



Golf Town / Sporting Life Vendor Manual

VERSION 2.0

Last Updated: November 2023

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

1. Table of Contents

1. TABLE OF CONTENTS.....	2
2. PARTNER CODE OF CONDUCT	3
3. AGREEMENT GENERAL TERMS & CONDITIONS	5
4. VENDOR ONBOARDING PROCEDURE & ACCOUNT UPDATES.....	5
5. EDI EXPECTATIONS (ELECTRONIC DATA INTERCHANGE).....	6
EDI ONBOARDING PROCESS & CERTIFICATION	6
EDI CONTACTS - SPS CUSTOMER SUPPORT	7
6. SKU SETUP	8
UPC/EAN.....	8
PRODUCT IMAGE REQUIREMENTS.....	9
7. PURCHASE ORDERS	10
8. MERCHANDISE PACKAGING & LABELLING.....	12
TICKET REQUIREMENTS.....	12
9. SHIPMENT PACKING GUIDELINE.....	13
10. SHIPPING GUIDELINE.....	14
SHIPPING TO THE WAREHOUSE & BOOKING APPOINTMENT	14
PACKING SLIP STANDARDS.....	15
BILL OF LADING STANDARDS	15
CARTON LABEL	15
11. TRANSPORTATION GUIDELINE	18
ROUTING GUIDE	18
INTERNATIONAL TRANSPORTATION DOCUMENT REQUIREMENTS	18
UNITED STATES/ MEXICO DOCUMENT REQUIREMENTS	18
12. REVERSE LOGISTICS	19
DEFECTIVE/DAMAGED GOODS RETURN	19
DEFECTIVE/DAMAGED GOODS EXCHANGE	19
13. VENDOR COMPLIANCE PROGRAM	20
14. WARRANTY	20
15. BILLING & PAYMENTS	21
16. MARKETING, ADVERTISING & ECOMM	22
17. STORE SIGNAGE.....	23
18. STORE TRAINING	24
19. FISCAL CALENDAR	26
20. CONTACTS	27

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

2. Partner Code of Conduct

Sporting Life Group aims to establish and maintain ethical and responsible working relationships with its vendors. It is imperative that our vendors and their suppliers uphold the highest ethical standards in their workplace and their business practices, conduct and policies.

For vendors sourcing and/or manufacturing globally, expectations of the vendor, their suppliers, and respective factories they use for manufacturing (herein referred to as “parties”) include but are not limited to the following:

1. Compliance with Laws – The parties shall comply with the laws and regulations of the countries in which they do business, and of the countries where goods are manufactured/ produced.
2. Employment Standards – The parties shall not put employees at risk of physical harm due to their work environment. Any and all employees shall be fairly compensated and granted the right of free association.
3. Wages and Benefits – The parties shall, at minimum, provide wages and benefits that comply with the laws of the country of operation and country in which the goods are manufactured/produced. The parties shall respect the right of personnel to a living wage and ensure that wages for a normal work week, not including overtime, shall always meet at least legal or industry minimum standards.
4. Working Hours – The parties shall comply with the laws of working hours of the countries where goods are manufactured/produced and not exceed local work hours, except, where workers are appropriately compensated for overtime. The normal work week, not including overtime, shall be defined by law but shall not exceed 48 hours. Employees are entitled to receive at least one day off following every six (6) consecutive days of working.
5. Child Labour – The parties shall not employ child labour in any of their facilities. Child labour is defined as any person under 15 years of age, unless the minimum age for work or mandatory schooling is higher by local law, in which case the stipulated higher age applies in that locality.
6. Forced or Slave Labour – The parties shall not engage in or support the use of forced, slave or compulsory labour, including prison labour, in any of their facilities. Neither the parties nor any entity supplying
7. labour to the parties shall withhold any part of any personnel’s salary, benefits, property, or documents to force such personnel to continue working for the parties.
8. Discrimination/Human Rights – The parties shall not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination, retirement or any other term or condition of work (other than legitimate occupational requirements by law) on the basis of race, colour, national or territorial or social origin, ethnic origin, citizenship, religion, faith, political opinion, gender, sexual orientation, age, marital status, same-sex partnership status, family status, disability, or any other condition that could give rise to discrimination.
9. Disciplinary Practices – The parties shall treat all personnel with dignity and respect. The parties shall not engage in or tolerate the use of corporal punishment or other forms of mental or physical coercion, or verbal abuse of their employees.
10. Abuse/Harassment – The parties shall not abuse or harass employees, whether physical, psychological, or sexual. No harsh or inhumane treatment is allowed.
11. Health and Safety – The parties shall provide employees with a safe and healthy working environment consistent with all applicable laws and regulations regarding health and safety. The parties shall take effective steps to prevent potential health and safety incidents and occupational injury or illness arising out of, associated with, or occurring in the course of work.
12. Environmental Responsibility – Meet or exceed all environmental standards and laws of the countries in which you or your suppliers operate or conduct business.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Confidentiality Statement

The Vendor has or will have knowledge concerning confidential matters necessary or useful to the success of Golf Town Limited/ Sporting Life Inc, such as sales, product margins, customer data, and marketing strategy (the “Confidential Information”). The Vendor acknowledges that the Confidential Information is confidential, proprietary information, and a trade secret of Golf Town Limited/Sporting Life Inc.

The Vendor hereby covenants to treat as confidential at all times the confidential information and to use all reasonable efforts to keep such information confidential. The Vendor acknowledges that the unauthorized use or publication or disclosure of such Confidential Information will cause incalculable and irreparable injury to Golf Town/Sporting Life. The Vendor accordingly agrees that it shall not at any time during or after the terms of this Agreement publish, disclose or use or permit the use (except as may be required by applicable law or authorized by this Agreement) of the Confidential Information, in whole or in part, or otherwise make the same available to any unauthorized person or source without Golf Town Limited/Sporting Life Inc. prior written consent, which may be granted or withheld in its sole and absolute discretion.

The Vendor shall not disclose the substance of this Agreement to any third party, except as necessary to obtain any governmental permits, licenses, approvals, etc., or to the extent required by the lawful order of any court of competent jurisdiction or federal, provincial, or local agency having jurisdiction over the Vendor, provided that the Vendor shall give Golf Town Limited/Sporting Life Inc. prior written notice of such disclosure.

