



[EU.CALLAWAYCONNECT.COM](https://eu.callawayconnect.com)

TRAINING DOCUMENTATION



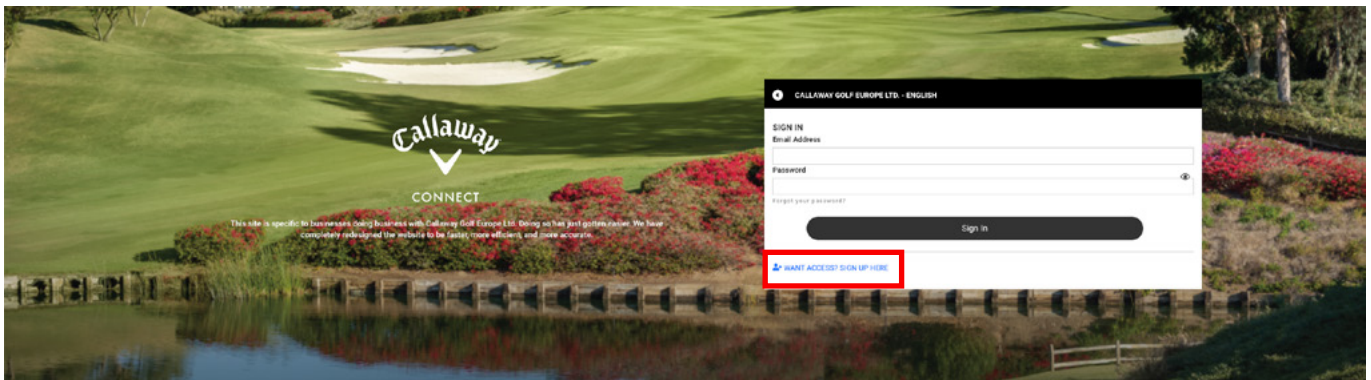
EU.CALLAWAYCONNECT.COM

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01 HOW TO SIGN UP

1. Visit <https://eu.callawayconnect.com>
2. Click **SIGN UP HERE**



3. Complete form and register

REQUEST CONNECT LOGIN

<p>First Name *</p> <input type="text"/>	<p>Address *</p> <input type="text"/>
<p>Last Name *</p> <input type="text"/>	<p>City *</p> <input type="text"/>
<p>Account Name *</p> <input type="text"/>	<p>Zip / Postal Code *</p> <input type="text"/>
<p>Account # *</p> <input type="text"/>	<p>Country *</p> <input type="text" value="COUNTRY"/>
<p>Phone Number</p> <input type="text"/>	<p>Email *</p> <input type="text"/>
<p>Entered By</p> <input type="text"/>	<p>Comments</p> <input type="text"/>

What functionality are you interested in?

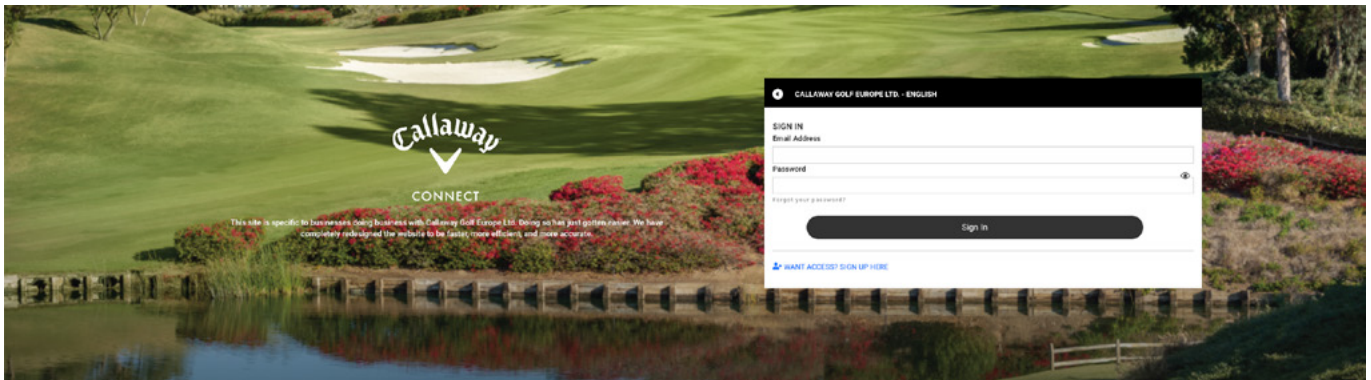
<input type="radio"/> Admin <input type="checkbox"/> Place Orders <input type="checkbox"/> View & Change Orders <input type="checkbox"/> View Invoices	<input type="radio"/> Place Orders <input type="checkbox"/> Place Orders <input type="checkbox"/> View & Change Orders	<input type="radio"/> Account Status <input type="checkbox"/> View Invoices <input type="checkbox"/> View Orders	<input type="radio"/> Basic <input type="checkbox"/> View Orders	<input type="radio"/> Not Sure
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Once you have registered, your request will be reviewed and approved internally. Once approved, you will receive a welcome e-mail from Callaway Sales with your username and a password reset link. Once you have set your new password you can use your username and new password to access the all-new Callaway Connect and get started.

