

## Scoring Issues

Q: We missed a board due to connection problems. It should be scored as a No Play, but the score says “average”. Why?

A: This is a bit complicated. Although your history says average, BBO actually scores this correctly as a NP. To confuse the issue more, when the results get reported to Live4Clubs, the “average” gets turned into an average (thus incorrect) matchpoint score, but your percentage score gets reported correctly - and this is the important figure, which decides the winners.

To add to the confusion, BBO sometimes shows the score as “average” and at the same time indicates 0% for one pair and 100% for the other. This is a bug - ignore it.

Q: We passed out a board. The score showed as average, which is not correct.

A: (As above): although BBO says average it really gives you the correct score for a passout, and reports the correct score to Live4CLubs.

Q: Can I get a score changed/adjustment made after the game?

A: There should be very little need for changes; in any case, we are limited to 20 minutes after the last board is played to make any adjustments. If you feel you deserve an adjustment, send a text to vacb225938 as quickly as possible. Be very precise, including board number and the reason for your request. We will make our very best effort, but anything that cannot be resolved within the 20 minutes, cannot be changed later.

Of course, if the issue does not relate to the last board, you should raise it with the director earlier - as soon as it arises.

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Q: I got a message that said “score adjusted...” Who makes the adjustment?

A: Almost always, the BBO system makes the score adjustment. The usual situation is that players run out of time and the round is called before all the cards have been played. As long as there are only a few cards left, BBO can “see” how the rest will be played out, and assign a final score. The BBO system is not perfect; if you feel a mistake has been made, send a chat message to the director and ask them to consider changing it. Be sure to be specific as to what the mistake was and what the correct result should be.

Occasionally, BBO assigns an “average” score. This will be because there are choices still to be made in the play/defence of the hand. While it is technically possible for your director to assign a different score, we would have to make assumptions about what choices would be made. We believe it’s almost always better to leave the score as “average” than to make judgement calls or assumptions.

The club's board of directors has approved the use of the BBO-assigned score as correct unless the director makes the decision to override it.