



# TOURNAMENT DIRECTOR REQUIREMENTS

Thank you for your interest in providing a USTA sanctioned play opportunity in North Carolina. To assist you in becoming a Tournament Director, the staff at USTA North Carolina have created a step-by-step guide with all recommendations and requirements. Additionally, all Tournament Directors and tournament staff should have an appropriate knowledge of rules and regulations for the Junior, Adult and Wheelchair Tournament Structure (for sanctioned events). We look forward to working alongside you to make tennis happen in North Carolina.

To become an approved Tournament Director in the District of North Carolina, an applicant must meet the following criteria laid out below under the USTA National Requirements and USTA North Carolina Requirements.

## USTA NATIONAL REQUIREMENTS

1. Create a USTA Provider account at [USTA.com](http://USTA.com) or at [Net Generation.usta.com](http://Net Generation.usta.com)
  - USTA Organization membership is required (no cost)
2. Complete the **SafePlay** Program (2 steps)
  - \* All Tournament Directors are required to be Safe Play approved in order to host an event at any level (adult, junior, or wheelchair). The Serve Tennis system will not allow Tournament Directors to submit a tournament application without first completing the required Safe Play training and background check.
    - To check your Safe Play status, please visit [usta.com/safeplay](http://usta.com/safeplay) and click the “Check Your Status” box (you will need to log in using your USTA account credentials, which are the same credentials used for TennisLink). A new screen will pop up with your status, either indicating you are Safe Play approved or highlighting steps that need to be completed.
  - \*\*The final approval process with access to Serve Tennis may take up to 2 weeks
  - a. SafePlay Training, click [here](#)
    - If you are unsure of your status, click [here](#)
    - To begin you will need your Driver’s License number and/or Social Security Number
    - Safe Play Policy must be read and acknowledged
      - First time application process generally takes about 2 hours to complete
      - SafePlay requires renewal every year
    - Once completed, you will need to notify the proper contact at USTA North Carolina by email and include a copy of your SafePlay certificate; may be either the email confirmation or screenshot
  - b. Background Check (NCSI), more info [here](#)
    - To begin or check your status go to website [www.ncsisafe.com](http://www.ncsisafe.com)
    - Contact Info: [support@ncsisafe.com](mailto:support@ncsisafe.com) or 866-996-7412
      - If you do not renew your background screen, you will immediately lose all approved provider benefits including access to the Net Generation app
      - NCSI requires renewal every 2 years
    - Once completed, you will need to notify the proper contact at USTA North Carolina by email and include a copy of your NCSI certificate; may be either the email confirmation or screenshot
3. Upon receipt and confirmation of the above, USTA North Carolina staff will email an invitation to be a Tournament Director within SERVE TENNIS.
  - \*Applicant must be endorsed and invited by the USTA Section in which the event will take place
    - The invitation is generated from “playtennis.usta.com”, check all inboxes
    - You must open that same invite/email and click “Accept Invitation”

- [USTA Customer Care help article](#)
  - After you have “Accepted the Invitation” you will be brought to Serve Control and asked to login to your Serve Tennis account
  - Once logged in you will be asked to “Accept” the Terms and Conditions by ticking the box and clicking “Continue”
    - You will now be listed as an approved Tournament Director and are able to submit tournaments for approval
    - If you are already listed as a contact at the venue, the venue administrator will need to ensure the Tournament Director is listed as a Tournament Director or Tournament Administrator in their profile
    - Further details are available here: [How to Add an Administrator to Your Account](#)
4. Set up a STRIPE Express account (if not previously completed for the host member organization).  
 \*You or your organization **must** have a STRIPE Express account set up within Serve Tennis in order to run a sanctioned USTA tournament
- [How to Set Up a Stripe Express For Tournaments Video](#)

## **USTA NORTH CAROLINA REQUIREMENTS**

North Carolina Tournament Directors shall follow all USTA National requirements in addition to the USTA North Carolina requirements listed below. Failure to observe and participate may result in the loss of sanctions.

