



Scottish Golf



With little over two weeks to go until the new World Handicap System comes into play in Scotland, we welcome you to our fifth WHS Weekly Newsletter.

In this week's update, we have further information for all affiliated clubs in

Scotland that will help ensure you are prepared for the start of WHS on 2nd November 2020.

As with previous versions of our newsletter, this week's update will follow a similar pattern. At points, there may be some repetition but it is important all clubs are familiar with the latest updates on Venue Information, CDH Cleansing and the list of approved ISVs in Scotland. This week, we also have additional information on our new golfer education campaign and how your club can get involved.



It is important that all affiliated clubs familiarise themselves with our WHS Readiness Document that was issued to all affiliated clubs in August. This can be accessed [here](#) and will take you through the key steps to ensuring your club's smooth transition to WHS come November.



Since our last update, we have received enquiries from some clubs regarding GDPR messages that they have received via their

ISV. Based on these questions, we wanted to clarify a few points for all clubs.

As highlighted over the past six weeks, we have had a significant issue with duplicate records being created. One of the main causes of this is due to the basic level of information required to set up a CDH ID. This has led us to have over 370,000 CDH ID Numbers for roughly 90,000 golfers.

Capturing and using email, date of birth and gender information to verify a CDH ID allows us to put the necessary measures in place to ensure that no duplicate records for golfers can be created after 2nd November. This data will be used solely for WHS and we have outlined two different scenarios a club might have below.

New golfer/existing member (no handicap or current CDH ID):

From 2nd November 2020, anyone without a current CDH ID will be required to provide an email, DOB and Gender. The club will be required to pass this information to Scottish Golf by their ISV to set up a CDH ID.

Current Golfer/member (with handicap or current CDH ID):

This information does not need to be passed to Scottish Golf by the club through their ISV as these golfers already have a CDH ID.

These golfers can access their scoring record through the Scottish Golf App/Website. When they register for these platforms, they will pass that information to us directly at that stage.

We are aware that clubs in other jurisdictions across GB&I are being asked to provide this data but it is not a requirement in Scotland.

FAQ's

1. I have a current CDH ID/handicap will my email, DOB and gender need to be passed to Scottish Golf by the golf club?

No, this information does not need to be supplied to Scottish Golf.

2. I am a new member or an existing member and now that WHS is in place I would like to be set up with a handicap/CDH ID, do I need to provide my email, DOB and gender to Scottish Golf?

Yes, to set up a new handicap/CDH record, this information needs to be sent to Scottish Golf. This process will ensure that Scottish Golf can verify your record and will ensure that a duplicate record cannot be created in the future.

3. What if I decide to not send this information?

A handicap and CDH ID will not be able to be awarded.

4. Can I share an email with another player?

No, each player must use a unique email.

5. How do I view my handicap record under WHS?

A golfer will need to register on the Scottish Golf Website/App to view their handicap record and WHS/CDH information.

6. When I register for the Scottish Golf Website/App will I need to register my details?

Yes, to access your information, an account will need to be set up. This will ensure only the individual player can access their information.



Since our last update, we have now completed this project and both course ratings and course handicap tables have been sent out to the primary contact that we have on our system for all affiliated clubs in Scotland. This contact information should have been updated by each club as per our instructions in the [WHS readiness document](#).

Some clubs may notice a discrepancy with the par on the certificates compared to your actual course card. This is because the WHS software we use to produce the certificates auto populates par according to set Course Rating yardages, and on occasions may differ from the actual par set by the club. We will cross-check this with the course information

that a club has uploaded as per our WHS readiness instructions.

If you have not done this yet, you can email us at courserating@scottishgolf.org and we will look to adjust this. We ask all clubs to bear with us as enquiries are understandably high at this moment in time.



As highlighted in our previous newsletters, Scottish Golf will be using handicap records on the CDH to calculate a golfer's initial WHS Handicap Index. To ensure a smooth transition in November, clubs must take time to cleanse the data in their CDH record ahead of time.

This is an important step in preparing for WHS and will ensure all golfers who currently have a handicap, receive a Handicap Index on the date of transition. If a golfer does not have a CDH number and their record has not been uploaded to the CDH, they will not receive a WHS Handicap Index.

As previously outlined, we have been made aware that some Independent Software Vendors (ISVs) allow a handicap to be awarded without issuing a CDH number. While this should not be allowed, it is up to clubs using those platforms to ensure a CDH number has been awarded appropriately.