Upon receipt of this manual:

- All previous manuals must be destroyed to ensure personnel are only using the most recent manual.
- The Vendor Manual must be acknowledged as part of the Vendor Business Agreement by an authorized representative of your company. This acknowledges that your organization has read, understood, and communicated to all appropriate parties throughout your organization and your service providers/manufactures to ensure they are also in compliance.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

3. Agreement General Terms & Conditions

Unless otherwise specified, all components and standards listed within this Vendor Partnership Manual applies to all companies within the Sporting Life Group.

Vendor certifies that all merchandise complies with Canadian statutory requirements. If not, merchandise will be returned at the supplier's expense, and a non-compliance fee may apply.

All product, packaging and labelling must meet all federal and provincial government regulations.

All litigation shall be governed by the laws of the province of Ontario, Canada.

All packaging must be bilingual and in compliance with the Charter of the French Language (Bill 101). Any features, benefits or other text that is included in or on the packaging in English must also appear in the same detail in French.

Golf Town/Sporting Life may use vendor's brand trademark in marketing or advertising in accordance with vendor's brand standards.

Golf Town/Sporting Life reserves the right to cancel any Purchase Order no less than 30 days prior to the start ship date without penalty. Cancellations will be provided in writing.

All vendors are required to complete an annual Vendor Business Agreement with Golf Town/Sporting Life.

Merchandise that does not comply with all standards laid out in this document will be subject to refusal and/or return of shipment and a non-compliance fee may apply.

4. Vendor Onboarding Procedure & Account Updates

The following steps will be required for setup of all new vendors with Sporting Life Group.

1. Vendor Buying Agreement (VBA) – will be negotiated between category buyer(s) and vendor, signed, and approved by Director of Merchandise, Chief Merchandising Officer.
2. Vendor will be assigned a system Vendor name/number.
3. Expedited EDI onboarding with certification process will be completed.
4. Vendor will go live once steps 1-3 are complete.

Current Vendor Information Updates

Vendors must inform Golf Town/Sporting Life of any account changes (Company name, addresses, banking information, etc). Any changes not communicated may result in delay of PO placement or payment.

To avoid fraudulent changes to vendor accounts, vendor must communicate all information changes to Golf Town/ Sporting Life via formal letter, on company letterhead, signed by authorized person. Vendor will have to also confirm the changes verbally with a finance team member before any account update in the system.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

5. EDI Expectations (Electronic Data Interchange)

All Purchase order submissions, acknowledgement and changes, invoice transmission, and Shipment notification between all vendors and Golf Town/Sporting Life will be transmitted using Electronic Data Interchange (EDI).

Vendors not currently using EDI will be guided through an expedited onboarding process with certification.

SPS Commerce – Sporting Life Group EDI

All Sporting Life Group vendors will be required to trade using the following EDI documents. The documents traded via EDI must comply with Sporting Life Group standards and must also meet SPS formatting and certification requirements.

**Select EDI trading document to jump to reference manual*

- [850 – Purchase Order](#)
- [855 – Purchase Order Acknowledgement](#)
- [856 – Advanced Ship Notice \(ASN\)](#)
- [860 – Purchase Order Change](#)
- [810 – Invoice and Credit Memo](#)
- [997 – Functional Acknowledgement](#)
- [GS1-128 – Label \(UCC-128, MH-10\)](#)
- [Packing slip](#)

EDI Onboarding Process & Certification

The SPS onboarding program allows suppliers to select an electronic trading solution that best fits their business while fulfilling Sporting Life Group's trading requirements.

All new Sporting Life Group suppliers not currently using EDI will be guided through the setup process below, for complete EDI onboarding and certification through SPS Commerce.

- Vendor Buying Agreement (VBA) is negotiated, completed, and signed.
- Sporting Life Group Merchant submits SPS Referral Form.
- SPS Representative contacts supplier within 24-48 hours of referral submission
- Onboarding begins – SPS works directly with the supplier to create a temporary account, walk through EDI options and information, begin EDI testing and mapping, and begin trading with certification for trial period (60 days, no fee to supplier).
- Supplier chooses EDI package to suit their business needs (prior to end of 60-day trial period).
- Supplier is set up with EDI package of their choice and a permanent account.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

SPS Web Forms

Vendors that do not subscribe to a full account with SPS Commerce may submit invoices through SPS Web Forms/SPS Lite. The web forms option can be discussed directly with an SPS Commerce Representative.

EDI Provider Re-Mapping

Vendors currently trading with a different EDI provider will be taken through a similar onboarding & certification process, where their current EDI trading partner account will be re-mapped to Sporting Life Group standards.

EDI Contacts- SPS Customer Support

SPS Commerce has a customer support team that service all Sporting Life Group vendors, reach out to SPS Commerce for any EDI issues.

Phone: 888.739.3232

Email: support@spscommerce.com

Website link: <https://www.spscommerce.com/customer-support/support/>

Testing & Certification (*suppliers who do not use a SPS Commerce*): editesting@spscommerce.com

Fulfillment (*suppliers who pick to use SPS Commerce's web Fulfillment portal*):
implementation@spscommerce.com

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

6. SKU Setup

Product Listing

Vendors are required to provide style/SKU creation data, images, and product descriptions to merchandising team prior to product launch to ensure product listing is complete and can go live in store and online as per scheduled launch date.

UPC/EAN

Vendors may use either UPC **OR** EAN as the unique identifier for each SKU. It is imperative that consistent use of only one of the above is followed, as an item cannot utilize UPC on one shipment and EAN on a subsequent shipment. UPC/EAN Codes are required to properly identify and move product through receiving and distribution, sales, and inventory control processes.

Sporting Life Group does not accept any UPC/EAN substitutions, once the UPC/EAN is approved by the Data Team, they must remain consistent with product labelling and ASN/packing slips.

All UPC/EAN labels must adhere to [GS1 Canada \(label standards\)](#)

Each item shipped must have a clearly visible barcode attached. The barcode on the product must reflect the chosen UPC **OR** EAN on the Purchase Order.

If a vendor chooses not to include UPC/EAN and barcode with product shipments, shipment will be refused, returned at vendors expense, non-compliance fee may apply.

(UPC) Universal Product Code

- 12-digit number used to identify a specific product
- The first 6 digits of the UPC are the manufacturer identification number.
- The next 5 digits represent the item number.
- The last digit of a UPC is the check digit. This is used to verify the entire UPC code.
- Most commonly used in North America

Example:



(EAN) International Article Number

- 13-digit number used to identify a specific product most commonly used in Europe as an alternative to UPC codes

Example:



GOLF TOWN / SPORTING LIFE VENDOR MANUAL

SKU Creation

Below are the required pieces of information for SKU creation. If requirements are not met, the product cannot be set up and the buyer may choose to cancel the forecast for those item(s). Product information should be provided no less than 60 days prior to scheduled launch.

