

County League Master

League Monitoring System

User Manual

“

Set up correctly, the **League Monitoring System (LMS)** removes almost all of the time consuming administration of your leagues.

”

(For use only with County League Master)

CHAPTERS

OVERVIEW	Page 3
CONCEPTS	Page 4
BASIC SYSTEM	Page 5
BASIC EMAIL FORMAT	Page 6
WHO RECEIVES THE EMAILS	Page 8
EMAIL TYPES	Page 10
ERROR MESSAGES	Page 15
OTHER SECTIONS	Page 18
DEADLINES	Page 19
ADDITIONAL FEATURES	Page 21
EMAIL ADDRESSES & MAILBOXES	page 22

OVERVIEW

The **County League Master (CLM)** web based league system provides a real time display of match and league table results, as well as a data entry system for teams, clubs and administrators.

And by allowing teams to record their own results, the basic **CLM** system removes the need for administrators to be involved in the physical recording and processing of fixtures, something traditionally done using match cards posted to an administrator.

It would therefore be quite possible for an administrator to login at regular intervals, check results generally and set the fixtures to a "validated" state, thus stopping any further editing by teams and in this way, the **League Monitoring System** described in this manual is not needed.

However, there are a wide range of rules which may apply to a league, covering such things as eligibility and playing order, as well as ensuring that the recording of points and players are correct and to do this manually is still a huge and error prone task to carry out.

The solution is to make the data entry process as easy and flexible as possible but have a monitoring system running in the background to both check each result and to then carry out all the tasks of informing and advising teams and clubs by email.

Set up correctly, the **League Monitoring System (LMS)** removes almost all of the time consuming administration of your leagues.

CONCEPTS USED WITH THE LMS

Match Cards & Verification

For most leagues, a match card sent to a league secretary will have been the normal way of recording a result. The **CLM** system removes the need for match cards and works on the simple concept of the home team enter the result on the web site and the away team verify it. (In fact, there are many ways to set up your league and for further information, please see the **County League Master** user manual.)

Fixture Date

The **LMS** works using the fixture date recorded on the web site and will work in the background sending out emails and ultimately adding penalty points to un-entered results, if set to do so.

It is therefore important that if the date of a match is changed, the web site is updated. Although it can be set so that either home or away teams can enter results, the normal configuration is to allow only the home team to do so. Since they are then the only side who can edit fixtures in advance, they must be responsible for fixture dates, or of course an administrator can update dates as required.

Date Confirmation

CLM can be set to use Date Confirmation. In this way, every fixture has a "Confirmed" tick box against it on the match editing page and the home side can tick it to show that the match date has been agreed. This then relates to a "(c)" against the match date in the user pages. It is not a foolproof system but does focus everyone on the fact that dates matter, especially if they will be penalised for not entering a result based upon an incorrect date on the web site.

BASIC SYSTEM

The **LMS** carries out a number of basic tasks:

1. Advise all teams by email of upcoming matches.
2. Advise all teams by email of fixture status with reminders as required.
3. Advise all teams by email of errors in results.
4. Monitor all results and advise supervisors by email of rule infringements as they arise.

The heart of the **LMS** is the automated email alert system. This can be set to respond to a number of different situations, all of which can be enabled or disabled and customised to use different trigger points as required.

Some of these checks are only done once a day, others are carried out hourly.

BASIC EMAIL FORMAT

Each email is sent to either a home side contact, away side contact or both depending upon the specific alert. In addition, a copy may be sent to an administrator either where set to do so, or in cases of rule infringement.

Example:

Winter League 2010/11 Division 2
Fixture: Wed 12/01/2011 Colets 2 v Surrey Sports Park 1

Dear Alan Thomson,

The above fixture result has now been added and you have 24 hours to change the details if you so wish. After that, the result will be locked and the away team will then be able to verify it. Thank you for entering the results promptly.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes.

NOTE: It appears that at least one of the strings is missing from your results. This may be for a number of reasons, including a name on the card not being on the list of selectable names. If this is an error you can correct then please do so asap, otherwise please contact your coordinator to confirm the situation.

Thank you.

Surrey League Administration

You are receiving this email since you are entered on the web site as the Team Results Entry Contact for Colets 2, but if you are no longer holding this position, or you wish us to use a different email address, please log in to the [web site](#) and make the necessary changes.

