# Manx Timing Solutions

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## 1. Introduction

Since we first began offering event timing services in 2006, Manx Timing Solutions have evolved significantly.

Particularly over the last 5 years we have focused on:

➢ Improving preparation and testing, with dedicated templates for each event to ensure the expected outcome.
➢ Introduction of better quality equipment to minimise technical issues and failure.
➢ Introduction of a cloud-based solution. Facilitates shared access to event management and real-time / live results.
➢ Acquisition of peripherals such as:
    a) Generators to provide autonomous operation where mains power is essential.
    b) Custom backup batteries to extend the operating life of unsupported remote timing points .
    c) High-end rugged outdoor laptops to provide autonomous and extended operation in the field where mains power is not available.
    d) Compact touch-screen All-In-One displays to reduce the dependency on printed results.
    e) Integrated finish line camera to provide visual verification of finish line activity.
➢ Introduction of integrated online entry to take entries, manage payment and provide a seamless transition to timing and results production.
➢ Improve and standardise the format of results to provide a custom solution to every event, rather than presenting a "one size fits all" generic format.

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- ➢ Increasing the proportion of "right first time" results without the need for manual adjustments or post-event corrections.
- ➢ Additional functions such as bulk email, individual result tickets, online certificates etc.
- ➢ Linking of results to photo and/or video services.
- ➢ Introduction of a semi-automated invoicing system with automated reminders.
- ➢ Adoption of a shared interface so that organisers may manage many aspects of the event interface themselves, whilst benefitting from our expertise to manage and support the more complex aspects of online entry and participant management.
- ➢ Introduction of policies and protocols to ensure compliance with GDPR legislation.

Within the context of the above trends, we may now be involved with a wider range of event preparation, from online entry right through to timing, results production, certificates etc. Effectively this implies a much closer working relationship with events – more akin to an event partner than just producing results.

With that comes a greater need to establish clear responsibilities and procedures.

Fundamentally, that is the aim of this document – to identify and clarify the boundaries of responsibility between the Organiser and Manx Timing Solutions and to document the process more effectively.

Whilst we will always be willing to provide help and support, with so many events to manage, we do need to rationalise the number of ad-hoc requests that come through to us, so that we do not become inundated with change requests that, although individually may only be minor, collectively add up to a major drain on our resources.

For some time, it has been evident that we needed to document our procedures and the parameters of the relationship to clarify various areas – and this document attempts to achieve that. This was started at the end of 2017 but proved to be more time-consuming than first envisaged.

Whilst this is likely to be an evolving document and may require at least an annual revision, we hope that it will be a positive baseline and point of reference.

We look forward to working with you again in 2019 – and please feed back to us on the content of this document and let us know if any areas need further clarification or inclusion.

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## 2. Overview of Services

Manx Timing Solutions are a registered Partnership comprising Graham & Sue Hughes.

Graham formerly worked in IT as a developer for over 30 years and thus brings a wealth of design, development and technical skills to the table, whilst Sue is a trained Accountant and brings both analytical and organisational skills to the team.

On occasion, we also engage additional personnel to help cover large or multiple events where we require additional help with deployment and on-site.

Formed in 2006, initiallyto provide a timing and results service for the End to End Mountain Bike Challenge, we have gradually expanded to cover a wide range of events including: Mountain Biking; Road Cycling; Time Trials;Sportives;RaceWalking;Marathon& Half-Marathon; Fell Running; Cross Country and occasional Motorbike Enduro events.  We have also timed one-off special events such as drag racing.

Over the years that we have been operating, both our equipment and services have evolved and expanded to meet growing demand to provide a full range of support services, including online entry, participant management and communications, live results and publishing.

Why Manx Timing "Solutions"?
In our experience, every event is different and presents a unique challenge. The format, content and logic of results require tailoring to match the requirement.Thus each event that we work with benefits from a custom structure and content that is infinitely flexible - rather than presenting a "package" solution that may only satisfy part of the whole solution - e.g. requiring the organiser to reprocess results manually using a spreadsheet etc. Typically team results, league scores etc.

## 3. Event Classification

When we agree to provide services to an event, it is helpful to evaluate the requirements on a simple scale so that the level of service (and cost) may be appreciated by both parties. This is an inexact science, however, as every event is different.  Overall, when evaluating the overall scale of an event, we try to categorise as "Minor", "Medium" or "Major".

Various factors influence the "scale" of an event and the amount of effort required to deliver the result:

**a) Preparation (software)**: Requires an understanding and configuration of the event. E.g. rules, complexities, number of timing points, rankings, time rounding, tie-breaks, result formats (outputs). Configuration may vary from a simple mass-start with a single timing point and single ranking (e.g. 5k Run) to a highly complex event with multiple timing points, intermediate ranking, split times, team aggregation, etc.

Minor: Under 2 Hours    Medium: 2-5 Hours       Major: 6-24 Hours

**b) Preparation (hardware)**: Simply the amount of equipment required. E.g. The number of timing points, plus ancillary equipment such as race clocks, display screens, camera etc.

Minor: Under 30 Minutes        Medium: Under 3 Hours        Major: Over 3 Hours

**c) Number of participants**: Whilst not the only measure of an event classification, the number of participants has a major bearing on it. As the number of participants increases, fixed costs may be spread over a greater number of entries and, typically, there is an expectation of a higher level and guarantee of service and facilities.