- Product Information- Product Name, Vendor Part/Style Number, Colour, Size/Dimension
- Costing Details - Cost, applicable discounts, MSRP, MAP if applicable
- UPC/EAN Codes
- Country of Origin
- HS Codes

Product Image Requirements

Product images are required to support all marketing, advertising, and website activation. All images must be provided no less than 60 days prior to product launch. Images must be provided in accordance with the Image governance guidelines or may not be approved. Vendor will be informed in writing if images do not meet standards.

1. Product images should be close-cropped (minimal white space around item) and centered on page.
2. Product must be on white or transparent background, with no shadows or reflections.
3. Product can be shot on mannequin, flat, on model or a combination of both.
4. No line drawings or CAD Renderings, photograph only.
5. Product images with digital assets (4 product images per colour/style with different angles to showcase features).
6. Images must be at least 1500 x 1500 pixels and 72 DPI preferred. High resolution also accepted.
7. JPG format preferred, will accept PNG, TIFF, WEBP, JPEG etc...
8. Product image with the file named with your vendor style# and colour code, or name and the number/letter to indicate it is part of a series of photos. Email the completed form and images to Merch team in a zip file.
9. Front and back shots at the very least, additional angles and detail shots are preferred.
10. All colours on purchase order should be represented.

If images cannot be provided or do not meet specifications, vendor must provide production samples for photography through Golf Town/Sporting Life no later than 60 days prior to product launch/go live date to allow time for processing. Vendor will be invoiced for photography at the following rate: \$90/image (\$45/initial shot + \$15/additional angle shots x 3). Photography will be shared with vendor once complete and paid for.

If images or samples are not supplied, the product will not go live in advertising or on website(s) and the buyer may choose to cancel the forecast for those item(s).

Sporting Life Product Image Guidelines – *refer to the “SPORTING LIFE PRODUCT IMAGE GUIDE” available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.*

Golf Town Product Image Guidelines – *refer to the “GOLF TOWN BRAND GUIDE” available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.*

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Product Descriptions

Clear and concise product descriptions are required for all products. If proper descriptions are not supplied, the product will not be included in planned advertising or go live online, and the buyer may choose to cancel the forecast for those item(s). Vendor will be informed in writing if product descriptions do not meet standards.

Long Description – This section should emphasize and romance the item’s most important features and lifestyle application, so the customer who is browsing can visualize the item in their day-to-day use. Submitted in paragraph form, no longer than 2-3 sentences.

Technology Description – This section should highlight specific features, proprietary (named) technologies, and any other main selling features that highlight the item and guide the customer toward a better understanding of what makes the product unique. Submitted in sentence case, separate technology and features can be split on to a new line for each.

Features & Benefits – This section should elaborate on specifications and details covered in the Technology description. It should include materials, weights, small details, vendor ID number (vendor style number) and any smaller or internal details that may not be visible to the eye online but is pertinent to the performance of the product. Submitted in point form, between 3-8 points of information.

Descriptions must be bilingual and in compliance with the Charter of the French Language (“Bill 101”). If French descriptions cannot be provided, Golf Town/Sporting Life can provide translation services for a fee. Estimated \$0.25/word fee for translation services. Minimum lead time of 30 days will be required.

Translated product descriptions can be shared with vendor if requested once complete and paid for.

7. Purchase Orders

General

All purchase orders will be placed using EDI. Telephone orders, verbal commitments, handwritten orders, e-mails, or worksheets are not valid for shipping orders to stores or warehouse. All purchase orders will clearly state Order Date, Requested Ship Date, Cancel Date, and will reflect a standard ship window of 10 business days. All purchase orders must adhere to the dates reflected on the PO. Any delays or requests for extension must be communicated to the buyer before the Cancel Date and approved in writing.

At all times vendors must ship complete. Partial shipments (break-ships) per individual PO may be allowed if first part of shipment fulfills a 90% fill rate. If a purchase order is shipped in more than 2 shipments without approval a non-compliance fee may apply.

Purchase orders must not be shipped if there is a pricing issue. Any discrepancy must be resolved between vendor and buyer prior to shipment, otherwise the order may be returned at the vendor’s expense and a non-compliance fee may apply.

All changes to purchase orders will be submitted using EDI and will be submitted prior to requested ship date. Substitutions or changes to the purchase order are not allowed without written approval

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

and purchase order re- submission. Should any shipment contain item(s) that do not match the purchase order, the item(s) will be returned to vendor (freight charge collect plus handling fee) at the expense of the vendor, and a non-compliance charge may apply.

New store purchase orders will apply to new locations, stores with category renovations and grand re-opening, or full-store renovations and grand re-opening. New store purchase orders will be submitted via EDI using the new store terms detailed in the Vendor Buying Agreement.

Cancellation

All purchase orders must be received at Golf Town/Sporting Life ship-to destination prior to the cancellation date stated on the purchase order. Purchase orders shipped on or after the cancellation date will be refused/considered cancelled, and a non-compliance fee may apply.

Re-instatement of the late purchase orders is at the discretion of the buyer and may be subject to approval of the Director of Purchasing.

It is the vendor's responsibility to account for transit times and to book a delivery appointment with the warehouse as per the vendor manual. Failure to follow procedure will result in rejected shipments and returned to the vendor at their expense.

Ship-to/Mark for POs

All Ship-to/Mark for POs will be submitted through EDI. Vendor will receive a unique PO number per store and each PO (store) will have its own unique distribution. All POs must be shipped complete unless prior written authorization from the buyer has been granted.

Direct-to-Consumer

Each direct-to-consumer order will have a unique PO and must be shipped in an individual carton. PO number clearly indicates on the outside of the carton.

Non Inventory Items

Non-inventory (fixtures, signage, promotional items, supplies, etc.) must be shipped separately from inventory(standard) POs and must have written authorization prior to shipment.

Special Order POs – Golf Town

Vendors will receive all Golf Town special order POs via EDI. All special order POs will begin with PO sequence code "SP". The same shipping standards as regular EDI POs apply.

Under special circumstances, some Special Orders may be submitted via email with a PDF purchase order. Manual special order POs will begin the PO sequence code "SPM." Once the order has been received and is ready to ship, the vendor must confirm via email with the reference number for the order and expected ship date.