Each email is made up of a number of parts:

1. Header

Made up of the league name, division, fixture date and teams such as:

"Winter League 2010/11 Division 2"
"Fixture: Wed 12/01/2011 Colets 2 v Surrey Sports Park 1"

2. Addressee

"Dear <contact name>"

3. Main Body

The main body relates to the exact alert but will be of a standard layout such as:

"This fixture is due to be played next week and is shown as confirmed on the web site as the date above.

Please check the date and be sure your opponents are agreed on this."

4. Error Notices

Where an error has been made in entering the players or score, or some other rule is triggered, this will be added to the email, such as:

"NOTE: It appears that the total points do not match the total of the individual games plus any bonus for the winning side. If this is an error you can correct then please do so asap, otherwise please contact your coordinator to confirm the situation."

5. Signature

All emails would normally end in a signature, such as:

"Thank you.

League Administration"

6. Footer

It is useful for people to know why they received the email.

"You are receiving this email since you are entered on the web site as the Team Contact for Purley Squash Club, but if you are no longer holding this position, or you wish us to use a different email address, please log in to the web site and make the necessary changes."

You may also wish to add a rider such as:

"This is an automated email, so please do not reply to it. All contact should be made directly to the league administrator".

All these sections are completely customisable.

WHO RECEIVES THE EMAILS

TEAMS & CLUBS

There is a hierarchy of team or club contacts who will receive these emails, and they are in this order:

1. Team Results Entry Contact

This can be set in Team Contacts and if entered, will receive any team emails. This contact does not appear anywhere on the normal team contact details (so can be considered a confidential contact) and can be used where either someone is nominated to enter all results but does not wish to be considered a normal "contact", or where the Team Contact is away and needs to designate a temporary person to enter results.

2. Team Contact

This can be set in Team Contacts and will receive the emails if no Team Results Entry Contact is entered.

3. Club Fixture Secretary

This can be set in Club Contacts and will receive the emails if no Team Contact is entered.

In addition, you can add a Reserve Team Contact. Regardless of the hierarchy of contacts above, if a Reserve Team Contact is added, they will always get a copy of any emails.

In addition, the **Team Reserve Contact** will get a copy of all news emails.

ADMINISTRATORS

In addition to the team contacts, there are administrative emails which can be sent.

Coordinators

Whether it is a points error or a player playing up too many times, an alert can be sent to the team concerned. In addition, a copy of the email can be sent to an administrator for further action.

These last emails can be sent to different people according to the particular division concerned. Where there are relatively few divisions and teams, the task of managing the leagues may be done by one person but historically, larger leagues may have divided the leagues up among two or three coordinators, mainly due to the time consuming nature of dealing with match cards.

However, the use of the **CLM** web site makes match cards largely redundant and with it, often the need for multiple coordinators, but the LMS can be set to send alert emails to as many people as there are divisions.

Alert Copies

In addition to the Coordinator emails described above, a copy alert emails can be sent to any number of other administrators, regardless of division. This is often used by an overall league administrator.

All Emails

The day to day emails sent out by the **LMS** are sent to the team contacts. However, these too can be copied to any number of other administrators if required.

Address of Sender

All emails will come from a countyleagues.co.uk email address and all contacts should be advised to check in their spam folders in case emails end up there. If so, they should add countyleagues.co.uk to their safe senders list.

If anyone replies to an automated email, it will be forwarded on to the designated league administrator for your county.

However, a countyleagues.co.uk email address is provided with either POP3, IMAP or Web Mail access.

EMAIL TYPES

The main body of the email is dependent upon the nature of the status alert. The list below shows the type of email alerts and some example text, although the exact wording is fully editable.

(Each email type includes one or more "category" of email. This refers to the internal database field concerned and is for reference only.)

Pre-match advice

This can be sent on a Friday to both home and away team contacts, for fixtures that are due to be played the following week.

However, the exact text may differ depending upon whether you have selected to use Date Confirmation for your league. If you have, and the fixture has not been confirmed, then the following emails can be sent out:

Suggested text:

Sent to Home Team where fixture date not confirmed (Category 16):

"This fixture is due to be played next week and is shown on the web site as the date above.

However, the fixture date has not been set as 'confirmed' by yourselves, the home team. So please check the date, update the web site as soon as possible and set the date as 'confirmed'.

(This is particularly important for leagues with Monday matches, to save any confusion with the default match date.)