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Minor: Less than 100 Participants          Medium: Less than 300 Participants          Major: More than 300 Participants

**d) Duration**: Simply the amount of time (and personnel) required on site on the event day to provide the service. This can vary from a couple of hours, to an all-day event starting at 5am through to an evening finish, or to 24-hour events requiring continuous overnight support.

Minor: Less than 3 Hours          Medium: Less than 7 Hours          Major: More than 7 Hours

**e) Personnel**: Requirements vary enormously: From an event which may require only a single person to setup and run the event, to an event that may require a multi-person team to deploy, monitor and de-rig equipment etc.

Minor: 1 Person (or remote operation)   Medium: 2 Persons        Major: 2 or more Persons

**g) Profile**: The overall profile of an event can influence its classification.  For example: Where a major sponsor may be involved, this can place demands on us for presentation and quality of service: Expectations of turnaround times, external feeds and/or formatting or provision of results for governing bodies etc.
*Whilst, in most cases, results will be published live, the classification of turnaround times reflects the maximum acceptable turnaround in the event of technical or operational issues.*

Minor: Local club event. Results within 48 hours.
Medium: Medium profile event. Results within 12 hours.
Major: Major sponsor/Official event. Results with official scrutiny.High criticality.Results within 3 hours.

With all these factors involved, simple classification can be difficult.  For example: An event may score only as "Minor" in terms of the number of participants, whilst scoring as "Major" in terms of complexity, reporting and profile.
Furthermore, where an annual or repeating event may have a high degree of complexity in initial setup, the cost of this may be spread/recouped over subsequent events.  Nevertheless, classification can help to understand the mix of requirements and complexity for each event. Complexity is linked to cost.

## 4.  Event Customisation and Special Requirements

For a major event, any estimate will include "Preparation" time to cover the effort required to build an appropriate custom solution. Normally, as a starting point, we will use an existing event template as a foundation and then customise the format and content accordingly.

For very complex annual events, it may be impractical to charge for the full amount of time that is actually required to build the solution. In this case, we may absorb part of the development cost and effectively recoup this over subsequent years.

For smaller events, there is normally a limited budget and we will generally provide a simplified format using a more generic template. If, subsequently, a small event evolves so that we need to spend additional development and testing time, we will advise the cost accordingly.

If special reports are required for submission to (e.g.) governing body / press etc. The organiser should specify these in advance.  Where the number and/or complexity exceeds normal expectations, we may make a charge to cover additional development costs.

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## 5. Event Graphics / Banner / Logo

Each event has a main page which contains several tabs: Info / Registration / Participants / Results / Review.

If desired, a custom banner may be displayed across the top of the page. This is a good opportunity to include graphics and images that enhance the appearance of the pages and give a unique visual display.

If no custom banner is used, a default banner relevant to the event type will be displayed. E.g. for a marathon type event, the default banner will portray runners.

If the organiser supplies a banner image in the correct format, they may upload this themselves by following the instructions in our online "how-to" document. Alternatively, if the image is sent to us in the correct format, we will happily upload it for you.

The correct format is: An image called banner.jpg with dimensions 970 x 180 pixels.

Manx Timing Solutions cannot take responsibility for doing graphic design or making alterations to supplied graphics. Graphics require specialist skills to produce a good-looking image and may be subject to scrutiny from sponsors etc. If an organiser cannot design a suitable graphic themselves, we would recommend that they seek help from a suitably skilled individual. We recommend Gary Cooper, who is willing to produce graphics and logos at a reasonable cost. Please contact us if you would like to enlist Gary's services.

Event logos may be displayed either as a thumbnail on the contact section of the event page. These should be thumbnail sized images in landscape format.

Logos may also be displayed at the head of result reports – either as complete graphic banners or thumbnails embedded within the header.  Please contact us if you require custom result graphics.

## 6. Series results / Marshal Points etc

Where multiple events comprise a series, we are often asked to assign series points, based on a ranking table. E.g. 1st place = 100 points, second place=95 points etc.  At the end of the series, points are aggregated across the qualifying events, with a specified number of events to qualify.  E.g. Best 7 of 10 rounds etc.

It should be appreciated that there is additional work involved in defining and processing series results and the amount of work depends on the operation of the series.

   a)  If the entire series may be accommodated within a single configured event (e.g. Ten's League) and only those participants who enter the full series up-front will qualify, the series calculation logic may be automated and thus only incur additional cost for the initial setup of the series logic.
   b)  If the series comprises multiple events of the same format (e.g. Bikestyle Handicap Series) and only those participants who enter the full series up-front will qualify, there will be a small amount of additional work to roll-forward the points from each round so that the points are accumulated round by round.
   c)  If the series comprises multiple events of the same format and participants enter each round individually but may still qualify for the series (e.g. MMBC XC events), there will be a significant amount of additional work to roll-forward the points from each round. In this case, the cost of compiling the series result must be negotiated and the organiser may opt to undertake the calculation themselves.

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d) If the series comprises multiple events of different format and participants enter each round individually but may still qualify for the series, there will be a very significant amount of additional work to roll-forward the points from each round. In this case, the cost of compiling the series result must be negotiated and the organiser may opt to undertake the calculation themselves.