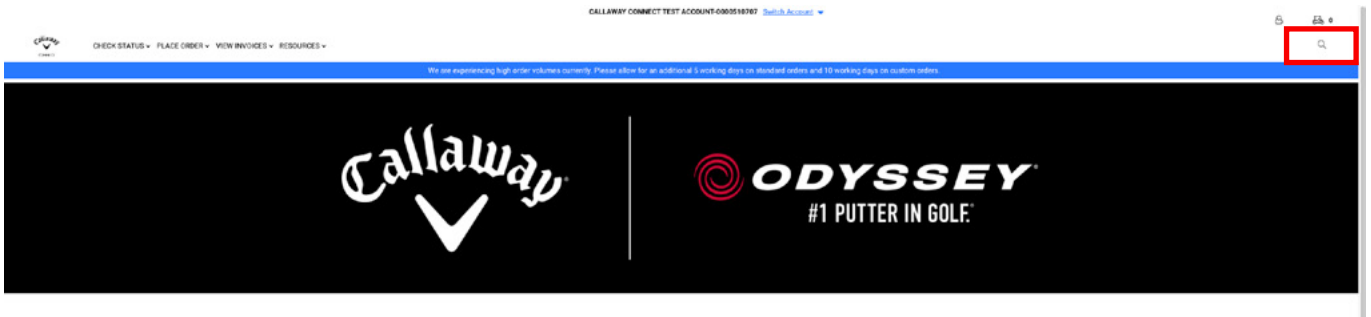
02 HOW TO LOG-IN

1. Visit <https://eu.callawayconnect.com>
2. Use your e-mail address & password to sign in.

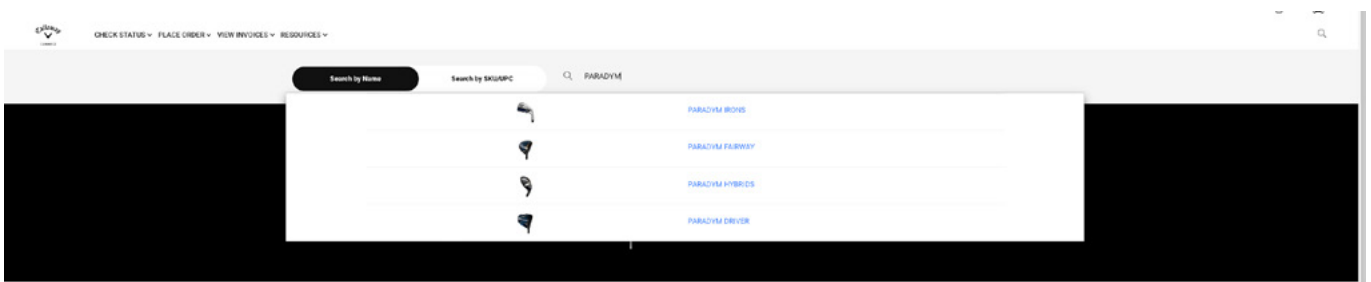


03 HOW TO SEARCH

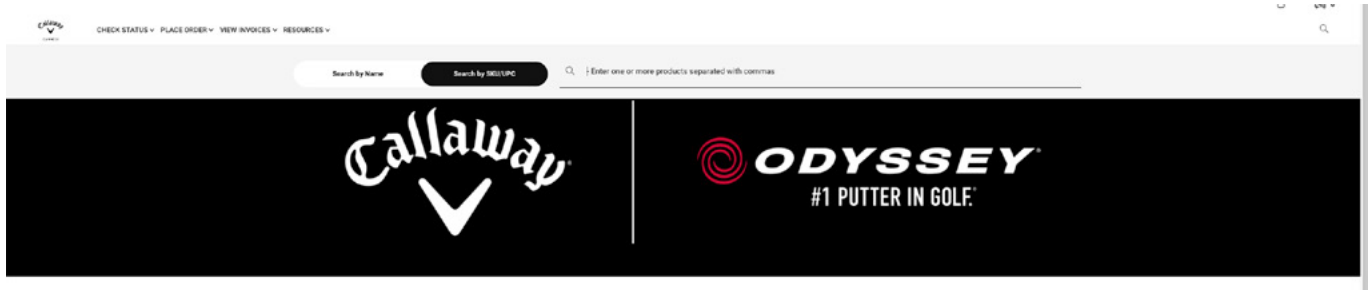
1. Navigate to search at the top right of page



2. Search by product name



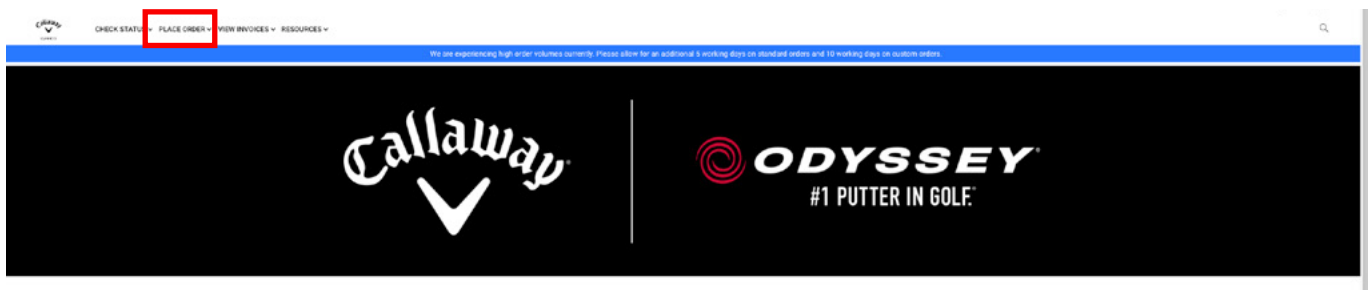
3. Search by SKU / UPC, or bulk search by pasting list of products separated with commas.



