

# AUTOMATED APPEAL PROCESS IN TENNISLINK

## Phase I - Implementation

### Appeal under “FIND A RATING”

Who Can appeal?

- 1) Computer rated players – Up or Down
- 2) Benchmark rated players – Up or Down
- 3) Mixed Exclusive – Up or Down
- 4) Self-rate who wish to move UP only

What must be referred/heard by the Section or their designee?

- 1) Self-rated who wish to move DOWN
- 2) All medical appeals
- 3) Already APPEALED ratings

Logging on to TennisLink is not necessary as long as the individual appealing knows the USTA number and Zip code of the membership.

Individual must put in their USTA # in order to see the “Appeal Rating” option.

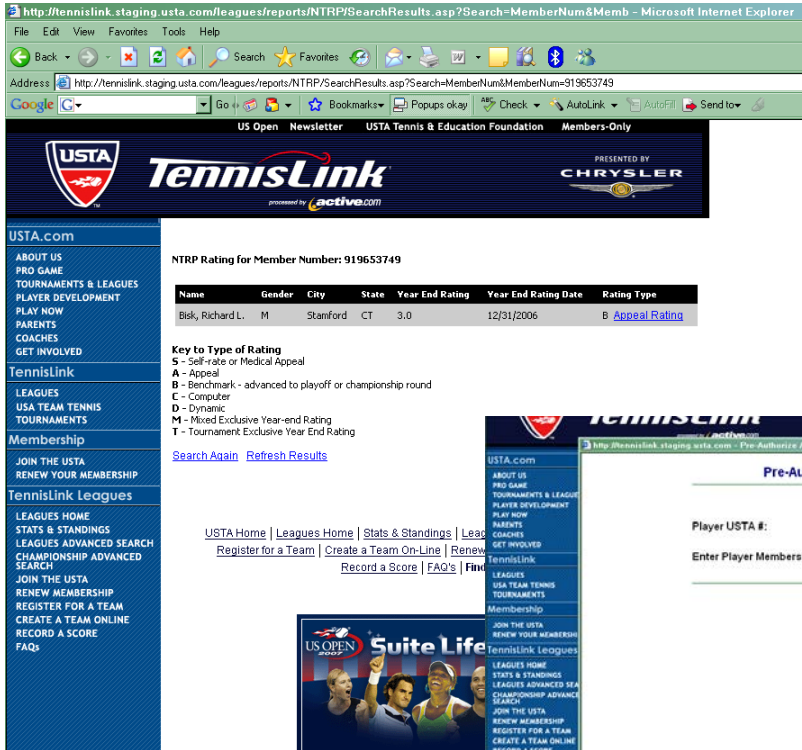
The screenshot shows the TennisLink website interface. The main content area is titled "Select a Method to Search:" and contains several search options:

- Search By Member Number:** A text input field for the USTA Number and a "Go" button.
- Search By Player Name:** Fields for Last Name and First Name, a "Go" button, and radio buttons for "Exact Match" and "Name Starts With".
- Search By Team Number:** A text input field for the Team Number and a "Go" button.
- Search By Additional Methods:** Includes "Drill-down Search" and "Facility Search", each with a "Go" button.

A red callout box with a white background and black border points to the "Search By Member Number" field. The text inside the box reads: "Client must search by USTA# in order to see appeal option." The website header features the USTA logo, the TennisLink logo, and the text "PRESENTED BY CHRYSLER". The footer includes a "Suite Life Sweepstakes" advertisement.

Client must search by USTA# in order to see appeal option.

“Appeal Rating” option will be visible IF the rating can be appealed through “Find A Rating.”



CLICK on “Appeal Rating”

Individual must enter their zip code as it appears in Membership.

Player may review Reasons appeals will be granted

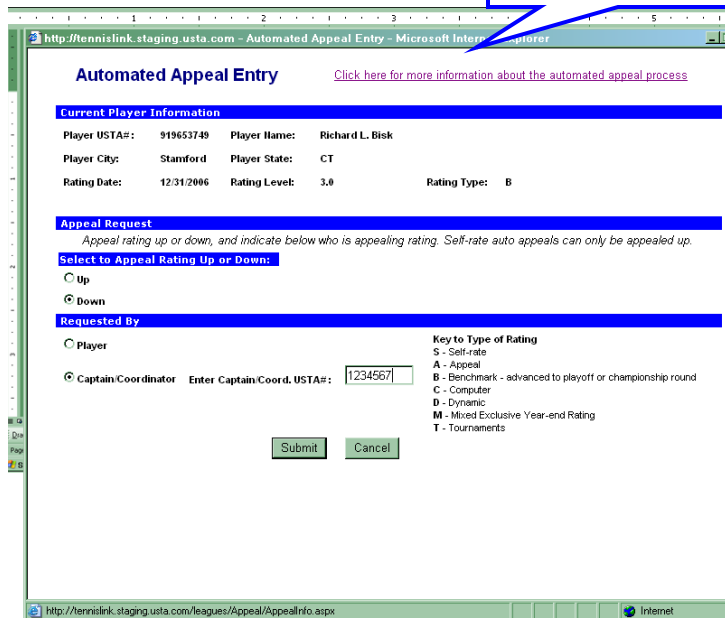
Client will then be asked if they wish to appeal . . .