Special Order POs - Sporting Life

Vendors will receive all Sporting Life special order POs manually. The buyer or store manager will reach out to the vendor via phone or email and place the order, and will provide a 6 digit Special Order PO# at this time. A confirmation order number must be provided from the vendor after PO has been

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

submitted. Once the special order PO is ready to ship, vendor must reach out to the 3PL for an appointment. All special order POs must be clearly labelled with "SPECIAL ORDER PO# ____" written in bold lettering on the box.

Kitting POs

Vendor may receive Kitting PO's when a pre-determined outfit/set/kit of items must be packed together. Carton and shipment requirements are listed in Shipping Packaging Standards.

- All pieces in the kit must be packed together on the same PO.
- Specify that PO requires SPECIAL HANDLING when making appointment with 3PL.
- Each Carton MUST be labelled KITTING PO.

Cross Dock Orders

All cross dock orders must be clearly labelled as "CROSS-DOCK," along with the store #, on the outside of the carton.

Quote the shipping reference numbers (SPO#, Supply PO#) on the outside of all cartons and on the packing slip. All cartons must be clearly labelled with specified information:

- CROSS DOCK
- Indicate: Special Order, Supply PO, Pro-Deal, Fixture
- Reference#
- Appointment#
- Store#

When booking an appointment with 3PL please quote the appropriate individual reference number (for instance CUR#, DSR# and SPO#), to receive a priority appointment time.

8. Merchandise Packaging & Labelling

General

- Product will not be accepted when shipped on hangers unless specifically negotiated in the Vendor Buying Agreement.
- All product, packaging and labelling must meet all federal and provincial government regulations.

Supplier Hangtags/Ticketing

All merchandise must arrive with a visible hangtag, sticker or label clearly indicating specific information (see ticket requirements). Merchandise received without proper ticketing, requiring Golf Town/Sporting Life associates manual tagging may be subject to a non-compliance fee. Improperly ticketed merchandise will be subject to delay of placement on the sales floor or activation on eCom. In some cases, non-compliant merchandise may be subject to refusal or returned at vendor's expense.

Ticket Requirements

All merchandise must be shipped to our 3PL and stores with the following information clearly displayed on either a hangtag, sticker, or other type of label.



GOLF TOWN / SPORTING LIFE VENDOR MANUAL

- UPC OR EAN scannable barcode
- UPC OR EAN human readable
- Vendor Product Number (VPN) or Vendor Style Number
- Vendor colour and size
- Canadian (CAD) MSRP which has been approved by category buyer

The information listed above must be attached to the merchandise, any other forms of displaying the information listed above such as attaching on the poly bags, will not be accepted. Merchandises that do not comply with the instruction listed above will result in non-compliance charges.

9. Shipment Packing Guideline

- All shipments are to be accompanied by an ASN and a valid PO number. (Note: Reference ID's used to secure overall quantities are NOT valid PO numbers).
- ALL products must be shipped with scannable/readable UPC labels on individual items.
- Each Purchase Order to be packed into individual carton with PO number and quantity shipped clearly identified outside of the carton. Small cartons can put in the master carton to minimize shipping costs, Master carton needs to be clearly identified with the PO numbers included.
- Purchase Order must be packed and consolidated based on style/colour/size in each carton. Multiple styles can be pack in the same carton; single style must keep together.
- Cartons must be packed on 40" x 48" pallets with labels facing out.
- The number of cartons must be clearly marked on each pallet.
- Pallet number and Carton count per pallet needs to be clearly marked on each pallet when more than one pallet is being shipped. e.g.: Pallet 1 of 3, 10 cartons; Pallet 2 of 3, 5 cartons; Pallet 3 of 3, 2 cartons".
- Place a single piece of cardboard inside on the top and bottom of each carton for protection when opening the carton.
- If a carton contains any breakable items, the exterior of the carton must clearly indicate "FRAGILE" to indicate that the carton must be handled with care.
- Shoes - Pack shoeboxes one box deep and in the same direction with the shoebox labels facing the top of the carton.
- Cartons must not exceed 50 lbs for general merchandise. If a carton or item exceeds 50 lbs, the exterior of the carton must clearly indicate "**HEAVY CARTON**".
- Cartons must be packed on pallets by PO; POs must not be split across multiple mixed pallets. Each pallet must be labelled following the [Pallet Label Standards](#). If multiple pallets, pallet and carton must be kept in sequence. Multiple POs on a pallet must be segregated.
- All pallets must be securely shrink wrapped to avoid the load from shifting during transit. Do not overload boxes.
- All Shipments must include a Bill of Lading (BOL) which adheres to the [Bill of Lading Standards](#).
- Each carton must have GS1-128 label affixed.
- Valid PO#; pallet quantity and carton quantity on BOL or waybill are required for each shipment.
- Packing list for each PO# should be included in carton; and can be attached to the outside of the shipment in a waterproof pouch.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Packing Materials

Vendors are encouraged to use environmentally sensitive packaging materials (recycled and recyclable). Wherever possible, avoid excess packaging by using material that maximizes protection while minimizing an environmental impact.

- Acceptable Packaging Materials - Cardboard partition/dividers, cardboard fittings, corrugated cardboard, and craft paper.
- Unacceptable Packaging Materials - Expanded polystyrene loose fill “peanuts”, straw, fiberglass, hardplastic, newspaper, and bamboo.

10. Shipping Guideline

Shipping to the Warehouse & Booking Appointment

- All shipments must be booked within purchase order ship window and delivered by appointment only. Late or deliveries that arrive without appointment may lead to refusal of shipment or subject to compliance chargeback.
- Purchase order delivered prior to PO open ship date or past cancel date may lead to refusal of shipment or subject to compliance chargeback.
- Carriers must not split shipments and must deliver all cartons/pallets for the shipment at the schedule delivery date and time.
- Appointment requests must be submitted at a minimum of 48 hours prior to the requested delivery date.

