



# e-PARTNER PROGRAM

## Account FAQs

### What is an internet e-Partner program?

It is a commission program where one party receives a commission for referring a purchaser to another. Generally, this specific transaction is tracked by a third party. In this case, the third party is Partnerize.

### Why would my account want to be one?

Shoppers are buying online more than ever so this is an easy way to become a part of that business model. You will also be eligible to earn commissions based on these sales and save time on placing these orders for your members/customers.

### Who can sign up to be one?

You can! Based on criteria, you qualify for this program. Thank you for being a great customer and now, partner.

### How do you sign up?

See instructions here: [CallawayGolf.com/ePartner](http://CallawayGolf.com/ePartner)

### Is it hard to sign up?

Not at all. Creating an account takes less than 10 minutes.

### What is a tracking link?

A tracking link is a special URL that tags users clicking through it.

### How do I get my tracking link?

See instructions here: [CallawayGolf.com/ePartner](http://CallawayGolf.com/ePartner)

### Why would a golfer click through this link?

There are several selling points here. The number one reason is to support their account. Secondly, many people like to shop online for ease of transaction. Through a tracking link, they will have access to our full catalog and marketing promotions.



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## Can custom club orders and other custom orders be completed through the link?

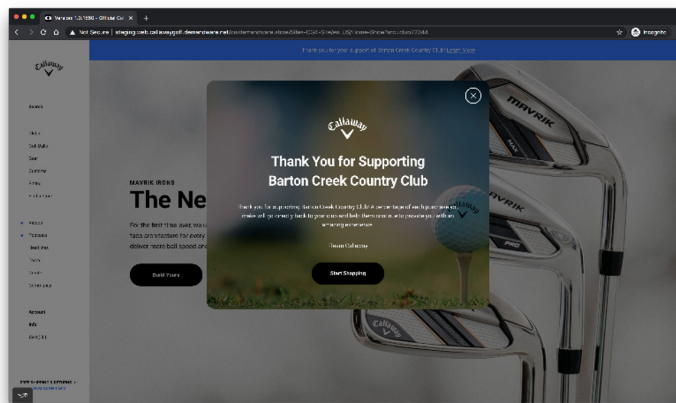
The link directs the customer straight to the Callaway site. Any customization available through Callaway online, will be available to the customer.

## How long does the tracking link work?

The tracking will last 30 days on the specific device the customer uses to click through.

## What will my member see when they click through the link?

The site will be co-branded with the club name, reminding them that they are supporting the club in this process. See an example here:



## How do I see what purchases have been made?

Check your Partnerize portal to see all of your credited orders.

## My member said he made a purchase but I don't see anything on my report?

Contact Ryan Rerich at [ryan.rerich@callawaygolf.com](mailto:ryan.rerich@callawaygolf.com), it is possible that the member started on one device and finished on another and therefore was not tracked.

## When can I collect my commissions?

We will pay your commissions within 7 days of the order shipping



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**How do I collect my commissions?**

See instructions here: [CallawayGolf.com/ePartner](https://CallawayGolf.com/ePartner)

**What if my member returns his item?**

If you've already been paid commission for that order, it would be netted out of future orders.

**Where will the orders ship?**

Orders will ship directly to wherever the customer decides. A shipping address is entered when order is completed.

**How should we tell our members about it?**

We'll provide a communication template for you to send your membership/customers. Also, you will have a unique and specific link to email and inform your members to use. With this link, commission will start compiling.

**Can users bill their order to their account?**

No, they will be purchasing it directly from Callaway.

**Will my account be billed anything for this?**

No, you just simply collect commission!

**What if I have any additional questions?**

Please reach out to your local rep to see if he/she can answer any questions you may have. If you have more process or logistical questions, please reach out to Ryan Rerich at [ryan.rerich@callawaygolf.com](mailto:ryan.rerich@callawaygolf.com)