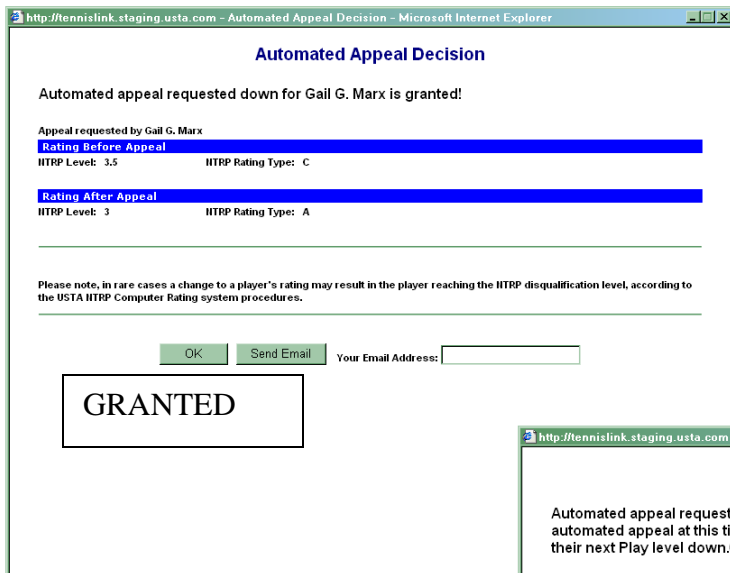
UP or Down

“DOWN” was selected

If requested by Captain/Administrator, they must provide their USTA#.

CLICK on “SUBMIT”

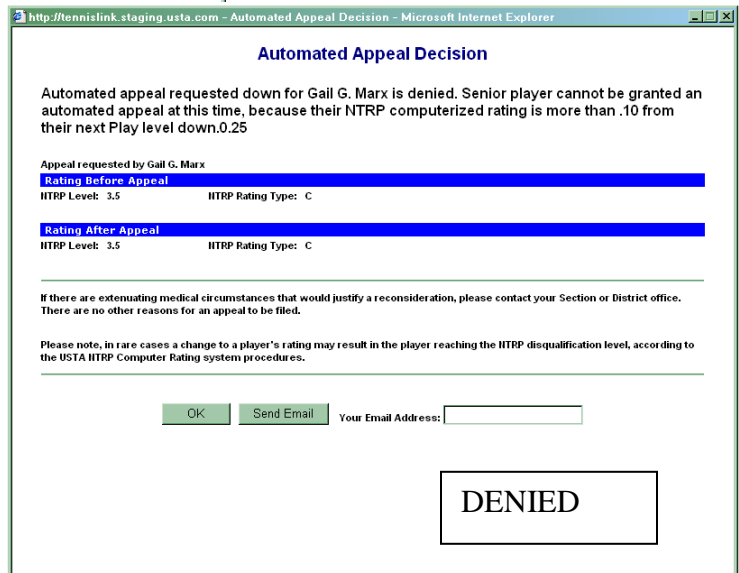




The next screen indicates whether the appeal is Granted or Denied.

If Denied there is an explanation provided based on the Regulations and NTRP Methodology reasons for granting an appeal.

Note: Until June, 2007 upload in Active, a Mixed Exclusive Rating DENIED will show the rating in 100<sup>th</sup> at the end of the explanation.



Client can receive an e-mail confirmation of the appeal by providing address.

**CLICK** on "OK"

# NEW Welcome Screen

The screenshot displays two browser windows. The left window is titled "NTRP - Microsoft Internet Explorer" and shows the USTA website's navigation menu. The right window is titled "Understanding Your NTRP Rating - Microsoft Internet Explorer" and displays a graphic with the following text:

**To Appeal Your Rating:**

1. Complete an Appeal Form on the USTA Section Site
2. Contact Your Local League Coordinator

**NTRP Year-End Rating Ingredients:**

- Previous Year-End Rating
- Current Match Scores
- Ratings of Others
- Benchmarks

The left sidebar of the browser contains the following navigation options:

- US Open
- US Open Series
- About Us
- Pro
- help me find
  - a partner
  - a court
  - a program
- IT'S YOUR GAME™
- US OPEN
- US Open Series
- Tennis on TV
- USTA Shop
- Foundation