Information required by email when requesting an appointment:

- Ship From: Vendor name
- Ship To: SLG name
- Purchase order number
- # of pallets per PO
- # of cartons per PO
- Total pallets
- Total cartons
- Total units

PO#	Units	Carton/s	PALLET	Carrier	EDI Y/N

Warehouse address

Sporting Life/ Golf Town

NLS (National Logistic Service)

150 Courtneypark Drive West – Doors 16C-20C

Mississauga, Ontario

L5W 1Y6

Hours 8am - 5pm

NLS Appointment desk: 150CourtneyparkAppts@nls.ca

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Packing Slip Standards

Each purchase order must be shipped with a packing list which includes the following information:

Header Information

- Purchase Order Number
- Ship Date
- Carrier
- Tracking Number

Item Information

1. UPC
2. Vendor Part Number (Style/ Colour/ Size)
3. Style / Color/ Size
4. Description
5. Quantity Ordered
6. Quantity Shipped

Footer Information

1. Total Quantity Shipped
2. Number of Cartons
3. Number of Pallets

Bill of Lading standards

All shipments must be shipped with a Bill of Lading (BOL) with all fields below:

- Name of Carrier
- Ship Date
- Shipper Name & Address
- Consignee Name & Address
- PO#
- Number of Pallets & Cartons
- Total Weight
- BOL/Pro #
- NMFC (Freight Classification)

Carton Label

All shipments will be required to use GS1-128 Labels (UCC-128/MH-10), each carton must contain an GS1-128 label. For complete GS1-128 Canada Label Standards, please follow this link: [GS1 Canada \(label standards\)](#)

- The GS1-128 label must be placed on the side of the carton, the label must be visible and facing out when stacked on skid.
- Placement of the label must be at the same spot on each carton.
- Barcode on the label must be scannable.
- Label must not be placed over shrink wrap, need to be on the carton.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Example of a carton label

Zone A:	Ship From	Zone E:	PO Number
Zone B:	Ship To	Zone E:	Contents
Zone C:	Ship To code	Zone F:	Carton Qty
Zone D:	Carrier	Zone G:	Mark for barcode
Zone D:	BOL Number	Zone H:	Mark For
Zone D:	Carton Count	Zone I:	Scannable carton number barcode
		Zone I:	Human readable carton number

The label format that is known as the GS1 US Common Label for use in North America. The example shows all zones in accordance with GS1 US Common Label (GS1-128). Note: Minimum label requirements are highlighted in red

Zone	Description	Font	Required Information
A	Ship from Information	8-10 pt	Ship from Name Street Address City, State, Postal Code
B	Ship to Information	12-14 pt	Ship to Name (including the SCS ship name/location number where applicable)
C	Ship to Postal Code # and Bar Code		
D	Carrier Information	10-16 pt	Carrier Name Bill of Lading /Tracking# Carton Count
E/F	Customer/Retailer Information	18 pt	Retailer's PO Number Contents (This would be the upc or retailer item #. If greater than 3 items, use "MIXED") Carton count (e.g Carton Qty 1 or 1) <i>10/4/2017 Update: Zone F carton quantity field updated to represent "total number of pieces in a carton"</i>
G	Location Bar Code		
H	Location number Notes		PO Notes
I	Serialized Shipping Container Code-SSCC		SSCC Barcode with human readable text

The diagram shows a sample GS1-128 carton label with the following zones labeled:

- Zone A:** Ship From: Ship from Name, Street Address, City, State, Postal Code
- Zone B:** Ship to: Ship to Name - Log#, Street Address, City, State, Postal Code
- Zone C:** Ship To Postal Code: (420)92145
- Zone D:** CARRIER: GROUND, BIL #: M132694, CARTON: 1 of 1
- Zone E:** CONTENTS, PO #: 1007237
- Zone F:** Carton Qty: 1, UPC 000152699881 Widget A, UPC 000152699893 Widget B
- Zone G:** Mark For: (91) 11100
- Zone H:** Mark For: 11100
- Zone I:** SSCC Barcode with human readable text: (00) 0 0001526 129000450 1

EXAMPLES OF AN SSCC IN A GS1-128 BARCODE

The diagrams illustrate the structure of an SSCC in a GS1-128 barcode:

- Example of an SSCC with a 7-digit GS1 Company Prefix:** (00) 0 0801234 99999999 7
- Example of an SSCC with a 9-digit GS1 Company Prefix:** (00) 0 081123400 9999999 2

Labels in the diagrams include: Application Identifier, GS1 Company Prefix, Serial Reference, Check Digit, and Extension Digit.

To calculate the check digit, visit http://www.gs1.org/barcodes/support/check_digit_calculator or you can generate it using the following algorithm.


How to calculate a Check Digit manually

ID Key Format	Digit positions													
GTIN-8														
GTIN-12														
GTIN-13														
GTIN-14														
SSCC	N₁	N₂	N₃	N₄	N₅	N₆	N₇	N₈	N₉	N₁₀	N₁₁	N₁₂	N₁₃	N₁₄
Step 1: Multiply value of each position by	x3	x1	x3	x1	x3	x1	x3	x1	x3	x1	x3	x1	x3	x1
Step 2: Add results together to create sum														
Step 3: Subtract the sum from nearest equal or higher multiple of ten = Check Digit														

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Direct to Consumer Packing Slip -- Packing slip revision to be updated.

All Golf Town Direct to Consumer shipments are required to include the following Golf Town branded packing slip.



**PACKING SLIP /
BORDEREAU D'EXPEDITION**


**SHIP TO /
EXPEDIER A**

**SOLD TO /
VENDU A**

CUSTOMER ORDER # / NUMERO DE COMMANDE	SHIP DATE / DATE D'EXPEDITION	SHIP VIA / EXPEDIER PAR

GOLF TOWN SKU / REFERENCE GOLFTOWN	VENDOR PART / NUMERO DE REFERENCE DU VENDEUR	DESCRIPTION / DESCRIPTION	PERSONALIZATION COMMENTS / COMMENTAIRES DE PERSONNALISATION	ORDER QTY / QTE COMMANDE	SHIP QTY / QTE EXP.


RETURN TO



**DO NOT RETURN
TO THE MANUFACTURER**


Should you encounter any problems,
please contact Golf Town Customer Service and we'll be
glad to help you with any questions you may have.

CUSTOMER SERVICE CENTER
800-815-2943 Hours: M-F 8am-5pm



ONLINE 24/7
golftown.com


RETOURNER A



**NE PAS RETOURNER AU
FABRICANT**

Si vous rencontrez des problèmes, s'il vous plaît contacter le
Service à la clientèle GolfTown et nous beglad pour vous
aider avec toutes les questions que vous pourriez avoir.

CENTRE DE SERVICE CLIENTELE
800-815-2943 Heures: L-V 8H-17H



EN LIGNE 24/7
golftown.com

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

11. Transportation Guideline

Routing Guide

Sporting Life Routing Guide – refer to the “2023 Sporting Life Routing Guide” available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.

Golf Town Routing Guide – refer to the “2023 Golf Town Routing Guide” available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.

International Transportation Document Requirements

PO mode of delivery and delivery terms needs to be preapproved by Merch team.

