

EntryBoss - Answers to Frequently Asked Questions. Last updated February 25th, 2016.

What does EntryBoss do?

EntryBoss is a race entry system like no other. We go beyond simple entry and payment services. We are passionate about bike racing and cater directly to the specific needs of Riders and Race Organisers. We are experienced race organisers ourselves, and build best-practice tools to make life easy for other race organisers.

When using EntryBoss, riders find entering a race quick and easy. Race Organisers benefit from tools and processes tailored to their needs. You can concentrate on running races rather than wrestling with administration.

Who is using it?

We currently handle entries for all sorts of races: Graded scratch races, Handicaps, Time Trials, Criteriums, Cyclocross, Stage Races.

Recent customers in Australia include: Melbourne's Northern Combine, the Northern Veterans Cycling Association, Cycling Victoria, Fields of Joy (including rounds of the National CX Series), Dirty Deeds CX, Melbourne Omnium, and the Northern Suburbs 3 Day Tour.

What's special?

We aim to be the best bike racing management system in the world. Our focus is club racing - partly because clubs are poorly serviced, but also because that is our passion. Our aim is to save race organisers many hours of time, time better spent on things you can't automate.

By making EntryBoss sport-specific, intuitive and easy to use, we don't need an army of support staff, thereby keeping support queries and costs down.

Features

Prepayment

On-the-day cash entries expose Race Organisers to 'No-Show' risks. EntryBoss enables race organisers to accept online pre-payment from entrants. This, combined with a clear scratching policy & cut-off timing, helps safeguard your event from no-shows - particularly as many of your costs will be fixed.

Waitlisting

EntryBoss helps race organisers when events are oversubscribed. Waitlisting gives you visibility of demand and is far preferable to simply closing entries. This benefits both race organisers and riders as it gives you the tools to start as many riders as possible.

Riders are notified in the EntryBoss interface & by email if they are waitlisted. Our experience is that riders quickly get used to waitlisting and are happy to be given a chance of a start for popular grades.

Structured scratching and automated refunds

Reduce messing around with email queries from riders looking to pull out of races. Combined with Waitlisting, the EntryBoss scratching features are powerful for all concerned - Race Organisers, entrants, and those who missed out but still want to race.

Handicapping and startlist publication

EntryBoss's startlist management makes it easy for handicappers to quickly build, revise and publish start lists in a variety of formats – CSV, Excel, HTML.

Easy entry

Having a fast website and simple entry process means riders look after themselves and require very little support when entering.

Mobile friendly

EntryBoss is mobile-device friendly. Riders can enter from their couch and race organisers can look things up on race day if need be.

Workflow automation

EntryBoss allows key events to be automated. For instance, Race Open & Close times are preset by the Race Organiser and happen automatically. Scratching Cut-off, Payment cut-offs, Volunteer Priority Entry periods etc are all automated.

Series & community management

Define options for a whole race series at once; you just set and forget. Our dashboard offers a view into your whole community to review participation, volunteering and ToS acceptance.

Manager's console

Set race details; define Grades and Waitlist Limits, Open & Close times etc;

See what's going on: Grade Counts, who's entered, who's paid, who's Waitlisted, who's scratched, monitor receipts and costs; make changes as necessary.

Structured pricing

By event or series, by grade or volunteer status.

Donation service

Optionally collect donations for a cause along with race entry fees.

Google Docs integration

Export entry data directly to a Google spreadsheet for creation of start lists, registration sheets, commissaire reports, timing system files etc.

Feature toggles

As Race Organiser, you have a lot of say over what is displayed and how things happen. Many things in EntryBoss are optional. For example: can riders see who else has entered? Will you allow cash-on-the-day payment? What grade limits do you want? All easily configurable.

Awesome support and advice

We are hands-on organising races ourselves. We also have the technical skills to build world class systems. We can relate to your needs. Your experience and feedback is important to us if we are to deliver against our stated desire to make EntryBoss the world's best race entry system.