We would encourage all clubs to check with their ISV on the correct method for resigning a CDH number/handicap record from your club software, so they are no longer synced to the CDH. If this is not done correctly, this will cause additional CDH numbers to be created and handicap records to be lost.

Since our update last week, we still have 1,023 conflicted golfers on the CDH. This happens when a club does not release a golfer before their new club tries to claim the CDH number for their records and we would ask that clubs please ensure you are doing this correctly.

For step-by-step instructions on how to cleanse your club's CDH Record, please access our WHS Readiness Document [here](#).

Should you require any support on cleansing your CDH data, please email handicapping@scottishgolf.org



Ahead of the transition to the new World Handicap system, we need to shut off the current process to ensure that everything is in place ahead of our go-live date on the 2nd November.

All golf clubs should be aware that this planned shutdown will take place the week commencing 26th October. This process will

allow us to transition every golfer's current handicap into a WHS Handicap Index ahead of the 2nd November.

From Tuesday the 27th October - November 2nd, scores from competitions/supplementary rounds, clubs will not be able to upload these to the CDH as we make this transition. Scores from rounds that take place during this period will not be taken into consideration for the WHS Index Calculation.

Competitions can still be run by golf clubs throughout the week, however golfers should be made aware that rounds completed that week will not count towards their handicap.

All competition scores from the weekend prior to this must be uploaded by midnight Monday the 26th to be included in the calculation.

We apologise for any inconvenience, but this shutdown is necessary to ensure we are fully ready to go live on the 2nd November.



To ensure we have the correct data ready for the implementation of WHS, clubs are required to update their course information on the Venue Tab of the platform.

Clubs must set up their 18-hole and 9-hole course cards as per the instructions in

our [WHS Readiness Document](#). By doing this, it will allow players to submit a card over 9 holes. Clubs should note that this will have been given an automatic course and slope rating for WHS.

It is important that all 18-hole courses that a club plays over are also set up on the system with front nine and back nine course cards, even if the club has not used these previously for submitting scores or playing competitions over. Any composite 9-hole course cards must also be uploaded.

The number of clubs who have not yet provided these details remains the same as last week and we would encourage all 90 clubs who have not yet provided these details to do so **as soon as possible**.



Under WHS, all handicap calculations will be done centrally by Scottish Golf. This means that ISVs will no longer be licensed to calculate or administer any handicaps.

Affiliated golf clubs need to use an approved WHS provider to be able to upload scores and request information from the WHS platform. To become an approved WHS provider, an ISV must have signed up to the WHS agreement in Scotland.

The ISVs who are currently signed up to the WHS agreement in Scotland remains the same as last week. These are:

- Golf Genius
- Handicap Master
- Nexxchange
- GolfBox
- Intelligent Golf
- Club Systems

This means that along with the Scottish Golf Venue Management System, golf clubs will have seven software vendors to choose from in Scotland under WHS.

As detailed in our updates, we are extremely pleased with the number of providers that have signed up to the WHS agreement in Scotland. This means that golf clubs will have three more ISVs from those offering a solution under the current Handicap system.

By opening up this opportunity in Scotland, this will make for more positive technical development while also offering our clubs a broader choice of software providers. Our goal was to ensure that golf clubs would benefit from having a variety of ISVs to choose from and this is being achieved.

If your golf club decides to use an ISV who is not approved under WHS to run your competitions then the club or the golfer will need to dual input these scores into the WHS platform in order to have their new Handicap Index calculated. This would apply to both competition and general play scores.



Club and golfer education are vital as we implement WHS in Scotland. We have the biggest change to implement and the biggest challenge to overcome in supporting our 575 golf clubs and educating 180,000 golf club members.

Member education

Over the next two weeks, Scottish Golf will focus on the key features of WHS, helping golfers across Scotland better understand the new system for handicapping ahead of its launch. We are encouraging all of our clubs to get involved too.

At 7am on Monday, all clubs will receive access to tools and resources to support you in delivering member education at your club. In our week one email, you will find information on how you can access a suite of information graphics, along with a key messages toolkit that you can share on your club's channels.

By providing all clubs with access to these resources, it will ensure we can work collectively in the lead up to 2nd November 2020 to raise awareness of the new system ahead of its implementation.

Keep an eye on your inbox for more information on Monday!

Club Education

As part of preparing all of our affiliated clubs for the transition, Scottish Golf has launched a specific WHS area on our new Hive Learning platform.

To access Scottish Golf's WHS Hive community, the individual responsible for Handicapping at your club will need to register. To do so, please click [here](#).
