

## Procedures – Processing of ArbiterSport Vouchers by Managers

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This process is to show the steps required to process ArbiterSports vouchers.

### Staff/Department(s) Involved:

- Campus/Stadium Manager
- Athletics Support Staff
- Athletics Assistant Athletic Director of Business
- Finance Department (Treasury and Accounts Payable)

### PROCESSING VOUCHERS FOR AN EVENT AND PAYMENT PROCESSING

#### Preparing for the Game – Printing Vouchers

There are three types of managers that will need to print voucher(s). The Site Location then the Home Team will determine who prints the voucher(s). **To find the voucher(s), click on the 'Home' Team's Bill To.**

- Stadium Manager – any games on your schedules will require you to print the voucher(s). Home team coaches will not bring vouchers to the game.
- High School Campus Managers (Athletic Coordinators) – any games played at your campus will require you to print the voucher(s). This includes any Middle School games. You do not need to print voucher(s) for your team's away games.
- Middle School Campus Manager (Athletic Coordinators) – any of your home games will require you to print the voucher(s). You do not have to print voucher for your team's away games.

#### Validation of Official Assignment – Assigned to Managers

- Print voucher(s) prior to game, verify game information is correct
- Obtain Official's signatures as validation of assignment
- Sign the voucher in the *Athletic Director* section\*
- Click ACCEPT in ArbiterSports.com to validate official in the system\*
- Scan voucher to [NotifyAthletics@Dallasisd.org](mailto:NotifyAthletics@Dallasisd.org) within 24 hours of the game
- Retain copy for your files

**\*By hitting ACCEPT in ArbiterSports, the manager is validating the game details, officials and fees including travel. If travel is missing, key it in. The manager is also verifying they have proper documentation on file.**

#### Reconciliation of ArbiterSports by Site – Assigned to Managers

During the season and especially after, login to see any outstanding officials in your queue. If an official is paid, they will no longer be in your view unless you hit Show All. A disk icon next to the official indicates paid along with the note "Transaction Successful" and date.

Managers must act on ALL officials in there queue. Reference FAQ for different scenarios to clean out your queue.

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### Reference Materials

Video: *How to Pay Your Officials*, this document, *Processing of ArbiterPay Vouchers*, Blank Voucher – are all available on the Athletics website:

[http://www.dallasisd.org/Athletics/About/Business Office](http://www.dallasisd.org/Athletics/About/BusinessOffice)

ArbiterSports Contact Information:

[www.ArbiterSports.com](http://www.ArbiterSports.com) email at [info@arbiterpaytexas.com](mailto:info@arbiterpaytexas.com)

Cheridah Vaughn @ [Cheridah@Arbiterpaytexas.com](mailto:Cheridah@Arbiterpaytexas.com) or 512-494-6305

Zane Zientek @ [Zane@Arbiterpaytexas.com](mailto:Zane@Arbiterpaytexas.com) or 512-494-6267

NOTES TO REMEMBER:

**HOME TEAM AND SITE LOCATION DRIVES THE PAYMENT RESPONSIBILITY**

**VOUCHERS ARE DOCUMENTATION OF OFFICIAL(S) REQUIRING PAYMENT AND NOTES FOR GAMES--  
ALL SHOULD BE SCANNED TO NOTIFYATHLETICS@DALLASISD.ORG**

**SAVE ALL VOUCHERS IN YOUR FILES**

## **Frequently Asked Questions**

### **What if my game is not showing and I cannot print the voucher?**

In Rank One, verify the home team and the site and ensure you are the host. Also verify the game is not rained out or cancelled. – In Arbiter you can go to **Games**, find game by date & time; check Legend to see if game is coded.

Check the master schedule to see if it is listed. – Go to **MASTER SCHEDULE** under that assigner, filter by date and location. If game is listed, contact ArbiterSports with the game number and ask for this game to be placed in your Bill-To view. Contact list is under Reference Materials.

Check with the manager of the opponent if the game is in their queue.

If game is not listed anywhere, print blank voucher and fill in all details. Write a note on the bottom detailing why you used the blank voucher. Submit to Athletics Office. Blank vouchers are available at the Athletics website under Business Office. [http://www.dallasisd.org/Athletics/About/Business Office](http://www.dallasisd.org/Athletics/About/BusinessOffice)

### **What if the official(s) listed is different than those who showed up?**

Cross through the no-show official. Write in the new official's name, email and phone number in the blank section of the voucher. Only hit ACCEPT on the official that worked the game. Submit voucher to the Athletics Office.

### **What if two games were played but only one voucher was available to print?**

Print an extra copy of the voucher. Cross out Game, Time, etc. then write the new information on the copy. Write a note on the bottom detailing why you used the copy. ACCEPT the game that is listed. Submit voucher to the Athletics Office.

### **How do I clear games out of my queue that were either not played at my home site, cancelled or should not be paid?**

Print game voucher, write notes at the bottom detailing why the game should be removed. Sign the notes. Do not hit ACCEPT. Submit vouchers to the Athletics Office.

### **What if the official for my game has a message of No RefPay account?**

Once you received their signature, there is nothing for you to do after you hit ACCEPT. The official does not have their account set up in ArbiterPay. You may advise the official of this if you see it ahead of time. Dallas ISD will not be able to issue payment until they are set up. Follow procedures which includes hitting the ACCEPT button. The official will remain in your queue until payment is finalized but no further action is needed by the manager.

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### **What if the game was cancelled but official's show up to work?**

If game was cancelled due to a rainout and notice was sent out in enough time to notify all involved, payment is not due. Game should clear from your queue. If not, print game voucher, make notes at the bottom and sign. If you have the cancellation email that should have arrived prior to the game, attach as back up. Do not hit ACCEPT. Submit vouchers to the Athletics Office.

If game was cancelled due to no show, forfeit, late arrivals etc, and officials showed up, payment is due. Follow procedures to submit voucher to Athletics Office.

### **What if I have two visiting teams to my SITE?**

As manager of that site, you will need to go both Home Team's Bill To in order to print the voucher(s). You are required to submit all voucher(s) to the Athletics Office.

### **What if I am the home team but I am not playing at my home site?**

If you are playing at a central site, the stadium manager will have the voucher.

If you are playing at another campus or City of Dallas park, the manager of that site should have the voucher for you prior to the game.

Submit any additional questions to [NotifyAthletics@Dallasisd.org](mailto:NotifyAthletics@Dallasisd.org)