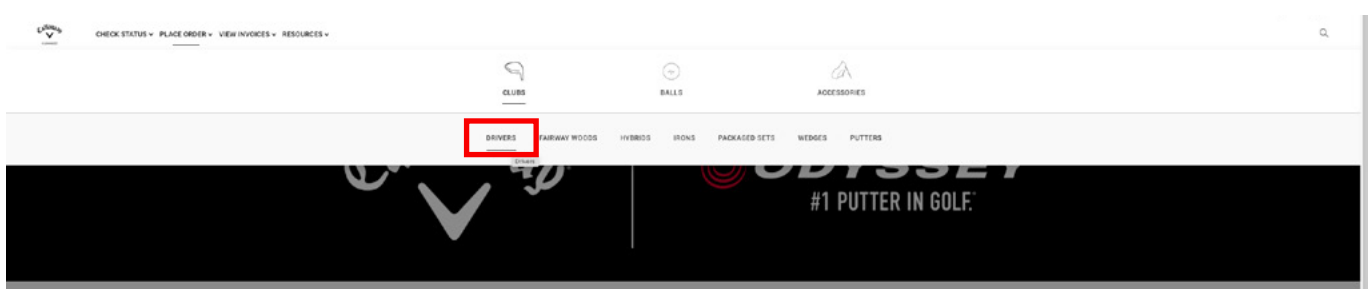
04 HOW TO PLACE AN ORDER

PLACE STOCK ORDERS

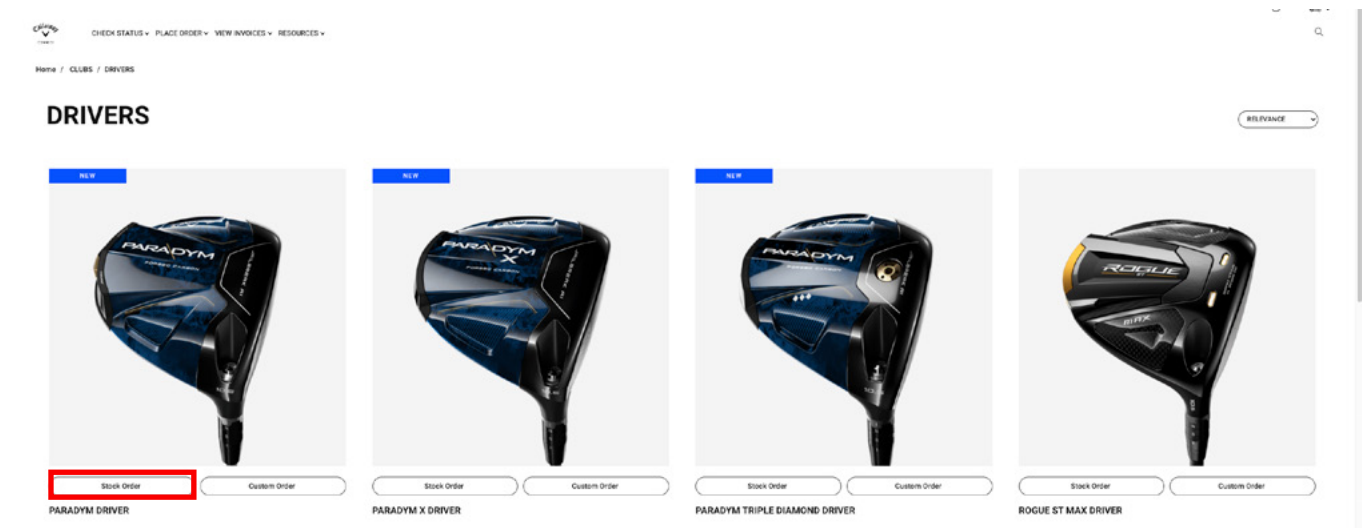
1. Navigate to 'PLACE ORDER'