## 7. Provision of operating environment

Given the diverse nature of sporting events, we may have to operate in a wide range of different environments. For example: Urban / Remote / Indoor / Outdoor etc.

An essential part of the preparation process must be to ensure that the operating environment is appropriate to the provision of the expected service. Assessment of the physical site is crucial to the effectiveness of the solution.

1. The location must be accessible for the deployment and protection of equipment.
2. Participant movement must be controlled to ensure that progress through timing points is regulated and arranged to eliminate unwanted detections. E.g.
    a. Barriers / signage should be arranged to ensure that participants are clearly directed to the timing point / finish line without impediment.
    b. Participants should be marshalled so that they do not remain in close proximity of the timing point after detection and do not double back over the finish line etc.
    c. Where re-usable chips are being used, marshalling and/or appropriate use of barriers should be employed to achieve the removal and collection of chips directly after the finish.
    d. Marshals should be provided to organise the racking of chips into their storage boxes in the coreect order.
3. If third party electronic equipment (e.g. Lighting / PA systems / etc.) is to be deployed in close proximity to a timing point, appropriate site tests must be carried out to ensure that these do not interfere with the operation of timing equipment via electrical or radio frequency interference.
4. Ticket printing / live scoreboard displays etc. may only be deployed where adequate protection is available. For example, if a TV screen is to be deployed to display live results, a weatherproof enclosure must be provided.

Where adverse weather conditions are encountered, we reserve the right to withdraw the use of outdoor equipment where the safety and integrity of the equipment may be compromised.

## 8. Participant Management and Payment Resolution

Whilst MTS will assist with the configuration of and capture of participant details via the Race Result online entry platform, it should be appreciated that it is the organiser who remains responsible for administering participant data and communication. Each event organiser should nominate an individual who will take on this role: exactly as if using any other third-party online entry system.

This may involve responding to participant requests to amend or correct their details; such as typographic errors, course changes, team name changes etc. Race Result contains a built-in inquiries handling module, which allows the organiser to monitor event inquiries and respond to them. We recommend that organisers make use of this and can supply a "how-to" guide to assist with understanding how to use it.

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The major advantage of using our online entry portal (through Race|Result) is that MTS will assist in customising the user interface and, because online entry is dovetailed into the results processing and publishing, there is no need for time-consuming and error-prone transfer of participant data from the entry to the timing system.

Occasionally, a participant will experience a problem with online payment, which is facilitated via a secure online payment interface, which can be configured to accept a number of payment methods, including Debit or Credit Card, Paypal etc.  The payment process is very robust and will not accept an entry unless the payment is made and authorised by the merchant interface.

Since we have been using the system since 2015, a handful of issues have been raised - and all bar one has been caused by a problem with the participant's card or Paypal account. So, if an organiser does receive a query relating to payment, they should respond in the first instance by asking the participant to contact their bank etc. to verify whether the payment has in fact been processed. Failed card payments may show on their online statement where they have, in fact, been blocked and remain in a "pending" state.  Please do not contact MTS asking us to resolve payment disputes: If necessary, please contact Race Result direct via email: support@raceresult.com.

The organiser will receive monthly statements via email and may check their online statements online at any time by logging onto Race Result and navigating to Overview > Online Payment.  Statements may be viewed online and/or downloaded as a pdf. Details of individual participant payments may be viewed by going to a participant details and selecting the "Entry Fee" tab.

Chargebacks: Organisers should be aware that, in common with any other online payment process, if a payee requests that their bank or card provider cancel a payment, they are entitled to do so. This is a basic right under consumer protection legislation.  This will appear on the Race Result online statement as a "chargeback".  If this occurs, the organiser should contact the participant to determine if the cancellation was intentional. If not (e.g. the participant cancelled the payment because they did not recognise the payee when it appeared on their statement) then the participant record may be deleted and they should be asked to enter again.

Communication / Correspondence: Any communication between MTS and the organiser (written and/or email etc.) should be treated as **confidential**. The organiser may not forward or copy copies of such correspondence without our explicit consent. Likewise, MTS will never disclose the content of correspondence between us and an organiser without their consent.
For example – a participant may raise a query with the organiser and this may be passed on to us for comment. Any subsequent correspondence between us and the organiser should not be forwarded or copied directly to the participant.

## 9. Invoicing

We will normally invoice for services on the Monday following an event. Normal terms are for payment within 30 days from the date of the invoice.  However, if late payment becomes a regular issue, this may be reduced to 14 days or in some cases, up-front.
Where we are timing a series of minor events and payment becomes an issue, it may be agreed to make an up-front "payment on account" to cover multiple events. In this case, we will advise the remaining credit balance on each invoice so that the organiser may top-up the credit to ensure that there is sufficient credit in place to cover forthcoming events.

If an event makes use of disposable tags  or hire-equipment, we will invoice up-front for these around 2 weeks ahead of the event. Payment terms for pre-payment invoices will normally be 7 days and these must be settled prior to the event.

We make use of the "Wave" online invoicing service and this will issue invoices (with PDF copies) via email to the nominated recipient.  The system also issues automated reminders; normally 7 days prior to the due date.

Once an invoice becomes overdue by more than 3 days, a late payment surcharge of 5% is added to the invoice, which will then be re-sent - and settlement must include the overdue amount. This is an incentive to make early settlement and also to compensate us for time wasted in chasing overdue balances.

