

How to Handle Cancelled Games

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Online URL: <http://support.gameofficials.net/article/how-to-handle-cancelled-games-455.html>

Scenario 1

Games are cancelled, but you do NOT need to pay the officials:

Once the games have been cancelled, you need to determine whether you still need to charge the league/team for games and/or pay the assignor for the games. If you are not charging the league nor do you need to charge the assignor fees, then you will need to edit each game and change the "Game Bill To" option to N/A.

Status / Billing Information

Game Status: Approved * Reason: ** Not Assigned ** * (Cancel, Billing, et

Status Note / Explanation

(Will be displayed and emailed to Officials, Teams, etc - if applicable)

Game Bill To: League * Paid Onsite

Assignor: Automatically Select Using Filters * Override Default Assignor

Process the games for that time period as normal (including the cancelled games). When the "Bill To" is set to N/A, the system will process the Game Pay area as normal, but will not bill for the game, pay the officials, pay the assignor, or charge the GameOfficials.net usage fee for the game.

If you are going to make up the game at a later date, you can go to the Games screen and click "Copy" next to the game. This will create all of the details of the game and will allow you to enter or update information as needed. You will then have 2 versions of the game in the system. The first game was cancelled and processed, but was not charged for. The second game would then be valid and would be charged as normal.

If the games will be made up, you can alternatively change just the date of the game by using the Batch Date/Time Edit function. This will help you to avoid having 2 records of the same game.

If you have removed the officials from the games and have not set the Bill To to N/A, you can process the other valid games on that date as normal as long as you DO NOT CHECK the "Force Invalid/Unaccepted Officials" on the Game Pay Processing screen.

Scenario 2

Games are cancelled, but you DO need to pay the officials or bill the league/team

Once the games have been cancelled, you must process the games as normal regardless of whether the games will be made up or not. If you do not process the games, the officials pay, league bills, etc cannot be created. DO NOT change the Game Bill To to N/A. The system will process the game in the Game Pay area as normal, and will bill for the game, pay the officials, pay the assignor, and charge the GameOfficials.net usage fee for the game.

If you are making up the game, follow the instructions above, but realize that in this scenario, both versions of the game are charged for as normal.

How to Cancel Games:

You can cancel games in batch mode on the Games screen by choosing "Additional Options" and selecting Batch Cancel. Once there, select the games you want to cancel. DO NOT check the box at the bottom that says "remove officials unless you are following Scenario 1. If you have notifications turned on, the officials will receive an email about cancellations.