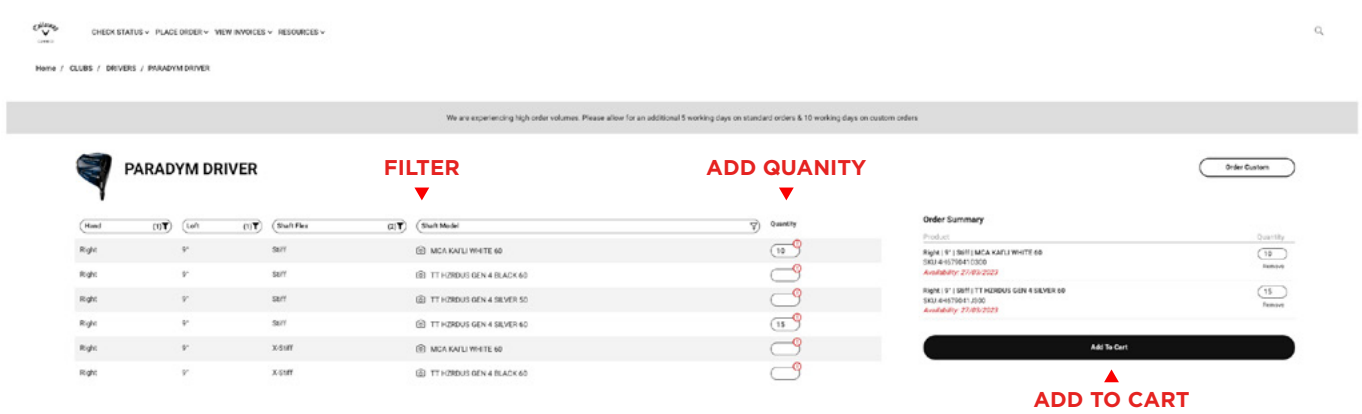
2. Navigate to the category page



3. Find your product & select 'Stock Order'

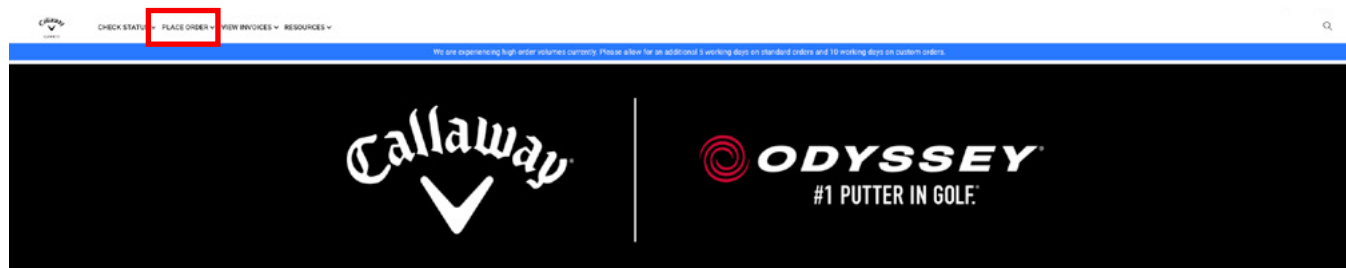


4. Filter, then add product quantity and then add to cart

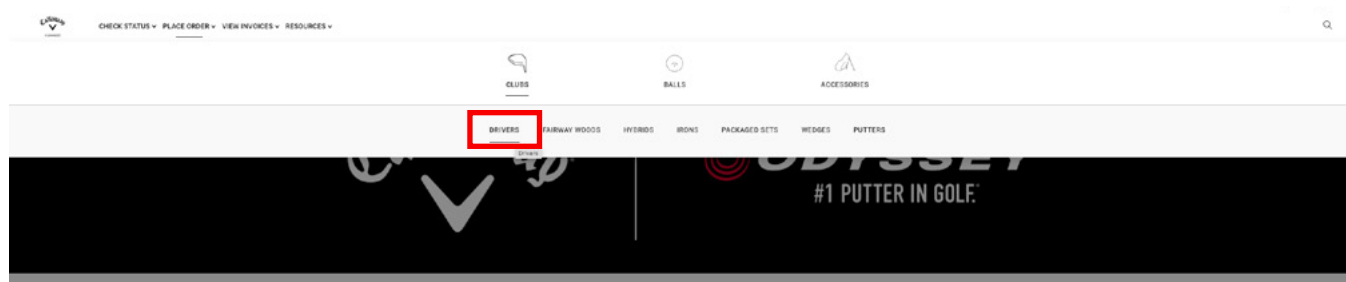


PLACE CUSTOM ORDERS

1. Navigate to 'PLACE ORDER'



2. Navigate to the category page



3. Find your product & select 'Custom Order'



Or from the stock order page, navigate to the custom order page through the top right link:

Callaway CONNECT

CHECK STATUS • PLACE ORDER • VIEW INVOICES • RESOURCES

Home / CLUBS / DRIVERS / PARADYD DRIVER

We are experiencing high order volumes. Please allow for an additional 5 working days on standard orders & 10 working days on custom orders.

PARADYD DRIVER

Order Custom

Hand	Loft	Shaft Flex	Shaft Model	Quantity
Right	9°	STIFF	MCA KATLI WHITE 60	10
Right	9°	STIFF	TT HZRDUS GEN 4 BLACK 60	10
Right	9°	STIFF	TT HZRDUS GEN 4 SILVER 50	10
Right	9°	STIFF	TT HZRDUS GEN 4 SILVER 60	10
Right	9°	X-SOFT	MCA KATLI WHITE 60	10
Right	9°	X-SOFT	TT HZRDUS GEN 4 BLACK 60	10

Order Summary

Product	Quantity
Right 9° (STIFF) MCA KATLI WHITE 60 SKU: 606750-0000 Availability: 27.03.2022	10 Remove
Right 9° (STIFF) TT HZRDUS GEN 4 SILVER 60 SKU: 606750-0000 Availability: 27.03.2022	10 Remove