Roadmap

All of these are currently in our development queue:

✓ Vouchers, discounts, early bird price structures ✓ Registration desk automation
✓ Eligibility validation ✓ Volunteer rostering ✓ SMS Notifications
✓ Race number set management ✓ Results & palmares tracking ✓ Social media automation
✓ Team & family entries ✓ Commissaire's toolkit ✓ ... and more!

✓ **YOUR IDEA HERE** – Your needs matter to us! If you have a feature request for your event or race series, let us know and it'll go into our planning. We want to build a reputation for being as responsive as possible to customer needs. Sometimes features can be developed very quickly indeed and may be of benefit to other race organisers worldwide.

Fees & Disbursements

We take no up-front fees and do not charge per entry.

Wait, what?

Okay, we can't offer EntryBoss for free. The banks take their share, and there are computer systems to build and nurture.

EntryBoss's standard service fee is \$69 per race, or \$99 for the largest events, and this gives you access to the Race Manager's Toolkit and specialist processes. Per race pricing reflects our obsession with making races easier to run and gives race organisers certainty. The fee helps cover our online operations, development, and support. It also compares favourably with other "payment gateway only" systems that charge you per entry.

For small events we have an even lower cost option - and if you don't get enough entries to cover our fee, we forgive the gap. Ask for our rate card.

Our payment card processor uses bank-standard security & encryption and complies with international payment card industry security requirements. We do not garnish these fees, so they are rock-bottom, currently 1.2%+30c per payment.

Race organisers have options as to whether they absorb fees or pass them on to entrants - or share the cost. Again, flexibility.

Transparency

Race Organisers have real-time visibility of all receipts and charges through the management dashboard. We have business and accounting experience ourselves and understand you need crystal clarity about payments.

Funds clear through our processor in four to seven days and are available, once your event has been verifiably run, for transfer to your nominated Australian bank account. Typically, a weekly series sees a weekly transfer and this works well for all concerned. If you need advance disbursement of funds then please contact us to discuss the possibilities.

Refund policy

Because we want EntryBoss to be an awesome rider experience, we allow self-service scratching with automated refunds for riders scratching within your pre-defined cut-off. We give race organisers many options and flexibility, but it is a condition of using EntryBoss that

you adopt our [refund policy](#). Most importantly, if your event is cancelled this means you are liable for giving everyone a full refund. If you are running a race series you may offer credits against future race entry instead.

Our experience is that this generous policy encourages riders to enter early, giving you the advantage of early visibility of your event popularity.

License policy

EntryBoss was built for licensed club cycling but we could extend our model to any licensed sport. If you wish EntryBoss to accept a license that we do not currently recognise, get in touch.

Who is building it?

The founders of EntryBoss are:

- **Josh Goodall.** Chief Engineer. Josh is a full-stack systems developer and entrepreneur with twenty multidisciplinary years in IT and an MBA. Josh races road.
- **Colin Bell.** Relationship Builder. Col runs Fields of Joy CX and races road, MTB & CX. He is a certified accountant, a Cycling Australia Commissaire & Coach, experienced Race Director, treasurer of the Northern Combine and the President of a cycling club.
- **Tim Lier.** Problem Solver and Quality Assurance/Testing Ninja. Tim races road and track, manages enterprise computer systems, and runs web systems for cycling clubs.

Help Us

We are set on making EntryBoss a world-class race management system, catering specifically to the needs of Race Organisers and entrants. You can help by using EntryBoss and by contributing your ideas. The time has come for organising races to get a lot easier. If you can imagine it, we can program it - and we invite you to be part of our journey.

Contact us!

Get in touch and spark something. If you're involved in putting on bike races, we'd love to give you a demo admin account, so you can see the race organiser's interface.

Email us on info@entryboss.cc and visit us on the web, <https://entryboss.cc>.