Remember, all fixture dates must be updated and 'confirmed' by the home club at the beginning of the season."

Sent to Away Contact where fixture date not confirmed (Category 17):

"This fixture is due to be played next week and is shown on the web site as the date above.

However, the fixture date has not been set as 'confirmed' by the home team, so please make sure that you are certain of the actual date prior to the match. (The home team has been asked to update the web site as soon as possible.)

(This is particularly important for leagues with Monday matches, to save any confusion with the default match date.)

Remember, all fixture dates must be updated and 'confirmed' by the home club at the beginning of the season, and it is then the responsibility of the away team to check that the dates are correct."

If you are not using Date Confirmation, or you are and the fixture has been confirmed, then a separate text will be included (Category 22):

"This fixture is due to be played next week and is shown (as confirmed) on the web site as the date above.

Please check the date and be sure your opponents are agreed on this.

(This is particularly important for leagues with Monday matches, to save any confusion with the default match date.)”

Where your leagues use fixed match days, the last paragraph may not be applicable.

Fixtures from yesterday

Every day, an email can be sent out to the home team contact, advising them of any fixture played the day before and asking them to enter the result. This might also include a reference to when the result is due.

Suggested text (Category 1):

“According to the web site, the above fixture should have been played yesterday and the results are due to be entered by you, the home team, by the end of next week at the latest.

Please enter the full results, including players, as soon as you can. If there are any issues arising from the match that may delay the result being entered, you must contact the relevant coordinator immediately. If the web site date is incorrect, then please update it immediately.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes.”

Due warning

Every match has a date by which the result must be entered and the LMS has a number of user definable options for this. In addition, a warning can be sent out to the home team contact prior to this date.

Suggested text (Category 2):

“According to the web site, the above fixture should have been played last week and the results are due to be entered by you, the home team, by this coming SUNDAY at the latest. If the results are not entered, you may incur penalties.

Please enter the full results, including players, as soon as possible. If there are any issues arising from the match that may delay the result being entered, you should contact the relevant coordinator immediately. If the web site date is incorrect, then please update it immediately.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes.”

24 hour grace period

Once the home team have entered a match, they can receive an email acknowledging that it has been entered. However, they may have made an error in entry, or omitted some required data.

The LMS system therefore gives them 24 hours in which to make any necessary changes before it becomes locked to them.

In addition, the email can also include advice on the nature of any error identified by the LMS, based upon the rules you set up.

Suggested text (Category 3):

"The above fixture result has now been added and you have 24 hours to change the details if you so wish. After that, the result will be locked and the away team will then be able to verify it. Thank you for entering the results promptly.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes."

Failure to enter

If the home side do not enter the result by the pre-set deadline, they can be sent an email advising them and the away side of the action required.

Suggested text to Home contact (Category 4):

"Despite warnings, the results for the above fixture has not been entered on the web site within the period required. The match page has now been locked and you will be penalised 4 points.

Your opponents have been asked to provide a copy of the match card for entry by the league administrator. If you feel that this is an error or there are other factors that need to be considered, please contact your division coordinator immediately.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes."

Suggested text to Away contact (Category 5):

"Despite warnings, the results for the above fixture has not been entered on the web site by the home team within the period required. As the away team, could you please send a copy of the match card by return, so that it can be entered by the league administrator.

Please also remember to keep your original copy of the match card until the end of the season, in case of disputes."

Entered and locked for verification

Under normal circumstances, the home team will enter the result before the deadline and can receive an email acknowledging this.

Suggested text (Category 6):

"Thank you for entering the above fixture, which is now locked pending verification by the away team. Once this has been carried out, and assuming that there are no issues, the fixture result will be deemed finalised.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes."

The Away team will now need to verify the result.

Suggested text (Category 7):

"The results of the above fixture has been entered by the home side and you should verify the results as soon as possible, but by the end of next week at the latest. Please log in and check the fixture information against your copy of the match card.

Assuming all is OK, enter your name at the bottom and click "Result Verified". If there are any issues concerning the result, please email the relevant coordinator.

Please also remember to keep your copy of the match card until the end of the season, in case of disputes."

The only time when this is potentially different is when both home and away teams are from the same club.

Suggested text to Home contact (Category 19):

"Thank you for entering the above fixture, which is now locked. It is also deemed finalised, since both teams are from the same club and does not need to be verified.

Please remember to keep your copy of the match card until the end of the season, in case of disputes."