Add To Cart

4. Complete all necessary selections for a custom order and add to cart.


Callaway CONNECT

CHECK STATUS • PLACE ORDER • VIEW INVOICES • RESOURCES

Home / CLUBS / DRIVERS / PARADYD DRIVER

PARADYD DRIVER

Stock Order



Customize Your Club

Hand * **RIGHT** **LEFT**

Model / Loft * 10.5°

Optic Cog (Optional) N+1

Shaft Model * OTHERS • TT HZRDUS SLV GEN 4 60 GP (PARADYD)

Shaft Flex * **REGULAR** **STIFF**

Shaft Gender * **WOMEN'S STD LENGTH** **WOMEN'S STD LENGTH**

Length * STD

Tipping (Optional) -1.00 -2.00 0.00 1.00

Grip * GOLF PRIDE • GOLF PRIDE VELVET 360 SUG (APEX 19/ROGUE ST)

Grip Install (Optional) **ON THE SHIRT** **IN THE BOX**

Wrap Type (Optional) **OVERGrip** **STANDARD** **WAXED**

Grip Stretch (Optional) **NO STRETCH** **STRETCH 1/2"** **STRETCH 1"**

Grip Graphics (Optional) **LOAD UP** **LOAD DOWN** **STRETCH PARTY**

Tag Name TEST

Quantity 1

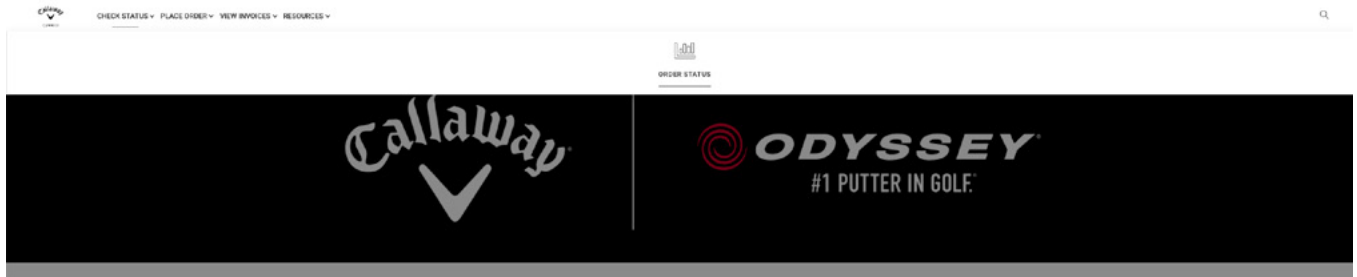
Summary

Base Price	€333.00
Shaft (exchange)	€0.00
Grip (exchange)	€0.00
Unit Price	€333.00

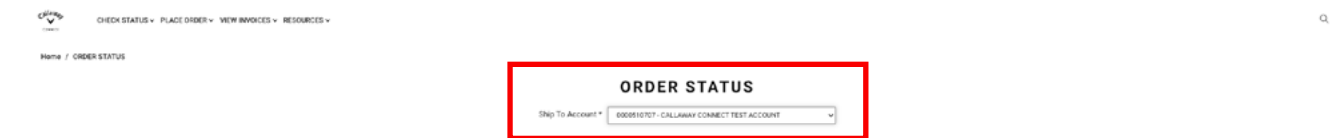
Add to Cart

05 CHECK ORDER STATUS

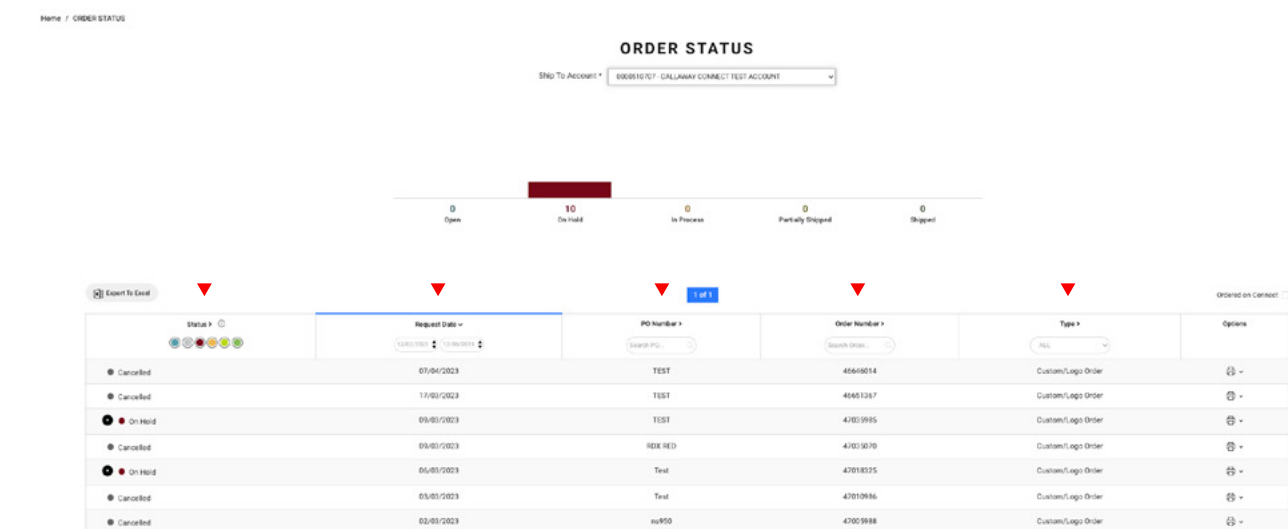
1. Navigate to 'CHECK STATUS' > 'ORDER STATUS'