Where we are effectively loaning equipment such as re-usable timing chips, etc, we may ask for an up-front deposit to cover potential loss, non-return etc. Note that is the **organiser's responsibility** to recover loaned timing tags etc. within a reasonable time-frame (typically 5 days after the event).

## 10.        Online Entry Setup and Responsibilities

We make use of the flexible and powerful online entry system that is part of the Race Result platform.
As this provides a seamless integration with the capture and publishing of result data, we recommend this as a simple and reliable method of taking entries for events. It also takes care of entry fee payments, which are directed direct to the organiser's bank account. Payout is monthly in arrears.

Organisers make use of the built-in online statement inquiry facility.We can provide details of the Race Result processing fees on request but these are approximately £0.55 plus 4% of the total entry fee.

Note that, if the organiser wishes to take payments for example directly into their own PayPal etc. account, Race Result does offer integration with third party merchants but, in that case, they will not be able to make use of the built-in statement and inquiry facilities. In this case, Race Result do not charge for handling entries, but each transaction will be subject to the charges for that merchant – VISA, Paypal, etc.

The main advantage to the organiser of using the integrated online entry platform is that there is no need to transfer data from online entry to Race Result ahead of the event – the data may be captured up-front in the correct format and no further processing is required. Entry may this remain open right up until the event starts. Where the organiser uses a 3$^{rd}$ party online entry provider, they are responsible for providing the data to us in exactly the correct format. We will charge for the time taken to convert and import data from 3$^{rd}$ party systems.

Based on your requirements, we will tailor the interface to capture and validate relevant information for the event. Whilst we will setup the online entry form and associated entry fees, it must be emphasised that it is the organiser's responsibility to test the format, content and charges using the built-in test function. MTS cannot be held liable for incorrect details capture or fees charged.
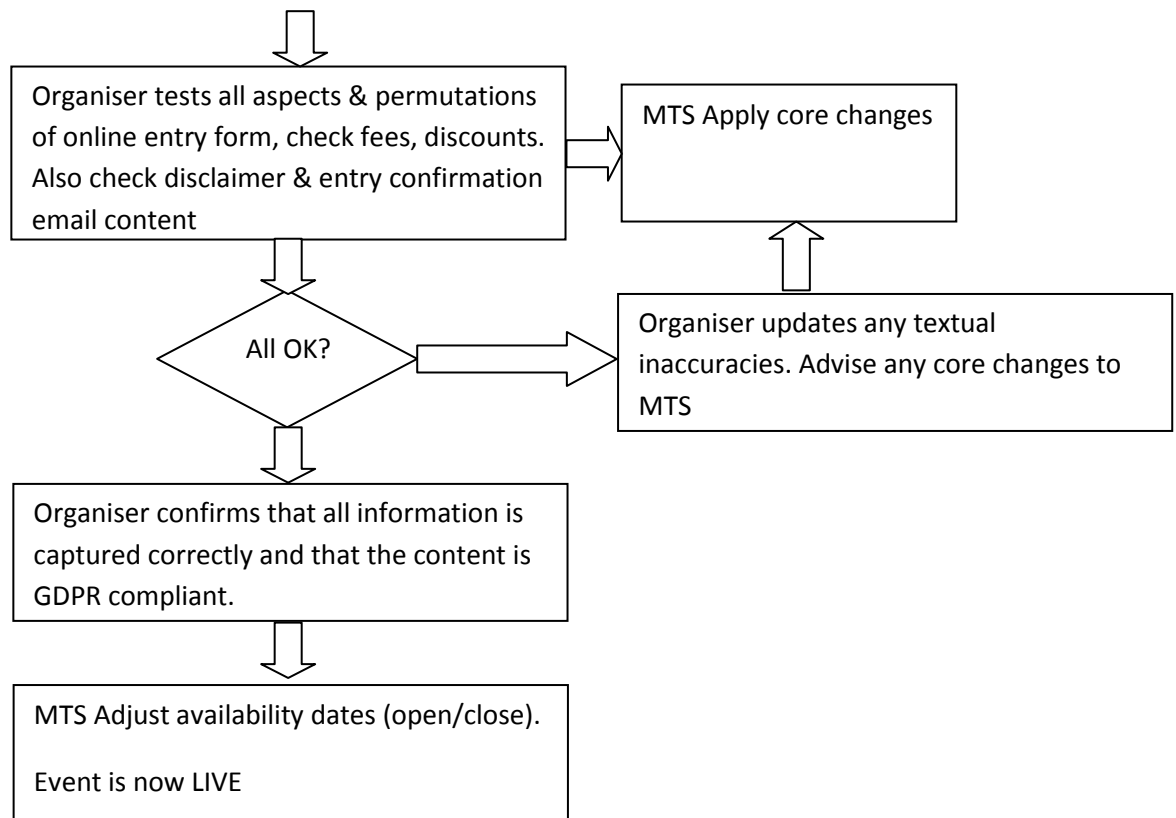
**Process flow**

Organiser states requirements: Data fields / Entry Fees / Discounts / Extras / Age limits / Categories / etc

⇩

MTS Setup online entry form based on the detailed requirements. Set provisional opening date. Notify test link

