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Golf & Tennis Pro Shop, Inc.

## Purchase Order Routing Guide

### Purchase Order (PO) Regulations:

- Our Purchase Orders have a Start Ship date. You are not authorized to ship before that date. Early shipments will not be accepted without penalty and are subject to potential immediate refusal at the Merchant's discretion.
- Our Purchase Orders do not have a Ship Complete date. If you cannot ship complete by the start ship date, please communicate your ship window to the merchant for acceptance.
- Backorders are accepted on an as needed basis at the Merchant's discretion. It is important to communicate the need for the backorders and understand if your backorders will be accepted.
- A substituted item for an out of stock item (i.e. sending a medium for a large of the same item) is not accepted. Only items clearly communicated and added to a Purchase Order will be accepted.
- An over-shipment of quantities or a bump to a master pack on an ordered item is not accepted without prior approval of the Merchants.
- Costs, discounts and payment terms should be verified on the Purchase Order and resolved prior to shipping.
- Processing or Shipping Product on a Paper or EDI PO indicates acceptance of all information on the order.

### Carrier and Freight Instructions:

- We do not have a core carrier program. Choose the most efficient and cost effective carrier.
  - UPS or FedEx are acceptable carriers – vendor selects the best carrier.
  - LTL carriers are your choice.
- If GTPS is paying the freight the terms must be Prepaid and Add to Invoice.
- We do not accept Collect or COD shipments.
- Receiving appointments are not required if product is delivered between 8:00 AM and 2:00 PM local store time Monday – Friday.
- For product launches, the best possible carrier should be used to ensure the product arrives before the national launch dates. We do not have any weight restrictions for shipments of product launches.

### Shipping Requirements:

- Do not mix the contents of a shipping carton to contain product for more than one Purchase Order unless all of the inner packed cartons are clearly marked with the PO number on the carton.
- Our stores receive by Purchase Order.
- Failure to put a correct Purchase Order number on each shipping carton may result in immediate refusal of the carton(s).
- The store address, store location number and Purchase Order number must be visible on each shipping carton. We do accept UCC 128 Labels containing this required data but they are not required.
- Packing lists must be by Purchase Order.
- A packing list by Purchase Order/shipment must accompany the shipment and be visible on the outside of Box 1 – Box 1 should always contain the packing slip.
- Mark all boxes for a PO – 1 of 3, 2 of 3 and 3 of 3, etc.
- The packing list must contain the following required data:
  - Purchase Order number
  - Total number of cartons/boxes for the shipment
  - Total number of pieces shipped –very important to stores in identifying errors
  - Standard item description, VSN and quantity shipped per item
  - Include a customer service phone number on the packing list. Although we are unable to commit to reporting all variances, we do reconcile to the packing list and attempt to report significant issues.

**Billing and Shipping Guidelines:**

If you are not on our EDI program, there are 2 approved ways to submit Invoices, by regular mail or via email. Only 1 method of submission should be implemented so as to avoid duplications and possible rejections. Please do not copy anyone at GTPS on email Invoice submissions.

Bill to Address:

Golf and Tennis Pro Shop, Inc.  
P.O. Box 105432  
Atlanta, GA 30348-5432

OR

Email Address:

pga.invoices@pga.docufree.com  
**(only one Invoice or Credit document per email)**  
(Invoice must be attached in PDF format)

GTPS utilizes a third party for Invoice and Credit Memo entry. The average timeframe for these documents to be uploaded into our system is 3-5 business days via email submission or 7-10 business days via regular mail.

**Invoice Guidelines:**

- One Invoice per store/Purchase Order/shipment.
- Do not put more than one store or Purchase Order on an Invoice. Invoices cannot contain multiple Ship To locations or Purchase Order numbers.
- If a Purchase Order is shipped on multiple days, at different times of the day or from different shipping locations, each shipping event should have a separate Invoice.
- Store number should be included in the store name.
- Do not submit Invoice until shipment has been sent.
- Do not bill for any items that are on backorder.
- An Invoice should only be sent once – if you are unsure if an Invoice was submitted, please send a Statement to our PO Box listed above for our review. Sending an Invoice more than once can cause complications and may result in a delay of processing.
- Revising an Invoice creates payment issues. We understand the need may arise to correct an Invoice that has already been submitted. Please notify Accounts Payable before proceeding with submitting a revised Invoice.

**Required Data on an Invoice:**

- Invoice number
  - This is required and must be a field labeled Invoice number with a unique number. Our system rejects duplicate numbers therefore each store/Purchase Order/shipment must have a unique Invoice number.
- Invoice date
  - Should be the actual ship date or after, but never less than the ship date – we will re-date your Invoice to be equal to the received date if you Invoice prior to shipping. We will also re-date an Invoice if product is shipped prior to the Start Ship date.
- Store number, Ship To address and Bill To Address
- Purchase Order number
  - A numeric Purchase Order number is required and should be obtained from the person requesting the order or the order should not be filled and shipped. If you ship without a numeric Purchase Order, the product is subject to immediate refusal.
- Standard item level detail
  - Shipped quantity, item # and description, unit cost and extended unit cost must be listed.
- Total Invoice amount
- Total # units shipped
- Freight amount if PPD/ADD terms
  - Separate freight Invoices are not acceptable - freight should be included on the product Invoice. NO COD.
  - Freight should be listed on a separate line labeled for freight.
- Carrier Name and shipment tracking number specific to that Carrier
- # of Cartons shipped

**Required Data on a Credit Memo:**

- Credit Memo number
  - This is required and must be a field labeled Credit Memo number with a unique number.
- Credit Memo date
- Store number
- RA number (if RTV was done)
  - An RA number is crucial in order for us to determine how to correctly apply the Credit Memo.
- Standard item level detail
  - Returned quantity, item # and description, unit cost and extended unit cost must be listed.
- Total Credit Memo amount
- Reference Invoice number if Credit Memo is for shortage or chargeback on a specific Invoice
- Reason for Credit Memo being issued