2. Select the 'Ship To Account'



3. Filter orders:



4. Print order with or without pricing

Export to Excel					
Status	Request Date	PO Number	Order Number	Type	Options
Cancelled	07/04/2023	TEST	46646214	Custom/Logo Order	Print With Pricing Print Without Pricing
Cancelled	17/03/2023	TEST	46651367	Custom/Logo Order	Print With Pricing Print Without Pricing
On Hold	08/03/2023	TEST	47035885	Custom/Logo Order	Print With Pricing Print Without Pricing
Cancelled	08/03/2023	BOX RED	47035070	Custom/Logo Order	Print With Pricing Print Without Pricing

5. Bulk export order list

Export to Excel					
Status	Request Date	PO Number	Order Number	Type	Options
Cancelled	07/04/2023	TEST	46646214	Custom/Logo Order	Print With Pricing Print Without Pricing
Cancelled	17/03/2023	TEST	46651367	Custom/Logo Order	Print With Pricing Print Without Pricing
On Hold	08/03/2023	TEST	47035885	Custom/Logo Order	Print With Pricing Print Without Pricing
Cancelled	08/03/2023	BOX RED	47035070	Custom/Logo Order	Print With Pricing Print Without Pricing

6. Preview order + Estimated ship date information

On Hold	4/04/2023	UK A 114	1091426	Custom/Logo Order	Print With Pricing Print Without Pricing
Cancelled	22/02/2023	Tour Issue	46972556	Custom/Logo Order	Print With Pricing Print Without Pricing
Cancelled	20/02/2023	TGS	46959272	Custom/Logo Order	Print With Pricing Print Without Pricing
On Hold	19/02/2023	Test Order	46953461	Standard Order	Print With Pricing Print Without Pricing

ACCOUNT DETAILS

Account: 800811737 CALLAWAY CONNECT TEST ACCOUNT
 Contact Name: 000811737 CALLAWAY CONNECT TEST ACCOUNT
 Payment Option: Net Due 30 days
 PO Number: Test Order

Ship To Account: 000811737 CALLAWAY CONNECT TEST ACCOUNT
 Shipping Method: UPS GROUND STANDARD

Request Date: 19/02/2023
 In Hands Date:

Order Details

APTX UTILITY #008
 4701151730
 Top Hole
 Request Date: 19/02/2023
 Product Description: NO SHIP BOX 10000 75 SH 100

Est. Ship Date: 13/03/2023

Qty: 1
 Wholesale: £10.00
 Discount: -0.30
 A.S. Net Price: £10.70

Order Summary

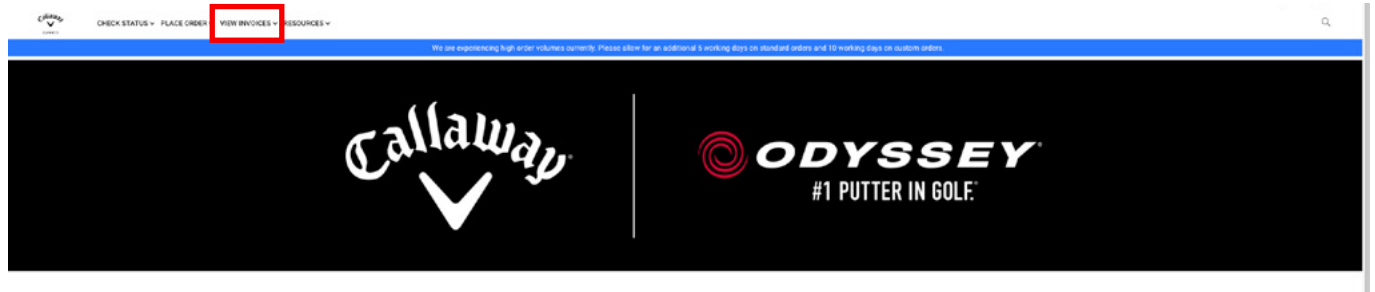
Subtotal	£165.00
Total Discount	£8.30
Delivery	£0.00
Total	£156.70

*Actual freight and tax charges (if applicable) will be determined when all items are shipped

On Hold	17/02/2023	Test order	46953471	Standard Order	Print With Pricing Print Without Pricing
On Hold	17/02/2023	Test	46922277	Standard Order	Print With Pricing Print Without Pricing
Cancelled	17/02/2023	Test	46959096	Custom/Logo Order	Print With Pricing Print Without Pricing

06 CHECK ACCOUNT STATUS / INVOICE HISTORY

1. Navigate to 'VIEW INVOICES'



2. Preview Account overview



3. Filter invoices

Export Invoice Summary to Excel

Status	Invoice Date	Due Date	Payment Terms	Invoice / Doc Number	Original Invoice	Order Number	PO Number	Reference	Invoice Amount	Print
Open	03/01/2023	02/02/2023	Net Due 30 days	9434016738	46773715	TEST BREXIT PROJECT	0636020795	0636020795	£795.48	
Open	04/01/2023	02/02/2023	Net Due 30 days	9434016745	46773715	TEST BREXIT PROJECT	067182444	067182444	£795.48	