Suggested text to Away contact (Category 20):

"The results of the above fixture has been entered by the home side. However, since both sides are from the same club, it is now deemed finalised and the normal verification process is not required.

Please remember to keep your copy of the match card until the end of the season, in case of disputes."

Verification warning

Once the home team has entered the result and their 24 hour grace period has expired, the away team should verify it. However, if not done, a warning can be sent.

Sent to Away Contact (Category 8):

"The above fixture has been entered by the home side but has not yet been verified by you. You should verify it on the web site by this coming SUNDAY. Please log in and check the fixture information against your copy of the match card.

Assuming all is OK, enter your name at the bottom and click "Result Verified". If there are any issues arising from what has been entered, you must contact the relevant coordinator immediately and be prepared to send a copy of your match card.

If you fail to do so, the result will stand as entered by the home side. However, if you are currently in contact with a coordinator over the result of this match, then it may still be updated."

Match verified and complete

Once entered by the home team, the fixture will either have been verified by the away side within the allowed time or not.

Sent to Home Contact where verified (Category 9)

"The away team have verified the above fixture, it has been deemed complete and is now locked to both sides. However, if the result of this match is still under investigation by a coordinator, then it may still be updated.

Please remember to still keep your copy of the match card until the end of the season, in case of disputes."

Sent to Home Contact where not verified (Category 10):

"The away team have failed to verify the above fixture, so it has been deemed complete by default and is now locked to both sides. However, if the result of this match is still under investigation by a coordinator, then it may still be updated.

Please remember to still keep your copy of the match card until the end of the season, in case of disputes."

Sent to Away team where verified (Category 11):

"The above fixture details have been entered, verified by yourselves, and is now locked to both sides. However, if the result of this match is still under investigation by a coordinator, then it may still be updated.

Please remember to still keep your copy of the match card until the end of the season, in case of disputes."

Sent to Away Contact where not verified (Category 12):

"You as the away team have failed to verify the above fixture, so it has been deemed complete by default and is now locked to both sides. However, if the result of this match is still under investigation by a coordinator, then it may still be updated.

Please remember to still keep your copy of the match card until the end of the season, in case of disputes."

ERROR MESSAGES

The error or rule infringements which the **LMS** can monitor are in many cases dependent upon the use of Players and Nominations, which provide drop-down lists for entry of players in results.

Assuming this system is used, then without enforcing full player entry in the results, the checking system is limited.

PLAYING UP

It is common to restrict the number of times a player can play in a higher team than that in which he or she is nominated, and the LMS can check this.

An email is sent out when they reach the limit (Category 18):

“At least one member of your team has now played up the maximum number of times allowed under the competition rules before being "team-tied". If they play up one more time this half, they will become tied and may not play down again this season.

For further information on which team they will be tied to, please consult the rules.”

And then another is sent out when they go over the limit (Category 21):

“At least one member of your team has now played up MORE than the maximum number of times allowed under the competition rules and are "team-tied". They are no longer allowed to play for their originally nominated team again this season.

For further information on which team they are now tied to, please consult the rules.”

In each of the above, the players concerned are listed below the text, along with the fixtures in which they played up.



Note: Assuming that there is a clear date which separates 1st and 2nd half fixtures, then monitoring playing up is straightforward. However, if a 1st half match is played after the start of the 2nd half, then problems can arise. For instance, a player plays in their normal team for the 1st match, plays a rearranged match from the 1st half which ties them, thus making them ineligible for the 1st match that they have already played. In general, these problems are rare and the LMS will not pick them up.

ELIGIBILITY FOR LAST MATCHES

An issue which can arise is that of teams who bring in a completely unknown player for the last few games, simply to ensure promotion or prevent relegation. To a certain extent, the use of nomination lists reduce the problem but it is still possible to use someone against the spirit or rules of a league.

A common rule associated with this is to say that “.a player must have played a certain number of times for their club before they can play in the last few games for any team..”.

The LMS can monitor this and can identify how many matches a team has left to play, and how many matches each player has played so far. In this way, if someone has not played the required number of times, an alert can be sent out.

However, there are potential issues with it:

1) Assume that a player has played 3 times for the club, and the rule is that "A player must have played 4 times for their club before they can play in the last 3 games for any team."

If his team have 4 matches left, then he can play; if they have 3 left he can't. However, the system can only go by the entered results, so if he played a 4th time in a match that hasn't been entered yet, then the system will think he has only played 3 times.