The following documents are required for customs clear; Vendor is responsible to provide all documents to avoid customs clearance delay:

- Commercial invoice
- Certificate of origin

United States/ Mexico Document Requirements

PO mode of delivery and delivery terms needs to be preapproved by Merch team.

The following documents are required for customs clear; Vendor is responsible to provide all documents to avoid customs clearance delay:

- CUSMA Certification of Origin Form [CUSMA Certification of Origin Form](#)
- USMCA Certification of Origin [USMCA Certification of Origin](#)

Failure to provide complete set of documents will result in customs clear delay, storage, and non-compliance charges.

12. Reverse Logistics

Defective/Damaged Goods Return

- All Return Authorization numbers (RA#) will be requested by email.
- Defective/damaged merchandise will be returned to the vendor using a Sporting Life defective stock return (DSR) tag; Golf Town will issue a return voucher.
- A credit for the item should be issued by the vendor.
- Under no circumstances should any merchandise (warranty, non-warranty, used, non-saleable, or RTV.) be repaired and shipped back to Golf Town/Sporting Life.
- Safety or product recalls will be returned at vendor's expense.

Defective/Damaged Goods Exchange

- Some defective/damaged merchandise may qualify for defective exchange.
- All defective exchanges will be subject to buyer written approval, and in some cases approval from Director of Purchasing.
- All Return Authorization numbers (RA#) will be requested by e-mail.
- All defective products will be returned to the vendor using a Sporting Life defective stock return (DSR)tag. Golf Town will issue a return voucher.
- A replacement item will be issued by the vendor.
- All replacement item shipments must reference the RA# on the outside of the box.

13. Vendor Compliance Program

Sporting Life Group vendor compliance program is designed to address issues regarding incomplete order fulfilment, speed to market, and sales floor readiness. Expectation is that goods will be delivered on time, complete and problem free to allow an expedient flow of goods to the sales floor for our customers.

Sporting Life Group expects our vendors to comply with the requirements detailed in this manual, the goal is to achieve compliance so that products can flow efficiently to the sales floor, our vendor compliance program is intended to recover incremental costs incurred as a result of non-compliance.

In the event a non-compliant shipment cannot be accepted, Sporting Life Group reserves the right to reject the shipment with the vendor being responsible for all transportation and storage charges.

Rejected shipments must be picked up within 14 days of notification. Sporting Life Group reserves the right to dispose of the goods if pickup arrangements are not made within 14 days.

Cost Recovery amounts will be deducted from the Vendor invoice.

Compliance chargebacks table

Non-compliance is reviewed daily based on the scheduled shipments, respective chargebacks amounts are communicated daily by email with the details of non-compliance issues.

Please note new requirements and/or chargebacks may be added at any time as required:

Refer to the “Compliance Chargebacks Table” available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.

14. Warranty

Golf Town Returns & Exchange Policy

<https://www.golftown.com/en-CA/returns.html>

Sporting Life Returns & Exchange Policy

<https://www.sportinglife.ca/en-CA/help.html/#returns-exchanges>

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

15. Billing & Payments

Currency

All payments will be processed in Canadian currency, unless otherwise specified and agreed upon within the Vendor Business Agreement.

Method of Payment

Vendors will be required to provide bank details as the preferred method of payment is via EFT (Electronic Fund Transfer) for most timely payment. Wire Payment options are available for USD vendors only. Cost of Wire payment will be covered by vendor. Payment via cheque is accepted, however may result in delay in receipt of payment.

Payment Runs

Vendors will be required to provide an email address for payment remittance. No paper copies will be mailed. A detailed payment remittance will be submitted with each payment via email. Payment runs will be completed every second Thursday.

Invoicing

All invoices must be transmitted through EDI, no paper invoices will be accepted unless approved in writing by Director of Purchasing. Multiple invoices allowed per PO, 1 invoice per shipment. No break-ships will be accepted (excluding custom or special orders). If multiple shipments are required, the initial shipment must meet the 90% fill rate (maximum of 2 shipments). If purchase order is shipped in more than 2 shipments without prior approval, delay in payment will occur. Invoices received not through EDI may be subject to delay in payment, non-payment or a non-compliance fee may apply.

Golf Town manual special order Invoices (POS beginning with sequence code "SPM") must be submitted to the following address: gtmerchantvendors@golftown.com

Payment Terms

Golf Town/Sporting Life will make best efforts to pay according to terms agreed upon within the Vendor Business Agreement.

Payment Terms will be taken from Date received invoice in EDI. If EDI invoice is not transmitted in compliance with this manual, there may be a delay of payment. GT will not be at loss due to vendor non-compliance, therefore early pay discounts will be taken if delay is due to vendor non-compliance.

Freight coverage

Freight coverage will be agreed upon and stated clearly within Vendor Buying Agreement. Vendor must follow the freight coverage details throughout the duration of the agreement. Sporting Life/Golf Town will not accept freight charges on invoice OR from 3rd party carriers.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Vendor Support

Within the Vendor Business Agreement. All credits must be applied to Golf Town/Sporting Life account monthly, with exception of volume rebate deduct annually; special deduct as needed. The deduction will be auto deduct based on our calculations.

Credits to Golf Town account must be submitted to gtmerchantvendors@golftown.com

Credits to Sporting Life account must be submitted to ap@sportinglife.ca

All CDN vendor assistance must be paid in full including applicable taxes. Does not apply to USD vendor support.

All Vendor support will be calculated based on Golf Town/Sporting Life fiscal calendar unless otherwise specified and agreed upon within the Vendor Business Agreement.

Annual Confirmation Letter

Vendors agree to complete an annual confirmation detailing vendor support paid and owing for the fiscal year based on Vendor Business Agreement and annual purchases. This is part of the annual external audit process and will be mandatory. Letter and template will be provided prior to year-end by Golf Town/Sporting Life for vendor to complete.

Claims/Invoice Discrepancies

Adjustment for shortages, damages or pricing discrepancies will be deducted off invoice. Vendor must reconcile these discrepancies and clear off statement within 60 days of payment receipt.

16. Marketing, Advertising & eComm

Logo & Creative Standards

To ensure consistency with Golf Town/Sporting Life brand logo treatment and tonality, the Brand Document is to be followed for all creative initiatives planned in partnership with Golf Town/Sporting Life Marketing or Merchandising teams. Please use the links below for full details and Standards.