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          ⇓
┌─────────────────────────────────┐        ┌───────────────────────────┐
│ Organiser tests all aspects &   │        │ MTS Apply core changes    │
│ permutations of online entry    │───────▶│                           │
│ form, check fees, discounts.    │        │                           │
│ Also check disclaimer & entry   │        │                           │
│ confirmation email content      │        │                           │
└─────────────────────────────────┘        └───────────────────────────┘
          ⇓                                            ⇑
        ◇ All OK? ◇ ═════════════════▶  ┌───────────────────────────┐
                                         │ Organiser updates any     │
          ⇓                              │ textual inaccuracies.     │
┌─────────────────────────────────┐     │ Advise any core changes   │
│ Organiser confirms that all     │     │ to MTS                    │
│ information is captured         │     └───────────────────────────┘
│ correctly and that the content │
│ is GDPR compliant.             │
└─────────────────────────────────┘
          ⇓
┌─────────────────────────────────┐
│ MTS Adjust availability dates   │
│ (open/close).                   │
│                                 │
│ Event is now LIVE               │
└─────────────────────────────────┘
```

For annual or recurring events, and where the complexity is low, we will normally build the online entry template free of charge. However, where the complexity is high or for one-off events or where the organiser makes significant changes to the format, we may charge for applying these changes at an hourly rate. We will advise if additional costs will apply.

For annual or recurring events, we will copy the previous event template forwards. We will set the new event date, revise contest age limits and reset any date-controlled cut-offs (e.g. staged discounts). We will then assign your Race Result user Id to the event so that you may customise the remainder.

Each Race Result event comprises a number of different tabs and we will grant the organiser access to some of these so that administration may be shared between MTS and the Organiser.

| Tab | Functions | Access | Notes |
|---|---|---|---|
| Overview | Participant summary<br>Simple leaderboard<br>Event notes (e.g. setup instructions)<br>Online payment statement<br>Statistics<br>Technical information | MTS + Organiser | |
| Main Window | Event definition: Name/Date etc<br>Contest definition<br>Participant customisation<br>Bib number ranges<br>Age groups | MTS | This section contains the core functionality for the event and controls how the event operates. We will not normally share |

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| | Entry Fees<br>Event Logo<br>Email & SMS Templates<br>API definition<br>Timing point definition<br>Start times & finish time limits<br>Transponder definition<br>Result calculation and logic<br>Ranking calculation & logic<br>Team aggregation rules<br>Data manipulation tools | | access to these functions.<br><br>For email templates, we ask you to send us the email as you want to send it and we will manage the distribution. |
| Participants | Management of all aspects of Participant details including result data.<br>Sending of bulk email or SMS. *Note that templates must be setup by MTS under the "Main Window" function.* | MTS will normally be responsible for any changes to raw result data.<br>The Organiser will normally be responsible for making any detail changes to Participant details before and after the event. | The organiser takes responsibility for any changes made and should not delete a participant or change critical fields without checking with MTS first as this can have additional consequences. Note that some participant details can affect how results will be calculated. |
| Output | Outputs include any report, whether used to show information on-screen, on paper or extracted to Excel etc. | MTS / Organiser | Note that we create outputs relevant to the event for participant lists, results etc. The organiser is welcome to make use of these but should not tamper with the configuration: Many of the reports will be for live output and any changes will be visible externally. If you require a custom report, please ASK. |
| My.raceresult.com | Controls all of the content on the online event page:<br>▪ Activate the event / Custom banner / Specify Organiser & Timing service contact details.<br>▪ Manage the content of the "Info" tab.<br>▪ Manage public comments.<br>▪ Manage text on the registration landing page / Rules / Check page / Confirmation email / Entry form definition.<br>▪ Control availability dates and publication of online participant lists. | MTS / Organiser | Whilst we may delegate the management of online event info and the wording of rules etc, we ask that the organiser DOES NOT modify the control settings or the online form itself: These are closely integrated with other event settings such as user-defined fields, entry fees and even how results are calculated. Please ASK if you need changes in this |

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| | <ul><li>Control availability dates and publication of online result reports.</li><li>Control availability dates and publication of online certificates.</li><li>Manage public inquiries.</li><li>Link to registration test page.</li></ul> | | area.<br>Note that the built-in inquiries module provides a very useful way of managing participant inquiries. However, the organiser must take responsibility for learning how to use this and responding to any inquiries. |
| Timing | <ul><li>Manage connections to decoders and other hardware.</li><li>Monitor data collection from timing points.</li><li>Define the linkage between Bib and Chip number (re-usable chips).</li><li>Various tools for monitoring the timing operation.</li></ul> | MTS Only | This area requires a full technical understanding of the timing hardware & software. We would not normally give access to this. |
| Tools | <ul><li>Designer function for result tickets, certificates, bespoke backgrounds etc.</li><li>Use of the built-in announcer function.</li><li>Use of the built-in onsite registration tool.</li><li>Utilities for managing chip assignment and/or checking.</li><li>Use of the built-in result presentation tool.</li><li>Use of the built-in result kiosk function for the printing of tickets and/or certificates.</li><li>Use of the built-in function for automated tr4igger of email/sms messages.</li></ul> | MTS (with access to display-only functions for the event organiser). | We may negotiate direct access to some of these functions where appropriate, but the configuration of these should be managed by MTS. |

Here is a summary of the various parts and settings along with detail of who is responsible for maintaining them and where to find the appropriate setting in the system:

