocation of tickets to your eligible members will begin tonight, and any declined tickets will be re-assigned automatically up until the deadline on 24 May 2018.

I have read and agree to the above statements and am happy to proceed.

All remaining unassigned tickets will then be automatically assigned at random to eligible BTMs, who will be notified by email. If you choose this option, the process will begin instantly.

If anyone declines their tickets, these will automatically be reassigned to another eligible member. This process will continue until **Friday 24 May**. This is the final date that any unassigned tickets will be automatically balloted to eligible members by the system.

## Returning Tickets to LTA

If you decide that you don't want to reassign tickets that have been declined, you can choose the option to 'Return to the LTA'

Please note this option should only be used if you are unable to allocate any remaining tickets. You should try to allocate all of your tickets to Eligible, Opted In members at your venue prior to returning tickets to the LTA.

### Wimbledon Ticket Ballot

[Need Help?](#)

You have **41 pairs** of tickets to allocate

Please choose one of the following options:

Manually assign  the remaining **41 pairs** of tickets  
 Manually assign  
**Automatically assign**  
 Return to the LTA

Sort by:

## Contact Us

### Address:

Wimbledon Ballot Team  
 National Tennis Centre  
 100 Priory Lane  
 Roehampton  
 London  
 SW15 5JQ

### Email:

[info@lta.org.uk](mailto:info@lta.org.uk)

### Phone:

0208 487 7000 (option 1)

### Opening Hours:

9am-5pm (Mon-Fri)