Therefore, this rule may be triggered in error and can only be correctly checked some point after a match is entered.

2) It is based upon the date order of matches on the web site, so no allowance is made if a match has been rearranged.

Due to these factors, when this rule is triggered, it is only sent to the league administrator.

ENTRY ERRORS

In addition to the above emails, the system can check for errors in the match results and alerts the contact with one or more of the example messages below:

(To ensure that results are as complete as possible, teams should enter all players in the results. Category 26.)

"NOTE: It appears that at least one of the strings is missing from your results. This may be for a number of reasons, including a name on the card not being on the list of selectable names. If this is an error you can correct then please do so asap, otherwise please contact your coordinator to confirm the situation."

(A walkover should be given to a particular player. Category 29.)

"NOTE: It appears that at least one of the strings has been entered with both players shown as 'walkover'. You should enter the name of the player who was given the walkover. If this is an error you can correct then please do so asap, otherwise please contact your coordinator to confirm the situation."

(Nomination order can depend upon a number of factors, depending upon your league requirements. The exact rules are set as required. Category 27.)

"NOTE: It appears that at least one of the strings has played in the wrong nominated order. If this is a simple error when entering the result, then please correct it immediately. Otherwise please contact your coordinator to confirm the situation."



Note: If you are using the Squash Levels web site, which is fully integrated into the County League Master systems, then entry of game cores is important for

ranking accuracy.

(The actual points awarded to each team is entered separately from the individual string results in games, although given the "rules" for how the overall points are awarded, the system can check that the totals are correct. Category 28.)

"NOTE: It appears that the total points do not match the total of the individual games plus any bonus for the winning side. If this is an error you can correct then please do so asap, otherwise please contact your coordinator to confirm the situation."

The overall points for a particular fixture can be based upon two different systems:

1) Points for each game won plus a bonus for winning.

In this way, you add up all the games won by each string to give a base points score. Eg five strings with individual results being 2/3, 3/0, 3/1, 0/3 and 1/3 gives combined points of 9-10. On top of that, the winning team might get a bonus of 5 points, so the total points would be 9-15.

2) Points for each string won plus a bonus for winning.

In this way, the five strings mentioned above (with individual results being 2/3, 3/0, 3/1, 0/3 and 1/3) gives a total of 2-3. On top of that, the winning team might get a bonus of 2 points, so the total points would be 2-5.

Winning Team

If each fixture involves an odd number of strings, then deciding which team wins is obvious. However, if there are an even number of strings, then how to deal with a 2-2 result? As an example, a four string match results might be 2/3, 3/0, 3/1 and 0/3. The games are 2-2 but the total games are 8-7, so we can work out a winner that way and apply a bonus for winning.

However, if the game were 1/3, 3/0, 3/1 and 0/3, then the total games are 7-7.

If you were allocating points by hand, then you could drill down even further and look at the individual games, but the County League Master site does not force the entry of games, so it treats the 1/3, 3/0, 3/1, 0/3 result above as a draw and allocates no bonus.

OTHER SECTIONS

SIGNATURE

All emails can end in a signature.

Suggested text (Category 23):

“Thank you.
Surrey League Administration”

FOOTER

All emails can end in a note advising the contact why they received the email alert. The system sends the email to the first person with an email address according to the following search order: Results Entry Contact, then the Team Contact, then the Club Fixture Secretary.

Suggested text (Category 25):

“You are receiving this email since you are entered on the web site as the **#TeamContact.Role#** for **#TeamContact.Team#**, but if you are no longer holding this position, or you wish us to use a different email address, please log in to the [web site](http://#WebSite#) and make the necessary changes.”

Suggested text (Category 24):

“You are receiving this email as the club contact for **#TeamContact.Club#** since either no team contact has been entered for **#TeamContact.Team#** or no email address has been entered for the contact. Please update the team information on the [web site](http://#WebSite#) to ensure the correct person receives these emails in future.”

Shortcuts

Although you can edit the text of the footers above, there are shortcuts which will be substituted for the relevant text at the time of sending:

#TeamContact.Name#

The name of the contact depending upon the first found valid email address.

#TeamContact.Email#

The email address of the contact depending upon the first found valid email address.

#TeamContact.Role#

This can be either “Team Results Entry Contact”, “Team Contact”, “Club Fixture Secretary” or “Club Contact” depending upon the first found valid email address.