| What | Who | Where | How |
|---|---|---|---|
| Change the wording on the event info page | Organiser | My.raceresult.com<br>BASIC SETTINGS<br>Page "Info" | Either specify a link (URL) to a PDF that is located on your website or enter/update the text directly. |
| Change the wording on the registration landing page or is shown at various stages | Organiser | My.raceresult.com<br>ONLINE REGISTRATION<br>Basic Settings | There are various blocks of text that you can change. These control the text that |

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|---|---|---|---|
| of the entry process | | | appears at various stages of the online entry process. |
| Change Contest availability, Min/Max ages, Categories | MTS | Main Window | Organiser should request detail changes via email. |
| Sending bulk emails | MTS | Main Window | Organiser should send details of the message subject, body, schedule etc to us via email. We will setup the mail template and send at the requested date/time. *Note that any bulk email content must follow GDPR guidelines and we will advise any concerns prior to sending.* |
| Change the online entry availability from/to dates | MTS | My.raceresult.com ONLINE REGISTRATION Basic Settings | We request that the organiser does not amend these directly as it may affect other scheduled actions! |
| Modify the online entry form content, validation or settings | MTS | My.raceresult.com ONLINE REGISTRATION Form Fields | We request that the organiser does not amend the form directly as there is a close integration with other settings within the software. |
| Modify the content of the confirmation email that is sent to each entrant | MTS | My.raceresult.com ONLINE REGISTRATION Email Confirmation | We request that the organiser only make minor cosmetic changes to this as the use of conditional text, data fields etc is closely integrated with other system settings. |
| Test online entry and see how it will look & feel | Organiser | My.raceresult.com ONLINE REGISTRATION Basic Settings | Just click on the [Test Registration] link that is shown towards the top of the page. This will open in a new window. |
| Change which reports are published; either participant lists or results | MTS | My.raceresult.com ONLINE REGISTRATION Page "Participants" and Page "Results" | We request that the organiser should not make changes to the published reports as care must be taken with data that is made public. It also affects the public view of the |

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| | | | event. |
|---|---|---|---|

## 11.    Event Conflict

Because we operate over a range of different sports and activities, it is inevitable that, at times, we experience situations where we are asked to cover two or more events simultaneously.

Due to the nature of sports activities, it is simply impractical to operate on a "first-come-first-served" basis. It is, of course, most helpful that organisers notify us of event dates at the earliest opportunity. Then we can identify any conflicts sooner rather than later.

As a general principle, Major events will take priority over Medium and Minor events. Where the conflict is between a Major and a Minor event, the prioritisation is obvious.  The most difficult conflict might be between, say, two Medium events.

Where we already have a major event on a particular date, we would generally be unlikely to agree to service a minor event on the same day, unless this could be accommodated easily via a combination of self-help and remote support, with a relaxed expectation of support. However, if we have already agreed to cover a minor event, we will make every effort to meet that commitment.

When presented with a conflict, we consider various options :

1.  Identify the equipment required for each event to ascertain if we have sufficient hardware to cover both. This may mean that use of peripheral equipment may be prioritised.

2.  Compare the timelines of each event to identify stages which require on-site personnel.
    i.  Deployment - Could the organiser easily deploy the equipment along with some instruction?
    ii.  Could the amount of peripheral equipment be reduced to essentials?
    iii.  Start - Does the start need to be observed, or could the start time etc be notified remotely?
    iv.  Finish - the Finish need to be observed?  I.e. are participants likely to behave erratically, requiring manual override.  E.g. Triathlon is more likely to produce anomalies than a simple lap race.
    v.  De-rigging - Could the organiser easily de-rig the equipment?

3.  We operate a cloud-based platform, which facilitates the remote support of events and therefore allows us to be "in two places at once".  So, by publishing results live on the internet (thereby eliminating the need for an onsite printer and mains power) and monitoring remotely, we can usually manage multiple events without loss of service.

4.  We have reduced our dependence on mains power by investing in more powerful laptops that will operate for an extended period (up to 12 hours) without external power.  Similarly, we have invested in battery packs that will power decoders for up to 24 hours instead of the normal 6. These two factors have reduced the amount of ancillary equipment that we have to deploy and de-rig at events.

5.  Where necessary, we do have a pool of additional personnel who may be called upon to provide additional support.

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Generally, most major annual events will schedule a year in advance, so we will have an early heads-up on the date and can reserve capacity accordingly. However, the event calendar for the main sporting period (typically Easter to the end of September) is generally not finalised until around the end of February.

We will advise the organiser where a conflict has arisen and advise them of the planned solution. Provided that this is acceptable, we will then agree to cover both events. Alternatively, if the organiser cannot accept the compromise, it may be mutually agreed not to cover an event, rather than risk un unacceptable outcome.

We have successfully multi-tasked events many times but, if problems arise, it should be appreciated that the turnaround time may default to the expectation that pertains to the event category - as described in section: Event Classification.

## 12.      Event Cancellation

Unfortunately, the cancellation of an event is an unavoidable risk for an organiser. This may be forced by adverse weather conditions, issues with the venue or simply insufficient entries.

The Race Result online entry system does not handle automated refunds (this would be very difficult to achieve given the wide variety of payment options) so any refunds to participants must be handled manually via the organiser. Card or merchant processing fees are also non-refundable. The organiser would be wise to arrange separate insurance to cover the financial consequences of a cancellation.

