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Memo

To: Clubs Using the GOLF *Link* Tier 1 System
c.c.: GA Board, GA Handicapping & Rules Committee, GA Handicapping Sub-Committee, GOLF *Link*, Tier 3 Providers
From: Simon Magdulski
Date: 5 September 2011
Subject: Countdown to 19 September & Details re Two Days of GOLF *Link* Downtime

Dear All,

I am writing to remind you that we are now only 16 days away from bringing into effect the Four Priority Changes to the GA Handicap System (these changes are detailed in Appendix D). I also wish to provide some information to assist clubs during the roll-out period (provided in Appendices A to C).

In order to effect the changes, we will need to bring GOLF *Link* down from 1.00pm (AEST) on Monday 19 September until 11.00am (AEST) on Wednesday 21 September.

In the few days after GOLF *Link* is once again on-line, it is anticipated that access to the GOLF *Link* systems will be interrupted and slower than normal. Whilst we have a series of measures in place to take the edge off the disruption, we know that customer use of the systems during this period will be many times greater than at any previous time in the history of GOLF *Link* (apart from when the major changes were made last year).

We do apologise for this expected inconvenience and ask for your patience during this period.

For the assistance of club administrators, the following information is attached to this communication:

- APPENDIX A . Details of GOLF *Link* down-time.
- APPENDIX B . Status of handicaps during period when GOLF *Link* is offline.
- APPENDIX C . Contacting GOLF *Link* during the time around 21 September, and handicap lists.
- APPENDIX D . Details of the Four Priority Changes.

We hope this information is helpful. Please contact me if you have any queries.

Kind regards,

Simon Magdulski
Manager – Rules & Handicapping

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APPENDIX A

Details of GOLF *Link* Downtime

Wednesday 21 September is now only 16 days away. The two key upcoming dates/times are:

1.00pm (AEST) on Monday 19 September 2011

- GOLF *Link* goes offline (ie you will NOT be able to PROCESS any competitions through GOLF *Link*).
- The GOLF *Link* public website (ie www.golflink.com.au) will also be unavailable.

11.00am (AEST) on Wednesday 21 September 2011 – Tier 1 Clubs

- The Four Priority Changes to the GA Handicap System come into effect. GOLF *Link* is once again operational (ie you will again be able to process competitions through GOLF *Link*).
- GOLF *Link* clubs will not need to do anything to instigate the process of recalculating all handicaps in accordance with the changed regulations. GOLF *Link* will do everything for you. All GA Handicaps stored on GOLF *Link* will automatically be recalculated in accordance with the changed regulations and will be ready for use.



APPENDIX B [Tier 1 Clubs]

Status of Handicaps During Period When GOLF *Link* is Offline (ie from 1.00pm (AEST) on Monday 19 September until 11.00am (AEST) on Wednesday 21 September)

- From 1.00pm (AEST) on Monday 19 September until 11.00am (AEST) on Wednesday 21 September, the official GA Handicap for a player will be the handicap displayed by GOLF *Link* at 12.59pm (AEST) on Monday 19 September.
- It may be that some players will play in competitions on Tuesday 20 September or early on Wednesday 21 September AFTER also having returned a score during the period GOLF *Link* is offline. In situations such as this, GA recommends that players be required to play off the handicap displayed by GOLF *Link* at 12.59pm (AEST) on Monday 19 September. (Note: The Committee in charge of a competition MAY require a player to play off the figure their new handicap would be, even if their handicap is yet to be officially adjusted. (Until 11.00am (AEST) on Wednesday 21 September, any manual re-calculations of this type will be in accordance with the OLD regulations.) A Committee in charge of a competition may do this for all affected competitors in the competition or only select competitors.)
- If a club is conducting a competition on Wednesday 21 September and is unable to check the new handicaps of players prior to the commencement of the competition, it may:
 - Require everyone to play in the competition off their old handicap; or
 - Have everyone go out and play and then advise them of their handicaps AFTER the round. This option will be easier to administer for Stroke competitions than it will for Stableford or Par competitions.

Note: See Appendix C for details of how to obtain handicap lists.
- Competitions played during the period GOLF *Link* is offline will need to be processed through GOLF *Link* once it is back on-line. (It is important that the value listed in the **Played Off** box on the score entry screen is the handicap the player actually played off in that competition. Clubs should be particularly careful to check the values in this column in the period immediately following 21 September.)



APPENDIX C

- **Contacting GOLF *Link* During the Time Around 21 September**
- **List of Handicaps for Use Whilst the GOLF *Link* Systems are Inaccessible**

Contacting the GOLF *Link* Customer Service Centre During the Time Around 21 September

- As you can imagine, it is likely the GOLF *Link* Customer Service Centre will receive a significant number of queries in the time around 21 September.
- To assist GOLF *Link* with the efficient handling of these queries, we ask that you first check the Q&A section of the GOLF *Link* website (www.golflink.com.au/handicapchangesqanda.aspx). If you cannot find the answers you need please email your question to help@golflink.com.au and ensure you include your mobile phone number to enable GOLF *Link* to ring you back. There will be an immediate response to urgent queries. The response to other queries will be as quick as possible. If you do have an urgent query, you should always feel free to ring the GOLF *Link* Helpdesk on 1300 650 750.

List of Handicaps for Use Whilst the GOLF *Link* Systems are Inaccessible

- We encourage all clubs to extract from the GOLF *Link* Tier 1 website (or from their Tier 3 system) prior to 1.00pm (AEST) on Monday 19 September a list of the handicaps of all of their members.
- In the event a club does not extract its own list of handicaps but ends up needing one, it should contact the GOLF *Link* Customer Service Centre.
- If a club is seeking a list of new handicaps once GOLF *Link* is back on-line, but is having trouble accessing the system, it should contact the GOLF *Link* Customer Service Centre.



APPENDIX D

Details of the Four Priority Changes

The following Four Priority Changes to the GA Handicap System will come into effect on Wednesday 21 September:

1. Alter ~~Best 10 of 20~~ to ~~Best 8 of 20~~
2. Change the Multiplier from 0.96 to 0.93.
3. Introduce an Anchor which will prevent a player's handicap from increasing any more than 4 strokes beyond their best exact handicap from the previous 12-month rolling period.
4. GOLF *Link* will cap the score that goes into a player's handicap record at no more than the following amount over the course rating:
 - 50-women
 - 40-men

FAQs

- ***From 21 September 2011, my handicap calculation will be based on the best 8 of my most recent 20 scores. Do I still divide the total by 10 before multiplying by the new figure of 0.93?*** No, you will need to divide the total by 8.
- ***When the Anchor comes into effect on 21 September 2011, can my Anchor handicap come from before 21 September 2011?*** Yes, on 21 September 2011, a player's Anchor handicap will be the best exact handicap they have achieved in the period between 21 September 2010 and 21 September 2011.
- ***What if I'm coming back from an injury or my handicap clearly won't be sufficient for some other reason?*** As has always been the case, the club should manually adjust your handicap. When your club enters your new handicap into GOLF *Link*, it will over-ride the old Anchor. Clubs are encouraged to make use of this regulation when needed.

Greater Technical Details

These are available from www.golfaustralia.org.au (go to **Rules & Handicapping**, then **Handicapping & Course Rating**, then **News & Communication**).