

## New Handicap Card Rollout – May 2016

Dear Sir/Madam,

With an aim of ensuring that all players are equipped with high quality and fully functional handicap cards, HNA will be issuing a brand new card, with a fresh look, to all affiliated golfers during the course of May 2016. This new card will replace the grey SRIXON SAGA handicap card that is currently in circulation.

Importantly, there will be no cost to either the club or the player. Here is a sneak preview of the newly designed handicap card.



## 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 from Monday the 9th of May. 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 9 May will be processed and distributed by HNA before the distribution of the new cards. Please be aware that these will, however, be the existing grey handicap cards that will be replaced in early June.

### Printing of New Cards

A new card will be printed for all active HCP Members listed on each club's handicap database as at 18 May. 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 18 May, 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 grey SAGA handicap cards will be active until the earlier of the following:

1. 30 June 2016; 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 by 30 June, their old grey handicap card will be deactivated. 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](http://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 [paul@handicaps.co.za](mailto:paul@handicaps.co.za).

Regards,

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