



15 April 2013

New Handicap Card Rollout – May 2013

Dear Sir/Madam,

As part of HNA's on-going effort to ensure that all players have high quality, well designed and most importantly fully functional handicap cards, we will be issuing a new card to all 160 000 affiliated golfers during the course of May 2013. Please note that this new card will be a direct replacement of the green SAGA handicap card that is currently in circulation and there will be no cost to the club or player. Below is a sneak preview of the new design.



New Card Order and Distribution Process

Existing Card Orders

In order to try and avoid old and new cards being distributed simultaneously as well as players potentially receiving two new cards, the card order facility on the club administration website will be temporarily suspended as from 18 April. This means that clubs will, for a short period of time, not be able to place any card orders. Clubs making use of integrated back office Service Provider software will also not be able to place card orders via these interfaces while the facility is suspended. All cards ordered prior to 18 April will be processed and distributed by HNA before the distribution of the new cards. Please be aware that these will however be the existing green handicap cards which will be replaced in early May.

Printing of New Cards

A new card will be printed for all active HCP Members listed on each club's handicap database as at 25 April. Please note that new cards will also be printed for any HCP Members listed on the system for whom clubs are yet to order cards. This is to ensure that there is no delay in the processing of cards for new members while the card order facility is suspended at all clubs. Clubs will be invoiced for

these particular members.

The card order facility will again be made available on the club administration website shortly after the printing of the new cards has been started. A communication will be sent to all clubs notifying them of this.

Club Responsibility

Clubs are requested to review and ensure that their HCP Member listings are up to date, prior to 25 April, in order to ensure that no players are omitted from this bulk print run as well as to ensure that there is no unnecessary wastage of cards which will be for the club's account. We also ask clubs to ensure that the physical address captured on the club admin website is up to date as this is the address that will be used for the delivery of all cards.

Delivery

Once printed and packaged all cards will be distributed via courier to the physical address as captured on the club administration website of each club. HNA will enter the waybill number of each delivery on the club administration website so that clubs are able to track their respective packages.

Old Card Validity – NB

The old green SAGA handicap cards will be active until the earlier of the following:

1. 31 May 2013; or
2. The second swipe of the new card on a handicap terminal. (The reason that the old card will only be disabled on the second swipe of the new card is that some clubs test their members' new cards prior to distributing them.)

If a player has, for some reason, not been able to collect their new card come 31 May their old green handicap card will be deactivated but they will still be able to access the handicap system using their manual login details on the handicap terminal, iPhone app and the www.handicaps.co.za website. Clubs are able to access the login details of their members under the 'Accounts' – 'My Players' section of the club administration website.

Should you have any questions regarding any of the above please feel free to email me at justin@handicaps.co.za.

Kind regards

Justin King

Handicaps Network Africa

Home of the Official SAGA Handicap!

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