4. Print Invoice

[Export Invoice Summary to Excel](#)

Status	Invoice Date	Due Date	Payment Terms	Invoice / Doc Number	Original Invoice	Order Number	PO Number	Reference	Invoice Amount	Print
Open	03/01/2023	02/02/2023	Net Due 30 days	9434016728		46772715	TEST BREXIT PROJECT	063020299	£195.48	
Open	04/01/2023	02/02/2023	Net Due 30 days	9434016745	9434016728	46772715	TEST BREXIT PROJECT	0671806464	£195.48	

5. Preview Invoice

[Export Invoice Summary to Excel](#)

Status	Invoice Date	Due Date	Payment Terms	Invoice / Doc Number	Original Invoice	Order Number	PO Number	Reference	Invoice Amount	Print
Open	03/01/2023	02/02/2023	Net Due 30 days	9434016728		46772715	TEST BREXIT PROJECT	063020299	£195.48	

INVOICE DETAILS

Account: 4060810707 CALLAWAY CONNECT TEST ACCOUNT
Contact Name:
Payment Method: Net Due 30 days

Original Invoice
Invoice Date: 03/01/2023
PO Number: TEST BREXIT PROJECT
Reference: 063020299

Ship To Account: CALLAWAY CONNECT TEST ACCOUNT
Shipping Method: SFE 0501270
Shipping Address: LEATHERHEAD ROAD CHESSINGTON SY 18

Order Details


PO INV NUMBER: 22 DR 9.0 DR 800
Qty: 1
Tag Name:

Order Summary

Subtotal	£162.90
Tax	£32.58
Total	£195.48

6. Bulk export invoice list

[Export Invoice Summary to Excel](#)

Status	Invoice Date	Due Date	Payment Terms	Invoice / Doc Number	Original Invoice	Order Number	PO Number	Reference	Invoice Amount	Print
Open	03/01/2023	02/02/2023	Net Due 30 days	9434016728		46772715	TEST BREXIT PROJECT	063020299	£195.48	

INVOICE DETAILS

Account: 4060810707 CALLAWAY CONNECT TEST ACCOUNT
Contact Name:
Payment Method: Net Due 30 days

Original Invoice
Invoice Date: 03/01/2023
PO Number: TEST BREXIT PROJECT
Reference: 063020299

Ship To Account: CALLAWAY CONNECT TEST ACCOUNT
Shipping Method: SFE 0501270
Shipping Address: LEATHERHEAD ROAD CHESSINGTON SY 18

Order Details

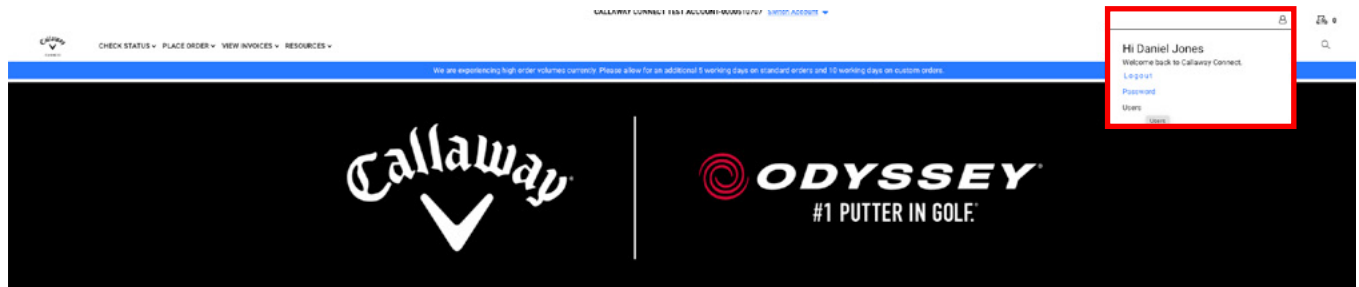
PO INV NUMBER: 22 DR 9.0 DR 800
Qty: 1
Tag Name:

Order Summary

Subtotal	£162.90
Tax	£32.58
Total	£195.48

07 HOW TO MANAGE USERS

1. Navigate to 'ACCOUNT' > 'USERS'

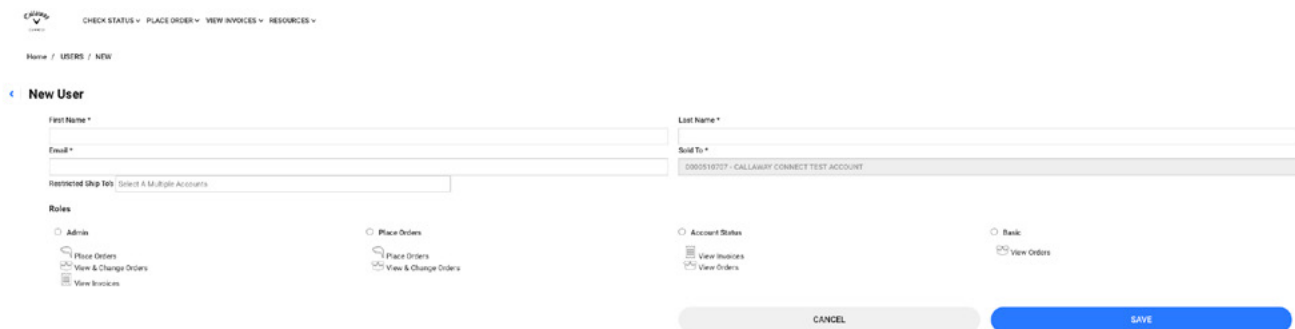


2. Add new users

Step 1



Step 2



3. Search for users

Home / USERS

USERS

ADD NEW

Search bar with "Email" label and "SEARCH USER" button.