1. Attend (in person) the Annual TD Workshop during USTA North Carolina’s Annual Tennis Weekend
  - Usually hosted during the 3rd weekend in January and takes place on a Friday afternoon
  - If a new TD wishes to be instated after this workshop has occurred, special considerations may be given
    - This same individual would be required to attend the workshop in the subsequent year
2. Attend (virtually) USTA Customer Care/Serve Tennis trainings listed here
  - Review of [Tournament Application](#) steps;
    - [How to Create a Tournament](#)
    - [How to Complete a Tournament Application](#)
  - [How to Submit a Tournament Application](#) (Detailed Overview-24 minutes)
  - [Selections & Tournament Desk](#)
3. Attend (virtually) USTA Southern and USTA North Carolina trainings
  - Recordings
    - [Creating Draws](#)
    - [Player Selections](#)
    - [Communicating with Players](#)
    - [Payments](#)
  - Webinars
    - December 12, 2023 (required for TDs hosting an event January 1<sup>st</sup>- March 31<sup>st</sup>) ([Zoom Link](#) 12pm-1pm)
    - March 12, 2024 (required for TDs hosting an event April 1<sup>st</sup>- June 30<sup>th</sup>) ([Zoom Link](#) 12pm-1pm)
    - June 11, 2024 (required for TD’s hosting an event July 1<sup>st</sup>-September 30<sup>th</sup>) ([Zoom Link](#) 12pm-1pm)
    - September 10, 2024 (required for TD’s hosting an event October 1<sup>st</sup>- December 31<sup>st</sup>) ([Zoom Link](#) 12pm-1pm)
4. Complete the Tournament Director/Referee Dual Role course
  - Register for an account by accessing [USTA Officiating Online Learning Center](#)
    - You will need your USTA account number
    - Must use same account information as was used to create your Serve Tennis account
  - Locate the course under “Disciples and Courses”
  - Launch the course, “TD/Referee Dual Role”
  - For questions with the registration process, [ustalrc@eskillz.com](mailto:ustalrc@eskillz.com)
  - For questions with the TD/Referee Dual Role, [officiating@usta.com](mailto:officiating@usta.com)
    - Once completed forward your confirmation by email to the appropriate USTA North Carolina contact, a picture of the screen will also be accepted

5. Submit a “Test Tournament” under your organizations Serve Tennis account with all of the appropriate information
  - Basic details (Tournament Name, Primary location, Start date and end date, Registration Date/Time)
  - Staff/Tournament Director
  - Proper Payment account linked
  - Checklist (4 parts), Events, Divisions, Draw type, Score format, Entry limits Player selection
  - Must include all appropriate “Tournament Details” inside that specific box within the “Web Info” tab
    - Items such as, draw type, scoring, entry limits, entry deadline, specific site information like bathrooms, water, parking and facility rules.
  - Must include the standard waiver
  - When ready click “Submit”
  - Email the appropriate staff member to alert them of your submission and readiness for approval
  
6. Hosting Opportunities for a New Tournament Director or those New to Serve Tennis
  - **Junior** Events,
    - The first sanctioned event is strongly recommended to be a “Junior Circuit”. If applicable, a Level 7 may be considered.
  - **Adult** Events,
    - The first sanctioned event is strongly recommended to be a Level 7.
    - Other consideration: If the Tournament Director is considered as “new” but the organization has previously hosted an established USTA event an allowance may be awarded
  - After the first sanctioned event is completed and pending acceptable performance and compliance, the next level up may then be considered for the North Carolina tournament schedule.
  - The respective committees and USTA North Carolina staff will gather all relevant information and then determine next steps for the Tournament Director

#### **ADDITIONAL RESOURCES**

- [USTA Customer Care](#)
  - USTA Customer care by phone at 1-800-990-8782 or email [customercare@usta.com](mailto:customercare@usta.com)
- USTA North Carolina office
  - 336-852-8577
  - Juniors, [Joanna@nctennis.com](mailto:Joanna@nctennis.com), Adults, [Nick@nctennis.com](mailto:Nick@nctennis.com)
- Serve Tennis sandbox environment
  - [ustatournamentdesk.com](http://ustatournamentdesk.com)
- [Friend at Court](#)