

# Why I haven't got my masterpoints yet?

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**R**ecently we have had a few regrettable cases where there have been delays in masterpoints for congresses being processed. I understand this is annoying for players especially as they are usually in the dark as to why. So I thought it would be useful to explain the process involved and hence the possible reasons for a delay.

After a congress finishes 3 main steps have to take place:

1. The congress submits masterpoints to the State masterpoint secretary (SMPS). This is often in practice done by the congress director.
2. The congress completes a congress report form and pays a congress licence fee to the NSWBA (this is a brief report about the event, the director, any problems etc – done so that we are able to maintain a consistent quality of organisation for all congresses run under our authority).
3. The masterpoints get checked by the SMPS and (after correction if necessary) uploaded to the ABF masterpoint system.

The NSWBA has a policy that masterpoints for congresses are not processed until the congress report form and licence fee have been received (our office authorises the SMPS once that happens).

So if you don't get your points one of several things could have happened:

1. The congress has not submitted masterpoints to the SMPS or has made errors when doing so that have not yet been corrected.
2. The congress has submitted masterpoints but not provided the congress report/licence fee to the NSWBA.
3. The congress has submitted masterpoints and the congress report/licence fee but the NSWBA hasn't authorised the SMPS to process them.
4. The congress has submitted masterpoints and the congress report/licence fee, the NSWBA has authorised the SMPS, but they haven't been processed.

As you will see, in cases 1 & 2, the congress is at fault; case 3 the NSWBA is at fault; and case 4 the SMPS is at fault. So it's not obvious as a player who to ask. If you are concerned about a delay, the best place to start is the NSWBA office. We track all congresses and can identify where the hold up is, and chase as required.

I hope that sheds a bit more light on what goes on behind the scenes. We're all human so mistakes do happen of course. But rest assured everyone does their best to keep things running smoothly so you get your points as quickly as possible! ♥

*Your masterpoints  
may be late for several  
reasons, but they will  
never be lost.*