4. Edit users

Step 1

Home / USERS

USERS

ADD NEW

Search bar with "Email" label and "SEARCH USER" button.

Name	Email	Parent Unit	Status
Dylan Vandervalt	dylan.vandervalt@callawaygolf.com	CALLAWAY CONNECT TEST ACCOUNT	Active

Step 2

Home / USERS / DYLAN.VANDERWALT@CALLAWAYGOLF.COM

User Details

Email: dylan.vandervalt@callawaygolf.com
Name: Dylan Vandervalt

Default Account: CALLAWAY CONNECT TEST ACCOUNT
Restricted Ship To's:

Roles: Admin
User Enabled Status: Enabled

EDIT

RESET PASSWORD DISABLE USER

BACK TO USERS

Step 3

Home / USERS / DYLAN.VANDERWALT@CALLAWAYGOLF.COM / EDIT

Edit User

First Name *
Dylan

Last Name *
Vandervalt

Email *
dylan.vandervalt@callawaygolf.com

Restricted Ship To's
Select A Multiple Accounts

Roles

☒ Admin
Place Orders
View & Change Orders
View Invoices

☐ Place Orders
Place Orders
View & Change Orders

☐ Account Status
View Invoices
View Orders

☐ Basic
View Orders

CANCEL SAVE

5. Disable or Enable users

Step 1



CHECK STATUS • PLACE ORDER • VIEW INVOICES • RESOURCES •

Home / USERS

USERS

SEARCH USER

Name	Email	Parent Unit	Status
Dylan Vandervalt	dylan.vandervalt@callawaygolf.com	CALLAWAY CONNECT TEST ACCOUNT	Active

ADD NEW

Step 2



CHECK STATUS • PLACE ORDER • VIEW INVOICES • RESOURCES •

Home / USERS / DYLAN.VANDERWALT@CALLAWAYGOLF.COM

User Details

Email: dylan.vandervalt@callawaygolf.com
Name: Dylan Vandervalt

Default Account: CALLAWAY CONNECT TEST ACCOUNT
Restricted Ship To's:

Roles: Admin
User Enabled Status: Enabled

EDIT

RESET PASSWORD

DISABLE USER

BACK TO USERS

6. Reset User Password

Step 1



CHECK STATUS • PLACE ORDER • VIEW INVOICES • RESOURCES •

Home / USERS

USERS

SEARCH USER

Name	Email	Parent Unit	Status
Dylan Vandervalt	dylan.vandervalt@callawaygolf.com	CALLAWAY CONNECT TEST ACCOUNT	Active

ADD NEW

Step 2



CHECK STATUS • PLACE ORDER • VIEW INVOICES • RESOURCES •

Home / USERS / DYLAN.VANDERWALT@CALLAWAYGOLF.COM

User Details

Email: dylan.vandervalt@callawaygolf.com
Name: Dylan Vandervalt

Default Account: CALLAWAY CONNECT TEST ACCOUNT
Restricted Ship To's:

Roles: Admin
User Enabled Status: Enabled

EDIT

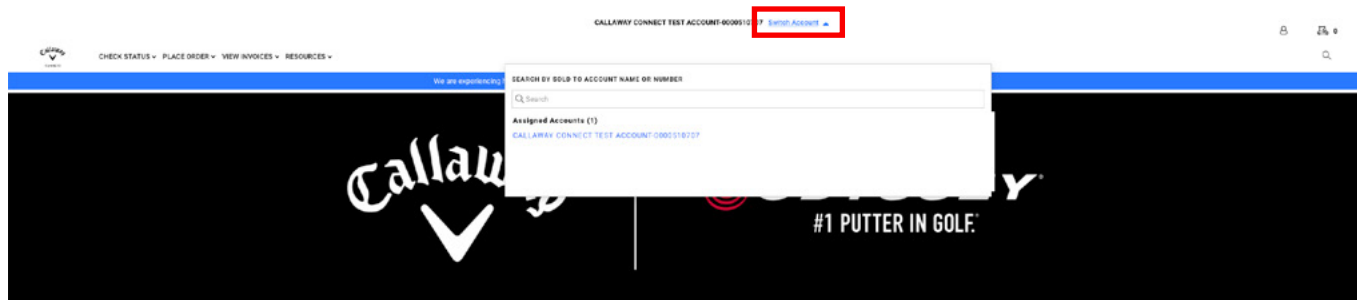
RESET PASSWORD

DISABLE USER

BACK TO USERS

08 HOW TO SWITCH BETWEEN ACCOUNTS

1. Navigate to 'Switch Account' top centre of the website
2. Search and click account



09 NEED HELP? CONTACT US

Visit <https://eu.callawayconnect.com/my-account/contactUs>