Additionally, MTS incur a cost per participant (aka "credits") for using the Race Result platform for online entry, live results etc. even if the event does not take place. We will invoice the organiser for the cost of the credits.

It should be appreciated that, for any event, a significant portion of our effort is expended in configuring the event result reports etc. This varies from one event to another and we may invoice for our incurred setup costs.

Where we order disposable tags, bib numbers or hired equipment up-front for an event, we will invoice for the full cost of these. Note that, in some cases, tags etc may be re-used at a subsequent event.

Where an event is cancelled 5 or more days in advance, we will not normally invoice for more than our setup costs as described above.

Where cancellation occurs within 48 hours of the event and we have expended effort in preparation, we will negotiate a proportionate compensation for the actual effort commensurate with the size of the event.

Where cancellation occurs on the day of the event but we have not left home-base, we would negotiate up to 50% of the estimated cost for the event, depending on the nature of the event.

Where cancellation occurs on the day of the event and we have arrived at the venue, we would negotiate up to 50% of the estimated cost for the event, depending on the nature of the event, plus the mileage fee for travel to and from the venue.

## 13.      Re-usable Transponders / Tags collection

Many of the events that we service now use disposable *passive* (non-battery-powered) tags that are embedded in the Bib or Seatpost number. One major advantage of these is that neither the organiser nor MTS have to spend time chasing and collecting tags that have not been returned after the event.

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However, passive tags may only be used with events with a passing speed of 20 mph or less. For faster events, such as road cycling events that require high-precision timing, active (battery powered) transponders must be used. All active transponders are re-usable.

There are two types of re-usable tags that we use:

1. Active transponders – Chronelec RC. For cycling road races and any other high-speed events.
   Replacement cost £50.
2. Passive Tags – Race Result HU-Tags + neoprene wrist/ankle straps.
   Replacement cost £10.

For both types of re-usable devices, it is important that they are recovered soon after the event (within 5 days) and especially before the next event that requires them – otherwise we have to substitute them, which incurs additional time.  Also, permanent loss of a chip means that the numbering sequence is permanently affected. We cannot purchase individual replacement chips to replace losses.

It is the organiser's responsibility to recover missing transponders or tags and they should all be returned within 5 days of an event.

After an event, we will advise any tags that are missing and will mark these on the system by setting a "missing chip" flag. Each event contains a special report that lists the missing chips along with a drop-down option to indicate the recovery status.  The organiser should update this when each chip is returned so that we can see the status on the report. The various recovery status options are:

a) Contacted : The participant has been contacted and return arrangements agreed.
b) Organiser : The organiser has recovered the chip and have it in their possession.
c) Recovered : The chip has been returned to MTS and no further action is required.
d) Permanently Lost : The chip has been lost with no prospect of recovery - replacement cost applies.

Where chips are not recovered within 5 days of the event, a late recovery charge will apply for 2019 events going forward. We do spend a considerable amount of time chasing missing chips and this is intended to add some incentive to achieve timely recovery.

i) Active transponders : £5 + £1 for each subsequent day.
ii) Passive tags : £3 + £1 for each subsequent day.

The charges will either be added to the invoice or rolled forward to the next event.

## 14.      Fixing Problems / Support

Whilst we experience very few problems with ongoing event support and our platform is very stable, as with any electronic and computer-based technology, there are occasions where manual intervention may be required – or things simply go wrong.

We aim to provide support wherever needed but do need to limit the amount of time spent on individual events. Whilst we normally configure events to meet organiser requirements, ongoing participant management and the resolution of inquiries remains the organiser's responsibility.

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Race Result contains an online inquiries module that may be used to manage and resolve participant inquiries. Normally this will be enabled and the organiser should take time to understand how it operates. However, if the organiser does not wish to use it or fails to respond to outstanding inquiries, it will be disabled.

Manx Timing Solutions will not normally monitor or respond to participant inquiries and it is not acceptable to leave un-resolved inquiries on the system as this leads to participant frustration when they do not get a reply. This is an important part of the interaction between the participant and the organiser. We do have a "how-to" guide which explains how to use the inquiries module.

Here are a few examples of "common" inquiry scenarios:

| Inquiry | Resolution |
|---|---|
| Participant enters inaccurate details online - typo's or lack of care when entering details. | If a "change link" was included in the confirmation email, the participant should be able to click on the link and make the correction themselves. However, many simply do not read or retain the confirmation email and instead ask the organiser to make the correction on their behalf.<br>The organiser can login to the Race Result event, locate the participant and simply update the relevant details. |
| Participant claims that online payment has been taken but their entry has not been accepted (they are not on the participant list). | Race Result online entry is tightly integrated to the payment process and will not accept an entry until the merchant (Paypal/VISA etc) has confirmed that the payment has been fully authenticated.<br>If this does not happen, the most likely reason is an issue with the cardholder's account – e.g. credit limit exceeded, or the card has been stopped.<br>Manx Timing Solutions have no direct access to the payment process, so please do not ask us to resolve payment issues.<br>The organiser should liaise with the participant to establish the method of payment etc. And the participant should contact their card provider/paypal etc to establish the reason for the payment failure. In 99% of cases they will then restart the online entry with an alternative payment method.<br>Cases where the Race Result system is responsible for a failure to process are very rare indeed. Only if the above options have been exhausted should the organiser contact Manx Timing Solutions who will then forward a request to investigate to the Race Result support team. However, we may charge for time taken to resolve payment issues where they are subsequently found to be due to user error. |
