

# STUTTAFORD VAN LINES SMALL BOWLS PROJECT

## Operating Procedures

Clubs and districts need to follow the procedures outlined in the protocol document that was attached to Circular 13. Please note that clubs should **only deal with their district through the District Co-ordinator** of this project. Only District Co-ordinators should deal with the National Co-ordinator, John Busschau, through email [smallbowls@bowlssa.co.za](mailto:smallbowls@bowlssa.co.za) or +27 (0) 83 365 0367. In short, the operating procedures are as follows:

- 1 Districts must appoint a District Co-ordinator for the project and send the name and contact details to the National Co-ordinator.
- 2 District-Co-ordinators ensure that packaging is available at the districts' collection point and send out a circular to all their clubs indicating the District Co-ordinator' s name & contact details, district collection point and the protocol (operating procedures) specific to that district – along the lines recommended in Circular 13's Protocol.
- 3 Clubs organize the delivery and packing of sets of old bowls at the district's collection point, while following the instructions outlined in the district circular, which would include the information indicated in 5. below *as well as proof of payment to the district* for the clubs' orders.
- 4 Should any district not be within range of a Stuttaford Van Lines depot they are free to arrange their own transport. Before they do they should contact the National Co-ordinator, as he may be able to arrange for Stuttaford Van Lines to assist with the required transport.
- 5 At the time of dispatch, districts must email the following information to the National Co-ordinator and Mike Cann at Bowls SA Head Office ([mikecann@bowlssa.co.za](mailto:mikecann@bowlssa.co.za)):
  - a. Number of sets dispatched from the district
  - b. Number of re-machined sets on order to be returned (Mike will send an invoice to the District)
  - c. Number of sets donated to the project

While the sets are in transit FROM the district, Bowls SA will invoice the district. *This invoice must be paid immediately using SVL SMP + invoice number as EFT reference as re-machining will only occur for the number of sets on order.*

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### Frequently Asked Questions (FAQ)

The questions from districts and answers from the National Co-ordinator below are in no particular order. Hopefully they will cover any aspects not included in the above procedures. Districts (only – no clubs please) should direct any queries to the National coordinator via email as he is totally responsible for the project and will be aware of how far the process is.

	<b>Questions received from Districts</b>	<b>Answer (National Co-ordinator)</b>
1	If we have 5 or 6 clubs pay up front, and send the Old Bowls and you don't get much of a response from other districts, bearing in mind you require 500 sets for the initial run, how long would they wait for their bowls?	The response is good and getting better as we go, so this should not be a problem. There will probably be enough orders and payments from the Gauteng districts alone to get the project moving.
2	Are you expecting districts to order re-machined sets up front or can we send old bowls and order at a later date?	Either option is acceptable although to get the project moving, a minimum of 500 sets ordered and paid for is required. We expect districts to order and send bowls for their clubs' use and then send any surplus bowls. If they are both categories in one batch the numbers for each type must be clearly specified - .
3	Is there another plan for the boxes and can we proceed with the project?	All Stuttaford Van Lines depots have temporary boxes available in which 3 sets can be packed for initial transport. Branded boxes are on the way to the depots. Start moving bowls via Stuttaford Van Lines as soon as possible. Districts who are transporting sets directly to the container, can pack their bowls into appropriate boxes on arrival at the container – note that no old bags will be accepted.
4	Do the bowls that we send to be re-machined need to be in sets of 4 or can we send 2 pairs of 2 bowls to make up a set?	Initially, please send only sets of the same 4 bowls. Once the project is underway, we will let you know about sending sets can be made up of odd bowls, provided they are the colour & the same manufacturer – different sizes do not matter.
5	Will individual sets of bowls lose their identity, i.e. if a club wishes to pay for resized bowls rather than donating sets, will they receive the same bowls back or will they simply be "new" bowls originating from any donor?	Bowls will lose their identity so we cannot assure any club that the same bowls will be returned, as indicated in Circular 13's protocol.
6	It will be appreciated if you could indicate what the anticipated turn-around time for resizing is.	At this early stage we cannot give an anticipated turn-around time. Once we start machining we anticipate a three to four week turn-around time. As Stuttaford Van Lines are generously donating the transport of bowls to and from their depots., no specific date can be given for transporting the sets in either direction.