Golf Town Brand Guide – *refer to the “GOLF TOWN BRAND GUIDE” available at <https://sportinglifebloq.ca/vendor-partnership-manual/> for more details.*

Sporting Life Brand Guide – *refer to the “SPORTING LIFE BRAND GUIDE” available at <https://sportinglifebloq.ca/vendor-partnership-manual/> for more details.*

IP Bidding Standards

Vendors are not permitted to bid on any Golf Town/Sporting Life brand terms, including all IP rights, trademarks, taglines, etc, unless written consent is given by Golf Town/Sporting Life Group.

Core Asset Specifications

To adequately support brand/product initiatives and priorities, Golf Town/Sporting Life will require certain assets to execute go-to-market strategies in various channels (print, digital, social, field). Assets



GOLF TOWN / SPORTING LIFE VENDOR MANUAL

must be delivered no less than 60 days prior to product launch date. If the product or planned launch has an applicable embargo date that precedes the launch date, the assets must be submitted no less than 60 days prior to embargo date. If asset submission is delayed, product launch date may be delayed, the buyer may choose to cancel the forecast, and a non-compliance fee may apply.

Golf Town Core Assets submission: assets@golftown.com

Sporting Life Core Assets submission: assets@sportinglife.ca

Athlete/Ambassador Content – Golf Town

Golf Town/Sporting Life may provide vendor athletes, ambassadors and product teams with unique opportunities and positive brand exposure across multiple channels. Golf Town/Sporting Life encourages the vendor to incorporate initiatives with their athletes, ambassadors, and product teams into the annual go-to-market strategy. Golf Town/Sporting Life may request information and/or assets from the vendor to utilize on various platforms (indicated below).

- Golf Town Blog
- Golf Town Magazine publication
- Interviews
- In-Store imagery
- In-Store Activation/Events

eComm Orders

Vendor must notify the category buyer when drop-ship items are out of stock, so the item(s) may be remove from website, and prevent backorders.

17. Store Signage

All vendor provided visuals must be approved prior to creation and installation.

- All visuals must be submitted according to Timeline calendar below to ensure timely visuals installation.
- Vendors must provide French versions where applicable. All translated signage must be approved by GolfTown/Sporting Life translation department.
- Estimated shipment dates must be sent 2 – 3 weeks prior to them hitting stores so stores receive communication on time.
- If installers are required for visuals/display installation, vendors must work with the Golf Town/Sporting Life visual team to coordinate. Vendors are not permitted to contact Golf Town/Sporting Life stores directly for visual plans.
- Vendors will receive visual packages directly from Golf Town/Sporting Life visual team. The vendor visual package will include die lines, distribution lists and photos.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Timelines/ Calendar

Vendors must follow the below timeline to ensure visual initiatives are installed according to timeline.

Month Visuals hit Store	Due Date
January	First Monday in December
February	First Monday in January
March	First Monday in February
April	First Monday in March
May	First Monday in April
June	First Monday in May
July	First Monday in June
August	First Monday in July
September	First Monday in August
October	First Monday in September
November	First Monday in October
December	First Monday in November

Delay in submission will result in delay of visuals installation, and in some cases the buyer may choose to cancel visual plan.

All POP fixtures and signage must be submitted with dimensions and photographs to:

Golf Town – Amanda Ingraudo aingraudo@sportinglifegroup.ca

Sporting Life – Courtney Munden CMunden@sportinglifegroup.ca

18. Store Training

In Store Training

Vendor may choose to lead product knowledge sessions in store for Golf Town/Sporting Life associates. In store training and product knowledge sessions, range days, and Certified Master Club Fitter program involvement must be approved and organized prior. See below for contact information.

Online Training Modules

Vendor may provide access to online training modules through contacts below. All materials/assets must be made available in English and French

Training Contact

Golf Town – Steeley Barrett sbarrett@sportinglifegroup.ca

Sporting Life – Rebecca Brownridge rbrownridge@sportinglifegroup.ca

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Nudge

Nudge is the internal communication platform used by Golf Town & Sporting Life, offering vendors an opportunity to share brand stories, launch new products, teach, and inspire.

Along with supporting photography/video please provide brand name, a brief overview of product/brand launch or training module, launch date, and key features and benefits or technology. Information to support product/brand launches through Nudge must be submitted no less than 30 days prior to product launch date. Please contact category buyer for more information.

Supported Media Formats for Nudge:

- Photography – JPEG or PNG
- Video – Mp4 or YouTube link
- Decks/Brochure – PDF or Microsoft Power Point
- Sell Sheet – PDF or Microsoft Word
- Poster – PDF

Golf Town Media Specifications

Channel	Media	Specs (W x H)	Working Format	Final Format	Additional Details
Web	Carousel - Desktop	2720 x 1000	PSD, INDD	JPG (~65 Quality)	Has CTA (Call To Action/Button)
	Carousel - Mobile	750 x 830	PSD, INDD	JPG (~65 Quality)	Has CTA
	HP Tile	1350 x 656	PSD, INDD	JPG (~65 Quality)	Has CTA
	Square Tile	600 x 600	PSD, INDD	JPG (~65 Quality)	Has CTA
	Category - Desktop	2000 x 400	PSD, INDD	JPG (~65 Quality)	No CTA
	Category - Mobile	1350 x 656	PSD, INDD	JPG (~65 Quality)	No CTA
Email	Postcard	624 x 624	PSD, INDD	JPG (~65 Quality)	Has CTA, height can grow or shrink
Social	Instagram Story	1080 x 1920	PSD, INDD	JPG (~65 Quality)	No CTA, 200px safety top & bottom
	Instagram	1080 x 1080	PSD, INDD	JPG (~65 Quality)	No CTA
	Facebook	1200 x 630	PSD, INDD	JPG (~65 Quality)	No CTA, no or minimal text
	Twitter Post	1024 x 512	PSD, INDD	JPG (~65 Quality)	No CTA

Sporting Life Media Specifications

Channel	Media	Specs (W x H)	Working Format	Final Format	Additional details
Web	Desktop Carousel	1360 x 500 px	PSD, INDD	JPG (~65 Quality)	Please leave room on bottom for shop now CTA
	Mobile Carousel	767 x 849 px	PSD, INDD	JPG (~65 Quality)	Please leave room on bottom for shop now CTA
	Category banner	1010 x 300 px	PSD, INDD	JPG (~65 Quality)	Please leave room on bottom for shop now CTA
	Homepage long tile	1400 x 300 px	PSD, INDD	JPG (~65 Quality)	Please leave room on bottom for shop now CTA
Email	Postcard Style	600 x 350 px	PSD, INDD	JPG (~65 Quality)	Slight wiggle room for height if needed.
Social	Instagram Feed	1080 x 1080 px	PSD, INDD	JPG (~65 Quality)	No logo, No text. Image Only.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