| Participant cancels payment after entry | In common with any minor online payment transaction, an individual may contact their card provider and cancel a payment. This is outside our control and the organiser should monitor the monthly payment summary (sent by email to the nominated representative) to check for any cancelled payment. These will appear on the statement as "chargebacks". If this occurs, the recommended course of action is to contact the participant o ascertain if the cancellation was intentional.<br>If intentional, the entry may be deleted.<br>If unintentional and the confirmation email contained a "change-link" the participant should be able to re-edit their entry and re-make payment online. If that is not possible, the organiser will need to request manual payment. |
| Online entry takes incorrect payment value | Race Result may be configured to calculate entry fees based on several criteria including:<br>▪ Basic entry fee (fixed value per contest)<br>▪ Optional extra's based on participant choices |

| | |
|---|---|
| | <ul><li>Discounts based on e.g. membership</li><li>Age related. E.g. Discount for minors</li><li>Date related. E.g. Earlybird/ late entry</li></ul>Manx Timing Solutions will configure the online entry based on the organiser requirements, which may vary from simple to complex, depending on the number of permutations. We will advise of the complexity exceeds the normal expectation for the event and may charge additional preparation time.<br><br>When online entry has been configured, we will notify the organiser that it is ready for testing.<br><br>The organiser should then use the registration test option to access the test version of the form. All permutations should be simulated and checked to ensure that the expected fee is charged. Any errors should be communicated to Manx Timing Solutions for correction.<br><br>Once the organiser is satisfied that all permutations have been checked, online entry may be made public.<br><br>However, it should be stressed that failure to collect the correct fee due to insufficient testing on the part of the organiser cannot be corrected.<br><br>Additionally, where entry fees are set to change on a cut-off date (e.g. earlybird discount expires) the organiser should set a diary date to re-check. |
| Result queries | If a participant queries a result, we will not normally apply a change without being requested to do so by the organiser.  Result changes need to be understood by all affected parties and, where appropriate, referred to the judge, commissaire etc. Participants should make inquiries via the organiser in the first instance and, if we receive a query directly from a participant, we will forward these by email to the organiser for a ruling. We will not normally respond directly to a participant.<br><br>In many cases, result queries are down to participant error – e.g. swapping transponders between husband & wife, starting in the wrong group, etc. Therefore, we expect that the organiser will identify and rule out participant error before forwarding unspecific inquiries to us. |
| Communication channels | In a world of social media and a bewildering variety of communication channels, we can receive requests from both organisers and participants via Email, SMS, Facebook, WhatsApp, Twitter etc, etc. Our workload means that it is important to keep track of all event-related communicationswithan audit trail.  To that end, we request that all event communication is conducted via **email** using our info@manxtimingsolutions.com address.<br>**From 2019 onwards, we will not monitor or respond to event communications via other channels.** |

## 15.      GDPR

In 2018, new data protection guidelines came into force. These affect all organisations who store any kind of personal data on a computer.

These rules govern all aspects of computer storage of personal data:

1. What data may be stored (relevance)
2. How it is stored (security)
3. Who has access to it (access)

4. What it is used for (processing)
5. How long it is stored for (retention)

MTS have compiled and issued our GDPR statement to all organisers (also available on our website) and have also updated all event online entry confirmation pages to include a link to our policy so that all participants who enter online may view and confirm acceptance of this policy as a mandatory stage for entry to an event.

However, it must be appreciated that GDPR affects ALL organisations within the processing chain. And that each of those organisations make a commitment to adhere to these guidelines.

At present (in summary), the following organisations make up the data processing chain:

1. The event Organiser: Responsible for deciding what participant information is required to identify and categorise the participant correctly for the event and to manage communication with the participant.

2. MTS: We configure online entry based on the organiser's instructions. This captures the participant information that is required to fulfil their requirements and we use that data to categorise participants and produce results for the event. Please refer to our full data processing policy, which is available on our website.

3. Race Result UK / Germany: Provide the framework for online capture and validation of participant data.

4. Race Result Germany utilise a commercial data centre service for managing the actual storage and protection (security) of data based on the requirements as configured by their clients.

Under GDPR guidelines, a data processing agreement should exist between each party involved in the data processing chain. This agreement basically establishes that data content and processing will be undertaken in compliance with GDPR guidelines. It also establishes due diligence by each party that they will only undertake data processing based on instruction from the relevant data owner and, crucially, may refuse to act on non-compliant instructions.

If an organiser would like to see copies of the GDPR policy documents for Race|Result or their data centre, please ask.

**It should be appreciated that any data protection inquiries from participants must be dealt with by the organiser in the first instance. And each organiser must take responsibility for ensuring that they understand and follow GDPR guidelines. This has been well publicised in the media, but not all organisations have assimilated the implications.**

As detailed in our GDPR policy, additional work arising from GDPR inquiries / reporting / information requests / changes may result in additional costs.