#TeamContact.Team#

The name of the relevant team.

#TeamContact.Club#

The name of the relevant club.

#WebSite#

The address of the web site.

DEADLINES

A key feature of the web site is that it provides real time information but relies upon the clubs and teams to enter results. The automated emailing system is designed to ensure that teams know when their matches are, and enter and verify results.

The "Pre Match Advice", "Matches from Yesterday" and "24 hour Grace Period" emails (see above) are fixed but the amount of time you give teams to enter and verify their results can be varied according to the way you wish to run your league.

Definition

A week is from Monday to Sunday.

However, although the system treats the end of the week as being Sunday, the actual point at which it decides if an entry or verification has not been carried out is Monday morning, at some point between 03.00am and 05.00am.

Entry Deadline

This can be:

- 1) End of the week of the match.
- 2) End of the week after the match
- 3) Set number of days after match.

Verification Deadline

This can be:

- 1) End of week of entry
- 2) End of week after entry
- 3) Set number of days after entry.

Warning sent to Home team

This can be:

- 1) Friday before entry deadline
- 2) Saturday before entry deadline
- 3) Set number of days after match.

Warning sent to Away team

This can be:

- 1) Friday before deadline
- 2) Saturday before deadline
- 3) Set number of days after result entry.

CONSIDERATIONS

The setup must balance giving teams a fair opportunity to enter and verify but at the same time encouraging prompt action.

Using the end of a week as the deadline, has the advantage of being an easily understood concept and is the same for everyone.

All fixtures played early in the week

If your matches are all played early on in the week, say a Tuesday, then giving teams until the end of the week to enter the results - **Entry Deadline 1)** above - would seem quite fair.

However, the 'end of the week' allows a team to enter the result as late as Sunday, thus giving the away team no time to verify it if using the Verification Deadline 1) above. In this case a better option is to allow them **Verification Deadline 2)** – end of the week after the result was entered.

Fixtures played all week

Where matches are played on a variety of days during the week, including Friday, setting the Entry Deadline to 1) may only give a team 2 days to enter over the weekend. In this case, it may be better to allow them until the end of the following week - **Entry Deadline 2)** – to enter the result.

In this case, the same principal applies to verification where using **Verification Deadline 2)** is the better option. However, note that this is based upon when it is entered, so the actual verification deadline could be at the end of the week after the match or the week after that.

Fixed day deadlines

Alternatively, you can simply use the options where all warnings are based upon a set number of days after an event has happened, either the match being played or the result being entered.

NO ENTRY PENALTY

To encourage the home team to enter the result on time, a penalty can automatically be applied (See "Failure to enter" email above), although this can also be done manually via the Supervisor login.

ADDITIONAL FEATURES

NOMINATION AUTO-LOCK

It is common to use a nomination system for determining who can play in a team and in what order. These nomination lists would be available for clubs to set up prior to the start of a league, but at some point they must be locked to prevent clubs from further adjustment.

This can be carried out manually via the Supervisor login on the web site, or it can be set to happen automatically as soon as a team plays its first match.

EMAIL ADDRESSES & MAILBOXES

In theory, the system could send an email with any senders address attached to it, but this would instantly be seen as spam by all mail servers and no emails would get through to the intended recipients.

Therefore, all emails are sent from <yourcounty>@countyleagues.co.uk.

When your league site is initially set up, a mailbox is created for you and the access information you need is provided. You can access this mailbox either through a webmail interface or by POP3 using your preferred email client.

Assuming team contacts realise that the emails sent are automated, you may not expect any mail to be sent to your mailbox. However, you will generally receive three types of mail:

- 1) Out of office responses. This would normally be ignored.
- 2) Delivery failure notification. This indicates that the email address either does not exist or has been entered onto the web site incorrectly.
- 3) A reply to the automated email.

This last case may or may not be what you want. If it is not, then while you cannot stop people replying, you can add a note concerning this to the email itself. The suggested method would be to add it to the Footer (see above), such as

"You are receiving this email since you are entered on the web site as the **#TeamContact.Role#** for **#TeamContact.Team#**, but if you are no longer holding this position, or you wish us to use a different email address, please log in to the [web site](http://#WebSite#) and make the necessary changes.

This is an automated email, so do not reply to it. All contact should be made through the coordinator for your leagues, details of which can be found on the web site."