19. Fiscal Calendar

Golf Town/ Sporting Life Fiscal Calendar

F2023															
Q1															
Instruction: Enter the Date (DD-MM-YYYY) of the first day of the Fiscal Year into MON - WK 1 cell to calculate the calendar															
M01 FEBRUARY 2023			M02 MARCH 2023			M03 APRIL 2023									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 1	29	30	31	1	2	3	4	WK 5	26	27	28	1	2	3	4
WK 2	5	6	7	8	9	10	11	WK 6	5	6	7	8	9	10	11
WK 3	12	13	14	15	16	17	18	WK 7	12	13	14	15	16	17	18
WK 4	19	20	21	22	23	24	25	WK 8	19	20	21	22	23	24	25
Q2															
M04 MAY 2023			M05 JUNE 2023			M06 JULY 2023									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 14	30	1	2	3	4	5	6	WK 18	28	29	30	31	1	2	3
WK 15	7	8	9	10	11	12	13	WK 19	4	5	6	7	8	9	10
WK 16	14	15	16	17	18	19	20	WK 20	11	12	13	14	15	16	17
WK 17	21	22	23	24	25	26	27	WK 21	18	19	20	21	22	23	24
Q3															
M07 AUGUST 2023			M08 SEPTEMBER 2023			M09 OCTOBER 2023									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 27	30	31	1	2	3	4	5	WK 31	27	28	29	30	31	1	2
WK 28	6	7	8	9	10	11	12	WK 32	3	4	5	6	7	8	9
WK 29	13	14	15	16	17	18	19	WK 33	10	11	12	13	14	15	16
WK 30	20	21	22	23	24	25	26	WK 34	17	18	19	20	21	22	23
Q4															
M10 NOVEMBER 2023			M11 DECEMBER 2023			M12 JANUARY 2024									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 40	29	30	31	1	2	3	4	WK 44	26	27	28	29	30	1	2
WK 41	5	6	7	8	9	10	11	WK 45	3	4	5	6	7	8	9
WK 42	12	13	14	15	16	17	18	WK 46	10	11	12	13	14	15	16
WK 43	19	20	21	22	23	24	25	WK 47	17	18	19	20	21	22	23
F2024															
Q1															
Instruction: Enter the Date (DD-MM-YYYY) of the first day of the Fiscal Year into MON - WK 1 cell to calculate the calendar															
M01 FEBRUARY 2024			M02 MARCH 2024			M03 APRIL 2024									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 1	28	29	30	31	1	2	3	WK 5	25	26	27	28	29	1	2
WK 2	4	5	6	7	8	9	10	WK 6	3	4	5	6	7	8	9
WK 3	11	12	13	14	15	16	17	WK 7	10	11	12	13	14	15	16
WK 4	18	19	20	21	22	23	24	WK 8	17	18	19	20	21	22	23
Q2															
M04 MAY 2024			M05 JUNE 2024			M06 JULY 2024									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 14	28	29	30	1	2	3	4	WK 18	26	27	28	29	30	31	1
WK 15	5	6	7	8	9	10	11	WK 19	2	3	4	5	6	7	8
WK 16	12	13	14	15	16	17	18	WK 20	9	10	11	12	13	14	15
WK 17	19	20	21	22	23	24	25	WK 21	16	17	18	19	20	21	22
Q3															
M07 AUGUST 2024			M08 SEPTEMBER 2024			M09 OCTOBER 2024									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 27	28	29	30	31	1	2	3	WK 31	25	26	27	28	29	30	31
WK 28	4	5	6	7	8	9	10	WK 32	1	2	3	4	5	6	7
WK 29	11	12	13	14	15	16	17	WK 33	8	9	10	11	12	13	14
WK 30	18	19	20	21	22	23	24	WK 34	15	16	17	18	19	20	21
Q4															
M10 NOVEMBER 2024			M11 DECEMBER 2024			M12 JANUARY 2025									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 40	27	28	29	30	31	1	2	WK 44	24	25	26	27	28	29	30
WK 41	3	4	5	6	7	8	9	WK 45	1	2	3	4	5	6	7
WK 42	10	11	12	13	14	15	16	WK 46	8	9	10	11	12	13	14
WK 43	17	18	19	20	21	22	23	WK 47	15	16	17	18	19	20	21
M12 JANUARY 2025			M12 JANUARY 2025			M12 JANUARY 2025									
MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN		
WK 48	22	23	24	25	26	27	28	WK 48	22	23	24	25	26	27	28
WK 49	29	30	31	1	2	3	4	WK 49	29	30	31	1	2	3	4
WK 50	5	6	7	8	9	10	11	WK 50	5	6	7	8	9	10	11
WK 51	12	13	14	15	16	17	18	WK 51	12	13	14	15	16	17	18
WK 52	19	20	21	22	23	24	25	WK 52	19	20	21	22	23	24	25

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

20. Contacts

Golf Town	Email Contact	Name
Compliance	golftowncompliance@sportinglifegroup.ca	Edith Lee
Accounts Payable	gtmerchantvendors@sportinglifegroup.ca	Silvana Martella
Transportation	scao@sportinglifegroup.ca	Stewart Cao
Logistics	proberts@sportinglifegroup.ca	Paula Roberts
EDI Support	edi@golftown.com	Edith Lee

Sporting Life	Email Contact	Name
Compliance	sportinglifecompliance@sportinglifegroup.ca	Edith Lee
Accounts Payable	ap@sportinglifegroup.ca	Peter Pakatchian
Transportation	scao@sportinglifegroup.ca	Stewart Cao
Logistics	proberts@sportinglifegroup.ca	Paula Roberts
EDI Support	sportinglifeedi@sportinglife.ca	Edith Lee

Store Address

Sporting Life Store Address - refer to the "SLG Store Directory" available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.

Golf Town Store Address – refer to the "SLG Store Directory" available at <https://sportinglifeblog.ca/vendor-partnership-manual/> for more details.

GOLF TOWN / SPORTING LIFE VENDOR MANUAL

Version Tracker

Version ID	Version Notes	Last Updated	Last Updated By
V 1.0	Original Vendor Manual	June 2019	Paula Roberts
V 1.1	Modified Vendor Manual	12 Sept 2020	Cole Walker
V 2.0	Updated Vendor Manual to a newer version	6 Nov 2023	Edith Lee